

Minutes
Board of Directors Meeting
Wednesday-January 20, 2010

Call to order and attendance: Clarkson, Plantinga, Brown, Stewart, McCahan, Trought, Andresen, White

1. **Approval of the Minutes:** It was moved, seconded and voted to approve the minutes with minor corrections.
2. **Executive Director's Report:** The report submitted by Cathy Bentwood was reviewed and discussed by the Board (see appendix). Several strategic items emerged while discussing the activities and events presented in the report. These included:
 - 2.1. Need to address an executive summary of the 08-10 strategic plan and hold a SP Retreat
 - 2.1.1. Revisit mission
 - 2.1.2. Revisit services and mechanisms for support of those services
 - 2.2. Need to craft a few clear goals for the BH going forward that will address
 - 2.2.1. The administrative demands and the service demands.
 - 2.2.2. Qualitative and quantitative assessment mechanisms for looking at "success"
 - 2.2.3. Developing functional relationships with PSU for SW Admin support
 - 2.3. Need to build an effective process for securing funds from the towns for residents. Need to develop a standard process for the bookkeeper to be able to send out monthly reports/bills to the towns.
3. **Treasurer's Report:**
 - 3.1. Financial Review – the YTD Balance Sheet and Income/Expense statements were presented by Jeff Brown and discussed by the Board. Examining the YTD numbers, we are at about 51% for expenses as per budget and at about 72% for revenues. Several large items may emerge for expenses. Jeff is continuing to work with T. Martin to clean up the accounting process.
 - 3.2. Review/discussion of CPA's management recommendations
4. **Old Business:** Continuation of Strategic Plan discussion – Sarah, Barb, Jeff and Charles will meet 1/27 at 3 pm to work on an executive summary of the previous SP and develop a plan for moving forward with a process for developing a new SP and possibly a SP retreat to plan for 10-11.
5. **New Business:** Event Planning for 2010 – Discussion of developing a more systematic process for fundraising events. A plan that allows for succession would benefit the BH going forward. Developing a master calendar for events and building a cleaner data base for mailings and communications can be developed. Also the need for a clean mechanism for organizing volunteers for events was discussed. Generally, the board discussed ideas for developing fundraising activities that are lower/lesser in work intensity for the Board and that will be effective and educational for the community. Collaborating with other local organization; e.g. Master Chorale, Flying Monkey, HS Honor Society, etc.
6. **Committees:** Staffing and reporting – a reconsideration of committees that we need to have. General thoughts that emerged were the need for committees for the following areas:
 - 6.1. Operations – focused on elements that concern the physical plant concerns and day-to-day operating issues.
 - 6.2. Programs – focused on delivery of services to participants and special events for participants
 - 6.3. Fund-raising – focused on developing and implementing activities and events to capture revenue and extend education to the region and communities
7. **Next meeting:** February 17, 2010; Whole Village Resource Center, 4:00 p.m.

Appendix**Bridge House ED Report** Jan 2010**Facility:**

- Ventilation problem somewhat resolved with the addition of dehumidifiers on the women's side. Doug will review suggestions for additional insulation with Jeff.
- BH has 10 months to resolve security per Plymouth Fire Dept Chief. By going to the internet for phone service we are in some type of minor infraction with the security service. We do still have one real phone that connects us to the 1-2-3 Security Service. (How that can be is a mystery to the phone man) The service insists we have two lines. The PFD disagrees. A Fire Box is an option. This will be addressed this spring.
- When the change to Vonage was made, the hard line required for Fire Alarm protection was functionally lost. There is still a live line, and Jeff is helping to analyze the situation and determine a solution to provision of adequate phone coverage for alarm operation.
- One of our participants was a professional painter and is doing a great job repainting the interior.

