

Monadnock Peer Support Agency (MPS)

Board of Directors

24 Vernon Street | Keene, NH 03431

Zoom Dial In: 603 352 5093

9/1/2022 5-7pm

In Person - MPS Executive Director's Office

Meeting Minutes

In attendance: Karen Carrien, Christine Alle, Tara Abbott, Daria Levy, Melissa Callender, Mandy White, Diane Croteau, Jen Richardson, Meghan Rouleau, Stacy Wilbur, Sam Spielberg, Paige Putnam and Kelly Fleurette

A.

Opening

- a. Quorum Check
- b. Call to Order at 5:16pm
- c. Welcome new Board member, Chris Minkler, At-Large Board Member
- d. Welcome Paige Putnam, secretary
- e. Approval of July minutes
 - i. Diane motion to accept
 - ii. Tara second motion
 - iii. July minutes accepted

B. Executive Director's Report

- a. Staffing Changes
 - i. Theresa Noel, Jaide Hall and Kurt Anderson have all resigned
 1. Jaide has high-risk pregnancy and feels safer stepping back
 2. Kurt Anderson might be back
 - ii. Samantha Spielberg hired as Administrative Assistant
- b. Financial Reports (Attached to Agenda)
 - i. Christine and Mandy need to sit down and go through budget
 1. Where money is going, new fiscal year budget
 2. Reports are long and confusing because they need to adhere to state rules
 - ii. New programs need to be reported separately to the state
 - iii. Re-allocating funding for more marketing
 1. Marketing has been showing success
- c. Hired an HR Firm to put together a Strategic Plan
 - i. Currently no plan in place
 1. ~\$100,000 per year, need plan
 2. Cannot accomplish goals without Strategic Plan
 - ii. Madison Miles?
 - iii. Selected board members for feedback survey as part of Strategic Plan
 1. Tara and Diane
 2. Eventually everyone will be contacted for feedback
 - a. Be "brutally honest"
- d. BOD Committees
 - i. Board is still in its infancy stages, room for improvement
 1. Should continue to work throughout month between meetings in order to achieve goals

- ii. Will be looking for committee members to tackle Strategic Plan
 - 1. Mandy volunteers
 - a. Just put out new plan at SFS, compare
 - 2. Steph volunteers
 - 3. Daria volunteers
 - 4. Diane volunteers
 - 5. Kelly volunteers
 - a. New plan at YMCA, in year 3 of 5, happy to provide as example
- iii. We need to establish finance and fundraising committees
 - 1. AFTER Strategic Plan
 - 2. Need chair with time and experience
 - 3. Tara, Kelly
- e. Mission statements needs to be rewritten
 - i. Christine asks everyone to read and consider statement
 - ii. Melissa reminds Christine statement was just rewritten, Christine asserts that new mission statement needs a vote
- f. BOD trainings are available -
 - i. Melissa recognizes that there are new members, training beneficial
 - 1. Looking into providing PIN for NH Center for Nonprofits
 - ii. Christine emphasizes importance of training, addresses cost of training
 - iii. Here are some coming up
 - 1. October 20th - Navigating the Board Chair-Executive Director Relationship: Staying in Your Lane, How to Merge, Yield, and Avoid Collisions
 - 2. October 28th - Understanding Nonprofit Financials November 1st - Build a
 - 3. Fundraising Board
 - 4. November 10th - Transformative Governance Series
- g. We are now able to bill Medicaid for SUSD
 - i. No other PSA is interested in billing medicaid
 - ii. Some contention re: billing Medicaid, concerns about confidentiality
 - 1. Christine argues in favor of Medicaid, goal oriented, using codes for billing
 - 2. \$800,000 per year when using codes
 - 3. Discussing with Mandy
- h. We are looking into purchasing a bus
 - i. It's a 2009 MCI D4505 coach bus that seats 50 plus two wheelchairs
 - 1. \$18,000
 - 2. Thinking big picture, working towards goals
 - 3. Will be additional cost, upkeep, benefits + drawbacks
 - a. Could make money back by renting bus to community
 - ii. Need to find parking, wrapping
 - iii. Whoever drives bus needs a CDL
 - 1. Stacy has CDL
 - 2. Looking into getting Matt Johnson CDL
 - iv. BOD questions about bus
 - 1. Kelly asks about mileage on bus
 - a. Christine sending information to BOD, trip to look at bus
 - 2. Melissa asks about insurance and maintenance
 - 3. More info about the bus to come at the next meeting

B. Marketing and Programming report by Melissa Callender

- a. Completed programming staff reviews
- b. Got Lisa's name off PayPal account and added Christine
- c. Wrote an annual appeal letter. Will be finalizing and get sent out
- d. We had a couple more tables at Swampbat games
- e. We had a table at the Sky Show
 - i. Not effective, Different approach next time
- f. CPR training for our staff with the Keene FD
- g. Began the process of reinstating Lion's Club membership
- h. Chipotle Fundraiser was on 9.3.22
 - i. The Keene store screwed up and didn't log our sales
 1. I have been in touch with corporate and they're having the finance team do an audit
- i. Set up active shooter training with Keene PD for the next staff development in October
- j. Attended 3-day seminar - Nonprofit Marketing Summit: Fundraise to the Future
- k. Trips with members
 - i. Cheshire fair
 - ii. The Bridge of Flowers
 - iii. Twinkle Town
- l. Trained Stacy
- m. Annual meeting held on 8.23.22
 - i. Planning and execution
 - ii. It was a great event – about 50 attended
- n. Advertising
 - i. Ad in the Elf through the Keene Sentinel and that came with a Facebook Live with them
 1. They interviewed Chrisitne and the video currently has 1,900 views
 - ii. Running weekly ads in the Monadnock Shopper
 1. Small ad but the benefit here is that we get editorials written for free and have priority because we run ads
 - iii. Boosting some Facebook posts
 1. Facebook impressions in August were over 7,000
 - iv. Met with Vadim from Monadnock Ford and secured a donated vehicle that they will have wrapped!
 1. This vehicle was independently inspected at Leon's
 - a. Needs work. Monadnock Ford providing all parts to pass inspection but they will not be helping with repairs after that
 - v. Scheduled a presentation from the SSA on how to fill out Social Security paperwork
 - vi. Feeding Tiny Tummys now has a satellite pantry downstairs in the kitchen
 - vii. Began attending the Chamber of Commerce meetings again
 1. Stacy, Melissa and Zach attended training from Hearing Voices Network
 - viii. Attended the HVN training
 - ix. Worked with Jaide to create new member folders
 - x. Designed and ordered a retractable banner for events
 - xi. Setting up dates to have a table at the Co-op
 1. 9.21.22 and 9.26.22 are the dates
 - xii. Trish continues to table at the Library on Monday afternoons
 1. Every other Monday, alternates with group that volunteers at the Humane Society
 - xiii. Beginning group volunteering at the Humane Society this fall

- C. Melissa reads Karen's Residential Report
 - a. Assisted with the CLSS application for our licensure
 - b. Brought in 5 SUSD Program residents
 - c. Brought in 9 Respite residents
 - d. Assisted with financial business of the Monadnock Peer Support
- D. Motion to Adjourn
 - a. Diane makes motion to adjourn the meeting
 - b. Daria seconds motion
 - c. All in favor
 - d. Meeting adjourned at 6:15pm