

**Catholic Charities
Board of Directors
Minutes of the Meeting of October 3, 2019**

Members Attending: Most Reverend Paul Coakley, Chairman; Vi Le, President; Ray Haeefele, Vice President; Mike Sterkel, Secretary-Treasurer; Bob Bates; Connie Burnett; Rhonda Carretero; Abe Castillo; Deacon Tony Crispo; Nick Dell'Osso; Elliot Hartman, OU Board Fellow; Jerry Krittenbrink; David Madigan; Reverend John Metzinger; Michael Milligan

Members Absent: Tom Casso; Reverend Rick Stansberry; Kathy Williams

Others Present: Dave Ashton, Christi Jeffreys, Karen Kreger, Jane Moon, Monica Palmer, Patrick Raglow

Pre-Meeting Presentation

At 11:45 a.m., as members were having lunch before the meeting opened, Executive Director Patrick Raglow gave an overview of Catholic Charities' plans not to host its traditional "A Very Giving Christmas" St. Nick's Shoppe this year, but instead refer clients to the Sharing Tree gift program. Sharing Tree began 40 years ago as Christmas Connection to provide Christmas gifts to families in need. Patrick Raglow reported that Sharing Tree is eager to accept Catholic Charities clients, and the change will reduce staff workload during an already busy season. He distributed a flier about the Sharing Tree project.

Call to Order/Determination of Quorum

Vi Le called the meeting to order at noon and Archbishop Paul Coakley led the Catholic Charities USA Prayer. Members recited the mission statement. It was determined that a quorum was present.

Consent Agenda

Michael Milligan made a motion that the minutes of the meeting of August 22, 2019, be approved as submitted. Connie Burnett seconded the motion and it was unanimously approved.

Committee Reports

Finance Committee

July and August Financial Report

Mike Sterkel presented the Financial Summary for July and August, which was included as *Attachment 2* in the meeting packet. Discussion highlights are below:

- Increased numbers of refugee arrivals resulted in increased Federal Government grant revenue, bringing that item about \$55,000 over budget. The arrivals, however, also

brought corresponding expenses, pushing Refugee Reimbursed Assistance over budget by \$39,000.

- Total Expenses outside the refugee program are about \$15,000 below budget.
- More than \$400,000 was collected during July and August in the 2019 Annual Appeal. Director of Annual Giving Christi Jeffreys reported that a total of \$1,400,000 (52% of the goal) had been received as of the day of the board meeting. She said appeal donations have increased at all giving levels (i.e., \$1-\$100, \$101-\$500, etc.) and there are 400 new donors. To date, the total collected is \$216,000 more than it was on the same date in last year's appeal. Patrick Raglow credited the appeal success to the staff's increased donor-stewardship efforts.

2018-19 Audit Status

Jerry Krittenbrink reported that the 2018-19 audit is smoothly underway and auditors complimented staff's timely submission of all requested information.

OEM/FEMA Disaster Grant

Patrick Raglow reported that spring and summer flooding impacted at least 27 counties across Oklahoma. More than 5,000 households have applied for Federal Emergency Management Agency (FEMA) assistance. The Oklahoma Department of Emergency Management (OEM) sent out a solicitation requesting proposals for disaster recovery, but the request contained several contradictions, making it nearly impossible for agencies to adequately respond to it. Catholic Charities submitted two pages of questions requesting clarification. OEM then extended the September deadline to October 8 so it could revise the solicitation. Meanwhile, Catholic Charities staff members have drafted a response that they believe would be prudent, effective and appropriate, but it is more costly than the dollar amount in the original grant solicitation. Staff expects that the solicitation will be revised significantly, and they await its release. OEM's application to FEMA for the grant dollars has not yet been approved. Regardless whether FEMA funding is approved, Catholic Charities has hired one additional disaster worker to help assist the 800 families who were affected within the Archdiocese of Oklahoma City.

Development and Outreach (D&O) Committee

Christi Jeffreys and Ray Haeefe presented a handout detailing July and August D&O activities. Discussion highlights are below:

- The Annual Appeal advanced mailing was sent on August 9. Since August 15, volunteers and staff have processed about \$40,000 per day in appeal pledges and cash donations.
- About \$380,000 is still expected from certain top donors and these larger gifts would bring the appeal total to \$2,100,000.
- Around Thanksgiving, staff will send a follow-up mailing to lapsed donors who have not given in two years. It is hoped that this mailing will generate another \$100,000.
- A community appeal to non-Catholics is planned for Spring 2020.
- This year, the agency has received \$166,500 in grants, not including United Way funding.