Staff:

- Planning a half-day retreat in Feb/March for staff. Topic Maslow's Hierarchy of Needs. Presenter is Kathleen Norris. Anyone have thoughts for a second presentation?
- Cathy: Please send out an e mail to announce day and time to Board.
- We will focus on outreach this year. Visiting people who've moved out to assess/ assist their independence. Our re-entry rate is unacceptable. We will hire at \$10/hour for 2 or 3 hours per week Susan Axon (an occasional weekend staffer) to enter data for HMIS....a HUD contrivance that only a sadist could have created. Currently this is done by Holly. Her time is better spent in outreach.
- At what level is "re-entry" considered "unacceptable"? Are there mechanisms to assess the "change" state of participants to determine the efficacy of different types of interventions. Tracking and examination of recidivism might show different outcomes.
- Social work specialist to assist with this? Case management expertise? NHIS state reporting system = is it usable for clarity of assessing outcomes.
- "Smoke cessation" and "The Successful Renter" to be presenter in Feb
- We had a part-time psychiatric ARNP. Very part-time. She quit after one session. Still looking.

Census:

Total= 23; 9 men, 11 women, 3 children...ages 1 to 7. All participants are receiving full services.

Outreach:

- **Bridge House has received in excess of \$15,000 from the appeal letter! Good work everyone.**
- BH continues to providing support for Tierra and her family. This 29 year-old former participant is receiving hospice care.
- Directors are encouraged to continue activities that Support Transitional Housing
- ED continues to work on contributions from sending towns. We charge \$15/day to all towns. Few pay but we are getting better at requiring vouchers. To the best of my knowledge Plymouth has never paid the BH.
- BH was denied an allocation by the Plymouth non-profit council. Who is this? (How much did they give the Humane Society??)
- ED and three participants attended a Volunteer Orientation at the Laconia Humane Society. **Homelessness' greatest enemy is boredom.** ED is reaching out on behalf of BH'ers for volunteer opportunities for THEM. Have offered to make a presentation at the UU Church regarding this opportunity. It's not everyday we have professional painters on board at the BH! (you provide paint we provide the pro!) Anyone interested in using David call Holly the BH 536 7631.

Cathy and John Bentwood are going to Haiti for one-two weeks.

Board of Directors Meeting Minutes

February 17, 2010

8. **Call to order and attendance:** Present -Brown, McCahan, Trought, Stewart, Plantinga, Bentwood; Absent-Clarkson, Andresen, Bernier, White
9. **Approval of the Minutes:** It was moved, seconded and voted to adopt the minutes as presented
10. **Executive Director's Report:** The ED's report was presented and discussed by the Board. Cathy fielded ideas from the Board for a staff retreat planned for a half day in March. (See attached ED report).
11. **Grant status report review:** An update on the status of grants was received from Kim Giles and reviewed by the Board. Kim Giles will be invited to the next Board meeting to discuss the grant seeking process going forward. (Jeff will contact Kim and copy Charles & Cathy)
12. **Treasurer's Report:**
 - 12.1. Financial Reports: Jeff Brown presented reports on the financial condition, reviewing the YTD Income and Balance sheets. Discussion ensued regarding further changes to some bookkeeping systems and documentation of anticipated income going forward.
 - 12.2. Audit plans: Jeff presented information he has gathered regarding costs for Auditors to examine the BH financials. Three bids were gathered ranging from as high as \$9000 to a low of \$5000. Given the level of our operating budget, there are still questions about the need for annual audits. It was moved (Sarah) and seconded (Betty Ann) to engage RLB & Co. for an annual audit. Vote 7 for, 0 against.
13. **Old Business:**
 - 13.1. **Strategic Plan input and update** – Sarah updated the Board on the activities of the SP task force including the suggestion that we seek grant support for a strategic planning process including a review of the mission and a new set of goals for 2010-2015. NH Charitable foundation would be a source of such funding when we have a facilitator selected and know the associated costs. Sarah and Charles have conducted research and are suggesting Michael Daily. His services are within the limits of the grant funding. It was moved (Betty Ann) and seconded (Barbara) to authorize Sarah to submit the NHCF grant application. Voted 8 for and 0 against. Additional information will be forwarded to all Board members. *Kelly White arrived.*
 - 13.2. **New Business:**
 - 13.2.1. Events
 - 13.2.1.1. May social event - scheduled for May 22 – event to be discussed next month.
 - 13.2.1.2. Community Fun Fair - scheduled for July 17, 2010. Cathy will bring a review of last year's event to the next meeting and the Board will discuss assignment of tasks. Schedule for the Community Fun Fair will be discussed next month.
14. **Next meeting:** March 24 , 2010; Whole Village Resource Center, 4:00 p.m.

