

Washington Hancock Community Agency
 Meeting of the Board of Directors, March 25, 2014

Topic	Discussion	Action
Called to Order: 4:05 pm		
I. Roll call and introductions	Amanda introduced Kelsey Porter as a new BOD nominee from Jonesboro. All went around the room and introduced themselves.	Quorum established
II. Approval of Board Meeting Minutes from February 25, 2014		Bernie made the motion to accept the minutes, Amanda seconded. Motion carried.
III. Reports		
<ol style="list-style-type: none"> 1. Nominating Committee – The committee is presenting Kelsey 2. Development Committee (SEED Report) – SEED is the monies that we request from each town to contribute to WHCA in order to assist us in providing services in their area. Joe gave a handout showing where we have requested monies from, and what monies, if any, were approved. We have several upcoming meetings that need attendance. There are 5 meetings that have no commitment yet. Any assistance in attending meetings is greatly appreciated. We will provide support for what the process is at these meetings. Joe shared the story of Addison, which was a great success story of the benefit of putting forth a great effort in requesting funds, and benefited us with an appropriation of \$5,998. Joe also passed around an email about a meeting in Stonington. Ruth shared a story about Robbinston, and Joan shared a story about Deer Isle. 3. Executive Director's Report – Mark Green – Mark would like to defer. He has been working for the past several weeks on the brokerage, which will be discussed later. All other items are in his written report. 4. Finance Director's Report – Kevin Bean – February showed a decrease in the surplus of \$11K. Transportation increased slightly. Friendship Cottage went down over 100 billable hours, and showed a deficit, which has been occurring over the past few months; Anne has made changes to FC staffing hours, and will be meeting with Kevin to review the budget and what changes can be made; most of the recent discharges are due to the client being moved to long-term care facilities; we have gone down to 14 participants from 18. Cash increased this month, with 2 sizeable payments from MSHA. We have finally heard from MSHA about the DOE weatherization funding; this has been made into a 2 year program due to the late approval of the funding from the federal government. Kevin has met with people from MSHA and they are looking to combine their programs so that they can all be used in conjunction with one another in order to provide better services to clients. Our receivables have decreased, but they are still high at \$880K; this should drop once the brokerage is behind us because Kevin and Linda will be able to bill our DOT contracts that have just come in; we haven't been able to bill since last July, and we are still waiting on some other contracts to come in. Overall, we are sticking to the variance of 5% under budget for revenue and 3% under for expenses. We have about \$75K in unrestricted fund balance, showing that we are using some of our assets that are somewhat restricted in nature. The audit is going well and the auditor should be back next week to continue compliance testing; the hope is to have something to present to the Finance Committee in April, meaning Kevin and Jen will be very busy in the 		

next few weeks. The question was asked about a status update of HHG. Mark answered and stated that we have an employee working on the loan portfolio, and she is doing a great job in collections. We have brought in the services of a collections attorney, and he is working on the delinquent loans and taking them to court as necessary. It is difficult to fix more than 2-3 cars per month, and Mark has met with Stanley Subaru and we are going to start purchasing the used vehicles that they do not want to sell on their lot. The intent is to get these before they go to auction. They will evaluate the vehicle and if they don't want to sell it they will let us take it and look it over so that we can make a better decision about whether or not to purchase the vehicle. We do not have that option at the auction site because the decision has to be made quickly. Martha and Amanda offered to help with other dealers when we want to make that step.

5. Written Reports

- a. LiHEAP - how do we know if we have to deny an application? A lot of times it is due to a lack of paperwork. This year it has been the social security cards. MSHA is requiring a copy of the card, and many people don't have that. It takes a long time to get the duplicate card, and MSHA is allowing a letter from the Social Security office in its place. If the paperwork is sent in, the denial can be reversed. More appointments were in Machias this year, partly because people can choose where they want to have their appointment.
- b. Housing and Energy Services
- c. Friendship Cottage
- d. Incubator Without Walls
- e. Veteran's Program
- f. Transportation Director's Report
- g. Development and Community Services