- Staff is continuing efforts in Enid, Lawton and Guymon to organize regional fundraising events.
- Planning is underway for the 2020 Green Tie Gala. This year's GTG Committee Chairs are Robin and Duane Mass.

Program Services Review Ad Hoc Committee

Patrick Raglow reported that the Program Services Review Ad Hoc Committee is being reactivated to conduct a comprehensive review of agency programs. A full-scale review has not been conducted since 2012. The committee will include past and new members with input from staff directors in an interactive process. Program directors will assess their own programs and present information to the committee which will make its own assessment. Data will be gleaned from internal Performance Quality Improvement reports, Council on Accreditation evidence, and reports from external organizations about community needs and existing resources.

Any board member wishing to assist the committee should contact Ray Haeefele or Patrick Raglow. The review will aim to identify areas for improvement in existing services with a focus on which programs to sustain, add or prune. It will be a data-centered as well as a subjective process. The committee's first meeting is tentatively set for October 30.

Governance Committee

Performance Quality Improvement (PQI) Report

Dave Ashton presented the 4th Quarter 2018-19 PQI report which was included as *Attachment 3* in the meeting packet. Highlights are as follows:

- The agency met benchmarks in all areas except transitioning clients from Emergency Rent or Utility Assistance to the Family HOPE long-term case management program. Only about 9% of clients transition to Family HOPE, which is considered the heart of Family Support Services' transformative mission. Staff is studying possible causes of the low transition rate. Explanations include:
 - Some Emergency Assistance clients find it difficult to see beyond their existing crisis; when the immediate crisis is alleviated, they see no need to commit to long-term case management.
 - Some Emergency Assistance clients have no need to transition to Family HOPE because their case management needs are already being met by an outside referring organization or another Catholic Charities program, such as Sanctuary Women's Development Center.
- The agency began the quarter with 64 employees and ended with 65. Employee turnover was 6.2%. Two employees were hired to staff the new Tulsa refugee resettlement office.

The PQI process is continually evolving to capture the most useful data necessary to improve programs as well as administrative operations. The next quarterly report will include newly established outcome measures for Administration, Human Resources, Development and Finance.

Approval of 2019-20 Committee Assignments

Connie Burnett presented the Governance Committee's Recommendations for 2019-20 Board Committee Assignments which were included as *Attachment 4* in the meeting packet. She noted that the committee made an extra effort this year to recruit new committee members with the intention that they would perhaps transition to board membership in a few years. New committee recruits were David Hardy and Donny Matteson on the Finance and Audit committees; and Donna Cervantes and Diane Gbone on the Program Services Review Ad Hoc Committee.

Nick Dell'Osso made a motion to approve the 2019-20 committee assignments as recommended by the Governance Committee. Michael Milligan seconded the motion and it was unanimously approved.

Status of Agency Policy Review

Connie Burnett noted it is the board's responsibility to regularly review and approve agency policies. During the COA reaccreditation process, senior staff separated each policy and its related procedures into two separate documents. This separation will enable staff to freely revise procedures as necessary while ensuring they remain in compliance with the related board-approved policy. Connie Burnett has since reviewed the policies and returned them to staff with minor suggestions for revisions. In the coming months, the final revisions will be presented to the board for a baseline approval. After this initial approval, the board will review the policies annually to approve any new policies and policy revisions.

Annual Conflict of Interest Disclosure Statements

Connie Burnett reminded board members who have not yet done so to complete, sign and return to Jane Moon the annually required Conflict of Interest Disclosure form that was emailed to them in September.

2019-20 New Board/Committee Member Orientation Process

Connie Burnett reported that the Governance Committee held its first newly developed orientation session for new board and committee members. It was well received and the committee plans to host it annually.