Board of Directors Meeting
Minutes - Wednesday-March 23, 2010

1. Call to order: Jeff Brown called the meeting to order at 4:00 p.m.
2. Attendance: Dailey, Brown, McCahan, Andresen, Bernier, Bentwood
3. Guest – Kim Giles (Grants Administrator) - Kim reviewed the update report that she provided in February.
 - 3.1. Linden Foundation granted \$15,000. An additional \$10,000 was requested which would require matching. Sources of matching funds were have been identified and collected. A follow-up on the status of these additional funds. Cathy will investigate the status and communicate with the Linden Foundation group.
 - 3.2. The RFP for the Grafton county General Fund has been submitted and we are waiting for response. The request was for \$25,000.
 - 3.3. GC Incentive Funds have been reduced from \$15K to \$9K and is being administered by DHHS. Kim sends Tom the report and he submits.
 - 3.4. State Grant in aid and McKinney funds will be due in Fall 2011. The State Grant was grant was for \$85K; McKinney funds are \$20K per year for two years.
 - 3.5. NHCF report was submitted and a grant was submitted to fund strategic planning. PSU faculty member, K. Norris, submitted a request for a research project which was not funded. Next round will be Sept. 1, 2010.
 - 3.6. United Way funding has been discontinued. Appeal letter from the Board will be developed by Barbara and forwarded to Charles. Kim recommends informing them about funding cuts.
 - 3.7. FEMA funding – no contact as yet.
 - 3.8. Resident data collection and evaluation. Data needs to be continuously collected and available for grant prep and reporting.
 - 3.9. Tri-County Cap stimulus funds were granted. Cathy will ask Joie Findley-Morrison for a copy of the grant for the Board to use for crafting a formal request.
 - 3.10. Additional ideas for funding proposals were discussed. Kim will continue researching possible funding sources. Kim suggested that Board members continue to watch for agencies with whom BH can collaborate in funding activities/shared resources, etc. Gifting sources are also possible.
4. Approval of the Minutes: It was moved, seconded and voted to approve the minutes from the meeting of Feb. 17, 2010
5. Executive Director's Report: Cathy Bentwood provided a written report. Details were presented and discussed by the Board. Items of note included:
 - 5.1. Facility – continuing to find ways to reduce electric bill and resolving concerns with Fairpoint. Will be fencing area by clothes lines.
 - 5.2. Retreat with K. Norris and S. Steward are facilitating a staff training retreat on March 30, 2010 at the CMI.
 - 5.3. Smoke Cessation program and sessions with Horizon will begin next month.
 - 5.4. Current census: 5 men, 8 women, 4 children, total 17 (8/13 smokers)
 - 5.5. Outreach activities have been dense, especially for alcoholism and nicotinitism

5.6. Sock-Hop planned for May 15, 2010 at the Plymouth Seniors Center 6:00-11:00 p.m. Bowls, soup and dancing. Tickets go sale in April. All Board members will be expected to sell tickets. Outlets for tickets will be investigated.

