

**Catholic Charities  
Board of Directors  
Minutes of the Meeting of May 23, 2019**

**Members Attending:** Most Reverend Paul Coakley, Chairman; Vi Le, President; Mike Sterkel, Secretary-Treasurer; Bob Bates; Connie Burnett; Rhonda Carretero; Abe Castillo; Deacon Tony Crispo; Jerry Krittenbrink; David Madigan; Reverend Rick Stansberry

**Members Absent:** Ray Haeefe, Vice President; Tom Casso; Reverend John Metzinger; Kathy Williams

**Others Present:** Catholic Charities staff members Dave Ashton, Damon Britton, Karen Kreger, Kaylinn Mayfield, Jane Moon, Patrick Raglow, Genevieve Schmitt, Jessi Riesenberg

**Pre-Meeting Presentation**

At 11:45 a.m., as members were having lunch before the meeting opened, Senior Director Damon Britton introduced Genevieve Schmitt who was recently hired as Assistant Director of Refugee Resettlement to oversee the agency's newly opened Refugee Resettlement office in Tulsa.

Disaster Services Director Kaylinn Mayfield then gave an overview of Catholic Charities' Disaster Services, various printed public information materials, and current storm recovery operations throughout the state and the Archdiocese of Oklahoma City.

**Call to Order/Determination of Quorum**

Vi Le called the meeting to order at 12:05 p.m. Archbishop Paul Coakley led the opening "Prayer for Our Country." Members recited the mission statement. It was determined that a quorum was present.

**Consent Agenda**

The Consent Agenda included the following documents for approval:

- A. Board of Directors Minutes of February 28, 2019
  - B. Executive Committee Minutes of April 5, 2019
- Re: Approval of Catholic Charities Form 990

Jerry Krittenbrink moved that the Consent Agenda be approved as submitted. Rhonda Carretero seconded the motion and it was unanimously approved.

## Committee Reports

### Finance Committee

#### *February, March, April Financial Report*

Mike Sterkel reviewed the February-April Financial Report that was included as *Attachment 3* in the meeting packet. He noted that the agency is nearing the end of the fiscal year when Annual Appeal revenue naturally subsides while operating expenses continue as usual. Assets increased by more than \$900,000 primarily due to receipt of a stock bequest valued at \$813,000 from the Legault estate. Quarterly investment activity reflected a reversal of previous unrealized losses.

#### *2019-20 Budget Status*

Mike Sterkel reported that the Finance Committee has reviewed the preliminary 2019-20 budget which resulted in an initial deficit of \$719,000. The committee asked staff to revise the budget to reduce the deficit to a range of \$325,000 to \$400,000. Staff has begun the revision process and expects to have a final budget ready for the committee's review on June 11 and then board approval on June 27.

Patrick Raglow reminded the board that the 2018-21 Strategic Plan calls for a thorough program services review in an ongoing effort to sustain, modify or prune programs to ensure excellence while maintaining efficiency. That review is set to begin in the new fiscal year.

### Development and Outreach (D&O) Committee

Senior Director Jessi Riesenbergl presented the March-April D&O Report that was included as *Attachment 4* in the meeting packet. Discussion highlights are below:

- As of May 16, Annual Appeal gifts and pledges totaled \$2,611,570. With Electronic Funds Transfers estimated at \$69,775, the grand total for the appeal as of May 16 was \$2,681,345. This year's appeal appears to be slightly ahead of last year's appeal at this same point in time. However, the goal was raised to \$2,750,000 this year from last year's goal of \$2,650,000, and staff expects to ultimately fall short of that goal due to several factors (i.e., clergy abuse scandal, changes in tax law, and other competing fundraising campaigns).
- Major gift requests have been submitted to the Chickasaw Nation, Wells Fargo, Kimray, and some individual donors. Those requests are pending.
- A fundraising event in Guymon recently raised \$4,700 with 59 guests attending. Most noteworthy, however, was the fact that the event attracted 40 new donors from Guymon, which last year only had 22 total donors.
- Three United Way site visits and a Priddy Foundation site visit were conducted in Lawton, Oklahoma City and Ardmore in March and April.
- Nine funding applications and letters of interest have been submitted with requests totaling \$499,500.

Governance Committee

*Recommendations for Board Appointments and Reappointments*

Rhonda Carretero presented the Governance Committee's list of Recommendations for the Appointment of Board Members which was included as *Attachment 5* in the meeting packet. The committee recommended three-year appointments effective July 1 for Nick Dell'Osso and Michael Milligan who both currently serve on the Finance and Audit committees. Rhonda Carretero explained that the bylaws require the Secretary-Treasurer to serve as chair of the Finance Committee and this role requires extensive knowledge of the agency's finances. Mike Sterkel has one more year in his two-year term as Secretary-Treasurer, and the Governance Committee's intention was that Mike Milligan, who already has in-depth knowledge of the agency's finances, could succeed Mike Sterkel in 2020, giving another board member time to prepare for the role in 2022.

