

BOARD OF DIRECTORS MEETING

Thursday, January 28, 2010 . SHCS – Fiesta Room
5:15pm



AGENDA

| <u>Time</u> | <u>Item</u> | <u>Who</u> | <u>Process</u> |
|------------------------|--|------------------------|----------------------------------|
| <u>Connection Time</u> | | | |
| 5:15 | A. Call to Order Reflection | Jose Salcido | |
| 5:20 | B. Agenda Review/Chair Update | Jose | Information (5 min) |
| 5:25 | C. Public Comment | | |
| 5:30 | D. ED Report • Internal Update • Resolution 2010.15: 2010 CSBG Contract | Poncho Guevara | Information/Action (15 min) |
| <u>Main Topic</u> | | | |
| 5:50 | E. Strategic Plan Update • Mission Statement Revision | Erin Stanton Poncho | Presentation/Discussion (20 min) |
| 6:10 | F. Treasurer's Report • December Financials • Resolution 2010.16: 2010 LIHEAP Contract | Dan Weed | Information/Action (5 min) |
| 6:20 | G. Holiday Program Report | Todd Madigan | Information (10 min) |
| 6:30 | H. Closed Session | Poncho | Information (5 min) |
| 6:35 | I. Consent Agenda Board of Directors Meeting minutes November Program & Services Committee Meeting Minutes January Finance Committee Meeting minutes January | Jose | Approval (5 min) |
| 6:40 | J. Public Forum | | |
| 6:45 | K. Adjourn | | |

Members of the public may speak to the Sacred Heart Community Service Board of Directors about any item that is on the agenda during the Public Comment period, or items that are not on the agenda and are within the subject matter jurisdiction of the Sacred Heart Community Service during the Public Forum period.

If you wish to speak to the Board of Directors, please refer to the following guidelines:

- **Fill out a Speaker's Card and submit it to the Board Secretary. Please do this before the meeting.**
- The Board Chair will open the public hearing and call your name. Each speaker generally has two minutes to speak. The amount of time allotted to speakers may vary at the Chair's discretion, depending on the number of speakers or the length of the agenda.
- Please be advised that the Board is unable to discuss or take action on issues presented during Public Forum.

In compliance with the Americans with Disabilities Act, those requiring accommodation for this meeting should notify the Administration Office 24 hours prior to the meeting at 408-278-2160

BOARD OF DIRECTORS
Resolution 2010.15: 2010 Community Service Block Grant (CSBG)
Contract with Department of Community Services and Development



The Board of Directors of Sacred Heart Community Service (SHCS) at its Board meeting on January 28, 2010 hereby resolves to enter into contract number #10F-4044 with the State Department of Community Services and Development and the person listed below is authorized to sign the contract and any subsequent amendments, invoices, reports, and related documents on behalf of SHCS to same for the Board of Directors.

| Name | Title | Signature |
|----------------|--------------------|-----------|
| Poncho Guevara | Executive Director | _____ |

I, Jose Salcido, President of the Board of Directors of Sacred Heart Community Service, of San Jose, CA, hereby certify the foregoing to be a full, true and correct copy of the record of the action taken by the Board of Directors of Sacred Heart Community Service, by vote of the members present, as the same appears in the Official Minutes of said Board as its meeting of January 28, 2010.

Jose Salcido
Board President



BOARD OF DIRECTORS

Resolution 2010.16: 2010 Low-Income Home Energy Assistance Program Contract (LIHEAP) with the California Department of Community Services and Development

The Board of Directors of Sacred Heart Community Service (SHCS) at its Executive Board meeting on January 28, 2010 hereby resolves to enter into contract number # 10B-5640 with the State Department of Community Services and Development and the person listed below is authorized to sign the contract and any subsequent amendments, invoices, reports, and related documents on behalf of SHCS to same for the Board of Directors.

| Name | Title | Signature |
|----------------|--------------------|-----------|
| Poncho Guevara | Executive Director | _____ |

I, Jose Salcido, President of the Board of Directors of Sacred Heart Community Service, of San Jose, CA, hereby certify the foregoing to be a full, true and correct copy of the record of the action taken by the Board of Directors of Sacred Heart Community Service, by vote of the members present, as the same appears in the Official Minutes of said Board as its meeting of January 28, 2010.