6. Treasurer's Report: Jeff reviewed the monthly statements and noted items were discussed by the Board.
7. Committee Reports: Plans for the Community Fun Fair were discussed; Directors were encouraged to seek corporate sponsors.
8. Old Business: None
9. New Business: Board discussed moving forward in consideration of a permanent Executive Director. Discussion ensued regarding a transition and how to best proceed with securing a permanent Executive Director. The executive committee will review the ED job description and post to the full board for consideration at the next meeting. A potential candidate has emerged and information on this candidate will be disseminated by e-mail to the Board.
10. Next meeting: April 21, 2010 at 4:00 p.m. at the Whole Village

Respectfully submitted,

Barbara McCahan
Secretary

Board of Directors Meeting
Minutes
Wednesday-April 21, 2010

1. **Call to order:** Meeting was called to order at 4:00 pm.
2. **Attendance:** Clarkson, Brown, McCahan, Andresen, Bernier, Bentwood, Stewart, Trought, White
3. **Approval of the Minutes:** It was moved, seconded and voted to approve the minutes of the meeting on March 23, 2010.
4. **Executive Director's Report:** The Board received the Director's report. Key elements were discussed including:
 - 4.1. Alternative energy options – to be discussed with the WV Board as they consider alternatives.
 - 4.2. In process of examining the fire and safety system – ensuring code compliance (1 year timeline)
 - 4.3. Staff retreat was held last month with Sarah Stewart and Kathleen Norris on boundaries and self-care education.
 - 4.4. Horizons Drug and Alcohol weekly meetings have started – not addressing smoking (not considered in the “drug” category for treatment)
 - 4.5. Researching possibilities for health accounts for BH staff
 - 4.6. Outreach activities included:
 - 4.6.1. Linden match (\$10,000) request for funds seem to not have been applied for nor received.
Action: Charles will do a follow-up to reconnect with the funders
 - 4.6.2. Cathy is developing relationships with the Welfare officers in regional towns
 - 4.6.3. Tuck Foundation being investigated as a resource
5. **Treasurer's Report:**
 - 5.1. Financial reports were reviewed and clarifications were discussed.
 - 5.2. Financial management action:
 - 5.2.1. Moved, seconded and voted to authorize the Director to apply for and secure a credit card for the BH with a credit line not to exceed \$2500.
 - 5.2.2. Moved, seconded and voted to separate petty cash from resident fee deposits.

5.3. Grants Status

 - 5.3.1. New Hampshire Charitable Foundation grant funds were received (\$3400)
 - 5.3.2. Letter of intent was submitted to HUD for funding for a male shelter; grant proposal was for \$236K; application due by May 10th for full proposal. It was moved by B. Trought and seconded by J. Bernier to move ahead with writing the full grant proposal to Bureau of Homeless and Housing Services which is due May 10, 2010.
Action: Jeff, Cathy and Charles will work on this and report to the Board when submitted
Cathy will send the submitted narrative.

6. Committee Reports:

- 6.1. Strategic Planning – elements of reviewing and updating our strategic plan have been addressed. A more robust process was previously discussed. Process can now move ahead with the NHCF funds. Committee members includes: Sarah**, Charles, Jeff, and Betty Ann. Any interested other Board members will be invited to associated events. Concerns of governance will be included in this process.
- 6.2. Executive Director Search: Cathy formally indicated her intention to retire as ED on June 30th. Discussion ensued regarding the job description for the ED position and included input from Cathy.

7. Old Business:

- 7.1. United Way- Discussion ensued regarding the basis of concern surrounding the discontinued funding from UW. It was decided that Charles would check on the valid numbers for residents that came from the Laconia region. Barb will fix the letter and it will be sent out next week.
- 7.2. Rock and Roll - May 15th Event at the Plymouth Regional Seniors Center. Board members each signed out a batch of tickets to sell.
- 7.3. Community Fun Fair – Board members signed on to contact sponsors among community businesses. See appendix** Committee to manage; Betty Ann, Barbara, Charles, Julie, Joan.
- 7.4. Executive Session: ED Cathy was excused. Discussion ensued regarding the search process for a new Director. Barbara volunteered to revise the previous job description narrative and distribute electronically. A search meeting is schedule for Wed, April 28, 2010 at 5 p.m. Committee consists of Charles, Betty Ann, Sarah, Kelly and any other members who can attend.