In addition to the new appointments, reappointments were recommended effective July 1 for the following members whose current three-year terms will expire June 30:

Bob Bates  
Jerry Krittenbrink  
Vi Le  
David Madigan  
Father John Metzinger  
Father Rick Stansberry  
Michael Sterkel

Deacon Tony Crispo made a motion to accept and recommend to Archbishop Coakley the Governance Committee's recommendations for reappointments and new appointments to the Catholic Charities Board of Directors effective July 1, 2019. Connie Burnett seconded the motion and it was unanimously approved.

*Planned Process for Formal Approval of PQI and Other Agency Policies*

Rhonda Carretero noted that the board must approve all agency policies. The Council on Accreditation (COA) reaccreditation process, which is now underway, has led to review and revision of current policies and creation of some new policies. Over the next few months, staff will finalize all policies for formal board approval. To facilitate this process, staff will separate the written procedures from each policy document to create two related parts – the policy in one stand-alone section and the related procedures in another. Only the policy section will be presented to the board for approval. Procedures may be changed as needed without board approval as long as the changes comply with the approved policy. It has been several years since the board reviewed policies. After all policies are approved this year, the Governance Committee recommends that the board conduct policy reviews annually to remain in compliance with COA standards.

*Performance Quality Review (PQI) 2018-19 3<sup>rd</sup>-Quarter Report*

Senior Director Dave Ashton presented the 3<sup>rd</sup>-Quarter 2018-19 PQI Report which was included as *Attachment 6* in the meeting packet. Report highlights are below:

- All service offices fell short of benchmark for families “strengthened through transitioning from Emergency Assistance (EA) to Family HOPE (FH).” It is important to note, however, that the benchmark was raised from 15% last year to 25% this year so the goal was understandably more challenging to reach. Staff has observed that one obstacle is the fact that people who request EA do so only when they face a specific crisis and it can be difficult for them to understand the advantage of continuing in long-term FH case management after their immediate financial crisis is resolved. This is especially true when the clients face time and transportation constraints preventing them from attending FH appointments. Case managers are considering ways they might develop a simpler transition process that eases the commitment to long-term case management.
- Both Sanctuary Women’s Development Centers fell short of benchmark for families “strengthened by acquiring stable housing.” A staff analysis shows that this shortfall is probably attributed to a flaw in the wording of the question, making its applicability inconsistent across the different programs (i.e., Refugee, Sanctuary, Family HOPE, Holy Family Home, etc.). For example, certain clients in some programs may have a form of housing when they request assistance but it might be temporary or unsuitable housing, while in another program such as Refugee Resettlement no clients have any form of housing when they enter the program. Directors will continue to analyze this category and possibly tweak the question to gain a more accurate measurement across the different programs.
- Next quarter, benchmarks will be set for D&O and Administration.

*Proposed 2019-20 Meeting Schedule*

Patrick Raglow presented the 2019-20 board meeting schedule which was included as *Attachment 7* in the meeting packet. Its only deviation from the typical six-meeting annual schedule is that the meeting normally set for the fourth Thursday in September will be held instead on the first Thursday in October to avoid conflict with the 2019 Catholic Charities USA Annual Gathering in September. Thus, meetings will be held on the following days:

- August 22, 2019 (Board/Staff Retreat, Regular Meeting, and Annual Mass and Meeting)
- October 3, 2019
- December 5, 2019
- February 27, 2020
- May 28, 2020
- June 25, 2020

Rhonda Carretero reported that the Governance Committee has informally polled board members for feedback on the board meeting schedule which was reduced this year from 10 to six regularly scheduled meetings. No members have expressed dissatisfaction with the fewer number of

meetings although all agree that regular board member engagement is important and, therefore, some members are grateful for the phone-in option when they are unable to attend meetings in person. Members expressed appreciation for the emails and conference calls from Patrick Raglow providing agency status reports between regular meetings. It was also noted that the various board committees have been regularly engaged in agency business throughout the year. All board members are urged to continue giving input to the Governance Committee and staff regarding the meeting schedule and other engagement opportunities.

### **Sponsored Housing**

#### *Villa Isenbart/Trinity Gardens*

Jerry Krittenbrink reported the following:

- Villa Isenbart and Trinity Gardens are almost fully occupied and operating smoothly.
- At Villa Isenbart, several piers were drilled recently to support the settling foundation for a total repair cost of \$15,000.
- The annual audit for Trinity Gardens had an unmodified opinion with no problems noted.
- A no-smoking policy was implemented at both properties in January. The policy prohibits smoking except in designated outdoor areas.