New Business

Catholic Foundation of Oklahoma Endowment Benefiting Catholic Charities

Patrick Raglow reported that the Catholic Foundation of Oklahoma (CFO) was approached by a donor interested in contributing to endowments benefiting Archdiocesan ministries, including Catholic Charities. Currently, Catholic Charities' existing endowments at CFO are restricted for Classen building maintenance and Holy Family Home. All other Catholic Charities funds at CFO are not permanently restricted, but board-restricted only. It was proposed that Catholic Charities use \$50,000 of these funds to establish a new endowment at CFO benefiting Catholic Charities'

general operations. It would be a permanent endowment owned by the CFO from which Catholic Charities would be the beneficiary of annual distributions. The advantage would be that donors wishing to contribute to an existing endowment for general operations could do so. The disadvantage would be that establishment of the endowment would require restricting Catholic Charities dollars that are currently unrestricted. Catholic Charities would essentially be donating the \$50,000 to CFO upon establishing the corpus of the endowment and then receiving future earnings on the endowment.

Patrick Raglow distributed copies of a proposed Endowment Fund Agreement between CFO and Catholic Charities, which the Finance Committee has recommended for board approval. The agreement was drafted to create a ready option for donors who prefer endowment giving over other types of giving to support Catholic Charities' general operations. The agreement would authorize an initial \$50,000 contribution from Catholic Charities to establish the fund, and it states that the fund be "unrestricted to support the work of Catholic Charities of the Archdiocese of Oklahoma City Inc., in accordance with the mission."

After discussion, Michael Milligan made a motion that the board approve the proposed CFO Endowment Fund Agreement with Catholic Charities as written and presented. Jerry Krittenbrink seconded the motion and it was unanimously approved.

Old Business

Refugee Resettlement Program Status

Patrick Raglow reported that a recent Presidential Determination has capped refugee arrivals at 18,000 nationally for the 2020 federal fiscal year which began in October. This compares to last year's number of 30,000, which already was well below the historical average of 95,000. As reported at the August meeting, Catholic Charities of the Archdiocese of Oklahoma City has opened a Tulsa office to provide refugee services in the Tulsa area after Catholic Charities of Eastern Oklahoma decided to withdraw from refugee resettlement services. Catholic Charities in Oklahoma City is now the only Refugee Reception and Placement agency in the state. Besides placing the lower ceiling on refugee arrivals, President Trump signed an Executive Order allowing states and "localities" to decline to serve refugees if they determine that doing so would negatively harm their communities. The order did not define "localities," so it is unclear what specific entities it would include. Staff is communicating with state legislators regarding the benefits refugees bring to the local economy and the importance of maintaining the infrastructure for refugee resettlement.

Introduction of OU Board Fellow Elliot Hartman

Patrick Raglow introduced University of Oklahoma student Elliot Hartman who will participate as a non-voting Board Fellow until the end of the 2019-20 academic year through the JCPenney Board Fellow Program.

Executive Director's Report

In addition to his written report that was included in the meeting packet as *Attachment 5*, Patrick Raglow announced the following:

- The final two stained-glass windows have been installed in Catholic Charities' St. Teresa of Calcutta Chapel.
- The St. Joseph's Counseling Program will explore the potential for offering "tele-counseling" to non-metro areas of the Archdiocese using the HIPAA-compliant video-conferencing equipment in the Classen office. If the pilot program is effective for counseling, the equipment might also prove useful for case management.
- Some agency vehicles were vandalized in the Classen building parking lot. The perpetrator, who also damaged vehicles in neighboring businesses on the same night, has been arrested.
- Vi Le, Patrick Raglow and Jessi Riesenbergs attended the Catholic Charities USA Annual Gathering in Albuquerque in late September.

Executive Session

At 1:15 p.m., the board voted to enter executive session to discuss a personnel matter. At 1:30 p.m., Michael Milligan moved to close the executive session and reopen the business meeting. Father John Metzinger seconded the motion. It was unanimously approved, and the business meeting was resumed.


President's Remarks

Vi Le said she enjoyed attending the Catholic Charities USA Annual Gathering recently. It confirmed to her that the work of Catholic Charities of the Archdiocese of Oklahoma City compares excellently with other agencies across the nation.

Chairman's Remarks

Archbishop Coakley said he too is proud of the work of Catholic Charities.

Just before the meeting was adjourned at 1:30 p.m., Father Metzinger shared an uplifting story about an encounter he had with a client in the Catholic Charities parking lot before the meeting who said his experience at Catholic Charities was "one of the best experiences" of his life.



Vi T. Le, Board President

12-5-19

Date