8. Next meeting: May 19, 2010 at Whole Village Resource

Respectfully Submitted,



Barbara McCahan

Appendix

Board Assignments:

- Businesses donation \$250 minimum for logo on website and signage at the event.
- Logo sent to Julie Bernier will be put into signs and posted on BH website as desired
- Sponsors will be featured in press released if desired
- Funding goal = gross \$15,000.

Sponsorships for the BH Community Fun Fair

MVSB	Sarah
G. Michael	Cathy
SMH	Cathy
Midstate	Kelly
McLear	Alex
Ryan Cnstr.	Alex
CGSB	Betty Anne
Jattra	Alex
Owl St. Assoc.	Jeff
Harris Bros	Nancy
Woodsville	Jeff
A&M Donuts	Holly
Twin Oaks	Betty Anne
Res. Mgmt.	Kelly
L&A Albert	Cathy
G.A. Dining	Cathy
Café M.Alto	Charles
Holderness Sch	Charles
Molone/Dirubbo	Betty Anne
Samyn& Delia	Barbara
Conklin/Reynolds	Julie
McCormack	Barbara
Blaine	
NH Elec. Coop.	

Individual Donors:	Rock and Roll tickets
Dailey	101-120 Betty Ann
Trought	121-130
Clarkson	131-136 Jeff
Brown	137-156 Julie & Dres
White	157-162 Barb
Bentwood	163-172 Kelly
	173-182 Charles

Board of Directors
Meeting Minutes
Wednesday-May 26, 2010

1. **Call to order:** The meeting was called to order at 4:00 p.m. by Chair Clarkson
2. **Attendance:** Clarkson, Dailey, McCahan, Andresen, Bernier, Bentwood, Stewart, Trought; Absent: Brown, White, Plantinga
3. **Minutes:** It was moved, seconded and voted to approve the minutes of the meeting of April 21, 2010.
4. **Committee Reports:**
 - 4.1. **Strategic planning process:** Michael Dailey, Executive Service Corp. is recommending 2 SP consultants, specializing in non-profits. First meeting will be to meet with Board, have discussion and, if satisfied, sign a contract. Possible dates were selected for the first meeting including; 6/10, 16, 17, 23, 24 with a preference for the 10th; 5:15-6:45 p.m.
 - 4.2. **Summer Community Fun Fair:**
 - 4.2.1. Cathy-Corporate sponsorship/Fundraising stage- flyers and personal contacts should be made now. Flyer is on the website; see appendix for contact list for Directors
 - 4.2.2. Betty Ann- Capturing and coordinating volunteers; 2 hour slots, master schedule for sign-ins on the day.
 - 4.2.3. Fair Logistics meeting scheduled for June 30th, 4:00 pm at Whole Village update and final planning.
 - 4.2.4. Julie B will set up a Google Docs website so that all the planning for the Fair can be recorded and available in one place for everyone.
5. **Treasurer's Report:** Financials have been circulated previously by e-mail. No questions
6. **Executive Director's Report:** Cathy posted her report on the website. Specific elements noted –
 - 6.1. Radio box being used for emergency coverage.
 - 6.2. Linden fund match being collected – suggested to invite the Lindens to the BHCF
 - 6.3. Cathy will e mail/post schedule for in-service programs; Directors invited
 - 6.4. Outreach to 11 community families with a total of 17 children
 - 6.5. Discussion regarding the thinking on the need for a male shelter and options for funding.
CDBG
7. **Old Business:** Results of the Rock and Roll night were discussed. Gross was about \$7400. Other expenses for band and supplies are being determined. Net will be about \$5000.
8. **Executive Session:** Discussion ensued regarding Cathy Bentwood's retraction of her resignation and options for moving ahead with organizational planning and management.
9. **Next meeting:** June 16, 2010