#### *Columbia Square/Villanova Apartments*

Patrick Raglow reported that the Columbia Square Inc. Board of Directors, which oversees Villanova Apartments in Lawton, is conducting a bylaw review. He has suggested that the Columbia Square bylaws be amended to make them as consistent as possible with the bylaws of 3825 N.W. 19<sup>th</sup> Inc., which oversees Trinity Gardens, and Villa Isenbart Inc., which oversees Villa Isenbart. The 3825 N.W. 19<sup>th</sup> and Villa Isenbart bylaws were amended last year to make them similar to each other. He has also suggested to all three housing boards that they consider holding their separate quarterly meetings back-to-back on the same days. These actions would prepare the way for a gradual convergence of Catholic Charities-sponsored housing programs, with each corporation remaining a separate entity while sharing knowledge and fitting into a more intentional, well-developed vision for the agency's overall housing mission.

Patrick Raglow and David Madigan also reported that a child resident of Villanova died recently in a possible case of domestic violence. Law enforcement is still investigating the cause of death. He noted that, while Villanova residents are offered case management services through Catholic Charities as needed, the apartments are independent-living units.

### **New Business**

#### *Reactivating Program Services Ad Hoc Committee*

Patrick Raglow noted that the agency continues to face fundraising challenges. About 80% of Catholic Charities' revenue is raised through the efforts of the D&O staff. While the staff excels in its execution of donor-focused fundraising, he believes it is time to develop additional types of

revenue to diversify funding streams. In accordance with goals set forth in the 2018-21 Strategic Plan, he asked the board to consider reactivating its Program Services Ad Hoc Committee to conduct reviews of all agency programs in the coming year. He said the program reviews – in addition to data already gleaned from PQI, COA, the budget process and the strategic-planning process – would provide the information necessary to refine current programs and develop program-specific funding streams. He is currently exploring several funding possibilities related to affordable housing (i.e., government funds available for inmate-release programs and veteran-housing programs). Other ideas include using the agency's HIPAA-compliant videoconference capability to provide services remotely; seeking government grants to fund immigration legal services; and requesting local government and school funding to support counseling services in schools and other community programs.

Currently, board members Ray Haefele and Kathy Williams are assigned to the Program Services Ad Hoc Committee along with two other non-board members, although the committee has not met in the past few years. Other board members who wish to serve on the committee when it is reactivated to conduct the program reviews should inform Patrick Raglow.

### **Old Business**

#### *Status of Casa Maria Repairs*

Repairs at Casa Maria Apartments are slightly behind schedule due to rainy weather.

#### *Villanova Surplus Cash Update*

Patrick Raglow reported that Catholic Charities' staff is working with Archdiocesan staff to draft a Memorandum of Understanding naming Catholic Charities as the recipient of surplus cash distributions from Villanova Apartments.

### **Executive Director's Report**

- Senior Director Dave Ashton reminded board members of their roles in the COA site visit set for June 2-5. All board members are invited but not required to attend the Entrance Meeting with staff on June 3, from 8:30 a.m. to 9 a.m., and the Exit Meeting and staff luncheon on June 5 at noon. Site visitors will interview Board President Vi Le and Secretary-Treasurer Mike Sterkel immediately following the Entrance Meeting.
- Patrick Raglow thanked Damon Britton and Refugee Resettlement Director Mark Chan for their work to establish a refugee service office in Tulsa. He shared a feature story published over the weekend in *The Oklahoman* which told how Catholic Charities partnered with a local Jewish temple to assist a Muslim refugee family who recently arrived in Oklahoma City.
- Catholic Charities' disaster staff is prepared to assist people affected by recent flooding and tornados in the Archdiocese, and they will assist in the Diocese of Tulsa if called upon to help.

- About 90 women were treated to free beauty and wellness services during this month's "Queen for a Day" activities at the Sanctuary Women's Development Center in Oklahoma City. The Norman Sanctuary will host "Queen for a Day" for its clients on May 29.
- The Norman Chamber of Commerce recently celebrated a ribbon-cutting at the Norman Sanctuary.
- Catholic Charities staff members participated in all the regional listening sessions held throughout the Archdiocese.

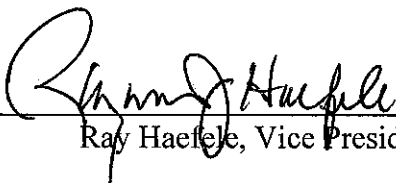
### **President's Remarks**

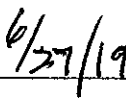
Vi Le encouraged board members to follow the inspiring "Queen for a Day" photos on social media if possible. She thanked Bob Bates for joining her at the finish line in the Arbuckles-to-Ardmore Half Marathon benefiting the Mercy Cancer Center in March.

### **Chairman's Remarks**

Archbishop Coakley said he spoke briefly last week in Washington D.C. with Catholic Charities USA President Sister Donna Markham who praised the leadership of Patrick Raglow and the work of the staff of Catholic Charities of the Archdiocese of Oklahoma City.

After a closing prayer by Archbishop Coakley, the meeting was adjourned at 1:25 p.m.

  
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Ray Haelele, Vice President

  
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Date