IV. Items for Board Action

<ul style="list-style-type: none"> 1. To appoint Kelsey Porter to the BOD as a private sector representative from Washington County. 2. To authorize the ED to submit an RFP to provide Transportation Brokerage Services in Washington and Hancock Counties. 3. To review the WHCA Five Year Development Plan as prepared by the Development Committee. 4. To appoint a sub-committee of the Development Committee to develop a fund raising program based on the "Heifer 	<ul style="list-style-type: none"> 2. We had started out working with 2 other agencies to work cooperatively as one organization. As we got into the process we all realized this was not plausible, but we are all still working together, and will be purchasing the software together, as well as other cost saving collaborations. Jay Martin, former WHCA grant writer, was hired to help write the 78-page RFP. We are competing 	<ul style="list-style-type: none"> 1. Amanda made the motion to accept, David seconded. Motion passed. 2. Martha made the motion to authorize, Bernie seconded. Motion passed. 3. Howard made the motion to table approval of the plan to the next meeting, Martha seconded. Motion passed. 4. Bernie made the motion to approve the Bucket of Nails sub-committee of the Development Committee, Ruth
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<p>Project" model.</p> <p>5. To discuss proposed amendments to the WHCA Investment Policy.</p>	<p>against 3 other agencies, including CTS, Access to Care, and Logisticare. We doubt CTS will get it because of their current issues, and Logisticare is working in York County where the CAP agency is no longer providing transportation because of the issues with that brokerage, and Access to Care has never had a contract in Maine.</p> <p>Linda Belfiore: Our proposal is at the maximum, allowing for start-up costs and expansion of services. We are hoping to regain clients that were lost due to CTS issues. Linda gave statistics on the trips. The price tag on this is a little over \$3M. As a broker we will be providing our own services (transportation), and will contract with the only other provider in our region, West's in Washington County. We will also contract with several taxi companies. We will be paid at the beginning of the month on a per-member, per-month rate, based on the number of eligible members at that time. We (the brokerage) then need to use that money to provide services. We will be providing wheelchair car service in place of ambulance transport, with a smaller accessible mini-van. Reliable Rides for Maine is the name of the</p>	<p>seconded. Motion passed.</p> <p>5. Brent made a motion to keep our investment the way it is, Howard seconded. Motion failed 5 for, 7 against.</p> <p>Ruth made the motion to Amend the Board's Endowment Policy as follows: to work with Bar Harbor Trust Services to change, over the next 3 years, the investment policy of WHCA to divest itself permanently of companies whose primary focus is the production of fossil fuels and to insure that future investments reflect the Board's commitment to maximize the returns for the benefit of the clients served. Bernie seconded. The motion passed with 9 yes, 4 no, 1 abstention.</p> <p>David made the motion to amend the above motion to charge the Finance Committee with clarifying the above motion. Amendment passed with 10 yes, 2 no, 1 abstention.</p>
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Washington Hancock Community Agency
Meeting of the Board of Directors, March 25, 2014

	<p>brokerage. Our call center CSR will take all of the information from the caller, and then put the trip into the system. Our current dispatcher will work for the brokerage, rather than WHCA Transportation services. It eliminates the need for our subcontractors to have that service, and it will be easier for the brokerage to control the trips. We currently have tablets in use for our agency drivers, which eliminate paper, provide for better privacy, and allows for quicker communication. Volunteers are going to remain using paper until we can get them tablets. We feel our chances are good because we've brokered in this area for the last 30 years, we know the clients, and we know the area. We will be moving all current staff to the brokerage, and we will advertise for 7 new positions. These positions won't be hired until we know we have the contract, but we have to get the process started now so that we have plenty of time to train. The broker (WHCA) will contract with transportation (WHCA) for services, as well as the other providers in the areas. The dispatcher will use volunteers first, and then will put them out to the other providers. WHCA can only do 25% of all of the rides through</p>	
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	<p>our own transportation provider. The latter is a condition of the RFP. We also have to do the trips at the lowest possible rate.</p> <p>3. Review of the development plan, goals, and subsequent activities. It was designed with the intent that all people involved with WHCA “must play a significant role in this team effort”. Some participation by BOD members is better than no participation, and this is a long-term plan with long-term work ahead of us. The BOD packet includes an “Elevator” Speech, as well as a fact sheet. These are tools intended for you to use when faced with an “ask”, or when attending a town meeting. If you sign up to advocate at a town meeting, on the back side of the fact sheet will be something more specific to that town for your reference.</p> <p>Please review the plan in preparation for a vote to adopt it at April’s meeting. The Development Committee is looking for more participation. Ruth, Ron, and Nikki will participate. Great thanks to Sarah Nugent for her work on this, as well as Joe for his participation in getting this together.</p> <p>4. The Heifer Project allows people to purchase food items for others, where we would have them purchase</p>	
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Washington Hancock Community Agency
Meeting of the Board of Directors, March 25, 2014

	<p>nails, gallons of oil, etc. for our programs to use for our clients. The other part of the project is that the receiver would have to do something to pay back, such as volunteer hours. The Development Committee would like an ad hoc committee to help brainstorm possibilities. Martha, Joan, Howard, Ron, and Craig will make up the sub-committee.</p> <p>5. The conversation has to do with whether we will divest our investment portfolio of fossil fuel companies. There has been a lot of conversation over the past month regarding this issue. At the Finance Committee there were 3 options mentioned. Option 1 is Yes, Option 2 is No, and Option 3 is a combination of these. The crux of the issue is that we received \$1M for an endowment, and we are only allowed to use the proceeds, around \$50K per year, for people in crisis. A concern that arose was that the portfolio had an increasing percentage of investments in fossil fuels. We are charged with getting the biggest return for our clients. What if next year there is a proposal? BHBT will find something else that will be as profitable; there has to be an understanding that this is a one-time thing and that this won't be a repetitive issue. BHBT is working for us, and they should be</p>	
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 Meeting of the Board of Directors, March 25, 2014

	<p>doing what we want them to do. The divested list has some companies that are making more of a profit than the fossil fuel companies. We need to think about global warming and what we can do about it, and this is our way to make a small impact. We have spent too much time on this and need to move on to more pressing issues. The only issue with the companies is that they are fossil fuels? Yes. What is the definition of "primary" as far as a company's primary focus? How broad is this policy going to be? Let the Finance Committee work the details of the policy.</p>	
<p>V. Adjourn business meeting at 6:19.</p>		<p>Martha made the motion to adjourn. Motion carried.</p>
<p>Respectfully submitted, Jennifer Trowbridge, Controller/HR Manager</p>		