Executive Directors Report - May 2010**Facility:**

- Status quo
- Radio Box under way
- Linden Foundation contacted regarding 11/1/09 match
- Dog yard constructed by participant
- Proposal to WVFRC for garden ...potential BH savings

Staff:

- Attended VT / NH shelter review DHMC
- Health care acc't in place by?
- Animal therapy underway
- Next in service with Nancy Strapkoe
- Documenting outreach

Outreach:

- Outreach to 11 community families with a total of 17 children
- Researching funding for male shelter
- BHCF Sponsorships Chamber Insert? Ply & WVV
- Welfare Officer relationship

Census:

Men = 6 women = 7 Children = 3 5 (6) Adults are between 60 and 65 (77)

Sponsorships for the BH Community Fun Fair

MVSB	Sarah
G. Michael	Cathy
SMH	Cathy
Midstate	Kelly
McLear	Alex
Ryan Cnstr.	Alex
CGSB	Betty Ann
Jattra	Alex
Owl St. Assoc.	Jeff
Harris Bros	Nancy
Woodsville	Jeff
A&M Donuts	Holly
Twin Oaks	Betty Ann
Res. Mgmt.	Kelly
L&A Albert	Cathy
G.A. Dining	Cathy
Café M.Alto	Charles
Holderness Sch	Charles
Molone/Dirubbo	Betty Ann
Samyn& Delia	Barbara
Conklin/Reynolds	Julie
McCormack	Barbara
Blaine	
NH Elec. Coop.	

Board of Directors Meeting Agenda

Wednesday-June 30, 2010

4:00 pm; Whole Village Family Resource Center

10. **Call to order:** The meeting was called to order at 4:00 p.m. by Chair Clarkson
11. **Attendance** Clarkson, Dailey, McCahan, Andresen, Bernier, Bentwood, Stewart, Trought, Plantinga; Absent: Brown, White
12. **Minutes:** It was moved, seconded and voted to approve the minutes from May 2010.
13. **Committee Reports:**
 - 13.1. **Financial reports:**
 - 13.1.1. Jeff Brown reviewed the previously distributed financial reports; balance sheet, profit and loss statement and budget plan for 2010-11. It was moved, seconded to approve the financial reports. It was also moved, seconded and voted to approve the budget as presented with an understanding that some line items may need to be revised and that the budget will be reviewed at least at a 6 month point. Discussion ensued regarding how to deal with the FY 11 budgeted deficit and the surplus from prior years. Voted to approve – unanimously.
 - 13.1.2. Action items following discussion include 1) working on the format of the budget report to integrate all fundraising efforts into the body of the report and 2) have discussion funding a major maintenance reserve.
 - 13.2. **Strategic planning:** Sarah Stewart reviewed the meetings held regarding the strategic planning process. Consultants from Executive Service Corp were interviewed by the SP committee and Sarah additionally followed up with references. The references were positive about this group. Further discussion ensued regarding the “fit” of this consulting team with needs of the BH. It was moved and seconded to approve ESC to work with the board for educational consulting and eventually into a strategic planning process. Sarah will make arrangements for setting up days and times for meetings.
 - 13.3. **Transitional Housing update:** Jeff and Charles reported on the situation with TH. The Plymouth Woods project, with which BH has an agreement, has been approved by all town agencies but was not funded for this fiscal year by the NH Housing Finance Authority. PW will apply again next year.
 - 13.4. **Community Eco-Learning Garden update:** Barbara reviewed the progress of the multi-generational farmstead project that involves the Whole Village gardens and BH residents.
14. **Executive Director’s Report:** Report previously submitted was well received.
15. **Old Business: Community Fun Fair update** (Julie, Cathy, Betty Ann)
16. **New Business:** None
17. **Executive Session:** Discussion ensued regarding fund raising activities involving the board going forward, especially regarding board effectiveness for funding and building social capital.
18. **Next meeting:** August TBA