Jose Salcido
Board President

BOARD OF DIRECTORS MEETING

Thursday, November 19, 2009. 1381 S. First Street, San Jose, CA

5:15pm

MINUTES



Attendance

Board: Jim Gibbons, Gary Serda, Jose Salcido, Manuel Alba, Father John Pedigo, Jaime Alvarado

Staff: Poncho Guevara, Erin Stanton, Darren Seaton, Jay Pierantozzi, Lydia Guel, Jay Pecot, Todd Madigan, Marizela Maciel, Mary Nacionales

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**A. Call to Order
Reflection**

Board President Salcido called meeting to order at 5:27. Father Pedigo led the reflection.

B. Agenda Review/Chair Update

Board President Salcido reviewed agenda. Board requested if need to maintain quorum to vote. Mr. Guevara confirmed that according bylaws Board needs to establish quorum initially to vote. Resolution on Subcontracts was moved to first main topic agenda.

C. Public Comment

No comments

D. TeamWorks

Mr. Guevara introduced David Smathers-Moore, TeamWorks Central Manager, and the history of bridging Sacred Heart Community Service with TeamWorks. Mr. Smathers-Moore gave overview of TeamWorks (see presentation) and responded to Board questions. Websites for more background: www.teamworks.coop and www.teamworks-cleaning.coop. Some of the discussion focused on the following issues:

- Franchise fees, revenue, scale, wages (\$15-18/hour), and benefits (Sunnyvale, 1st franchise provides health benefits)
- Requesting board's input with development of business plan
- Timeline to scale up and future stability
- Approaching other CBOs to participate in co-op
- Ensuring that SHCS customers will be served by this co-op
- Philosophical and operational discussion about models (small business development vs personal economic power development vs microenterprise)
- Discussion of role of care-giving,

E. Executive Director Report

Mr. Guevara reported that there are a lot of changes and a lot exciting, good people joining the team.

Personnel:

- Christina Llerena – Education Manager will start December 1st. She taught community college level for several years. National expertise in Latino population.
- Promoting Roberto Gil from Coordinator to Education Advocate.

Funding:

Announced that received notification on 11-18-09 that Sacred Heart was selected to receive LIHEAP award for Santa Clara County. This means that Sacred Heart is a designated permanent energy service provider for Santa Clara County. Mr. Guevara reported that went to CSBG state meeting and was announced at the meeting. Currently, no decision made on who and how to operationalize weatherization. Sacred Heart's intention is to release an RFP. The award amount is approximately \$10M over 2 year with a quarter dedicated to weatherization. The funding amount must be fully expended before end of contract. Mr. Guevara reported exploring partnership with American Leadership Forum.

Mr. Guevara acknowledged and thanked Mr. Seaton, Ms. Maciel, Connie Sands (Essential Services Manager), Ms. Stanton, and Dina Campeau (Sr. Development Associate). Mr. Guevara shared that will work on a strategic messaging and roll out of announcement.

H. Subcontract Awards

Mr. Guevara gave background of purpose for subcontract, process and number of applicants. Ms. Tomalinas and Board President Salcido served on review committee along with staff (Lydia Guel & Erin Stanton).

Resolution 2010-11: Asset Development Services - \$100,000

Mr. Guevara gave background of purpose for subcontract, process and number of applicants. Ms. Tomalinas and Board President Salcido served on review committee along with staff (Lydia Guel & Erin Stanton). Mr. Guevara fielded questions from board:

- Clarifying regarding scope and execution (e.g. technical assistance and providing financial education)
- How subcontract will help build Sacred Heart Community Service capacity
- Financial impact and leverage by subcontract

Mr. Salcido called for the motion to approve the subcontract Award to Opportunity Fund. Mr. Gibbons moved motion and Father Pedigo second. There was no discussion. The motion passed unanimously.

Resolution 2010-10: Family Support Service - \$60,000

Before discussion of this subcontract, Board Member Mr. Alvarado recused himself. As with previous resolution, Mr. Guevara provided an overview of the applicants, summary of review, and fielded questions.

Mr. Salcido called for the motion to approve the subcontract Award to Somos MayFair. Father Pedigo moved motion and Mr. Gibbons second. There was no discussion. The motion passed unanimously.

G. Strategic Plan Update

Ms. Stanton reviewed December 5th Strategic Planning Retreat agenda (see attachment) at Hobson. Mr. Alvarado, Mr. Weed, Mr. Alba, and Mr. Serda served on prime planning committee. She confirmed that expect a critical mass of board members to attend. Expect that at January 28th that the full board will approve the final draft of the Strategic Plan. Clarified process as it relates to board engagement. Mr. Guevara provided perspective regarding the thought participation by both Board and Staff. Mr. Guevara is

Boards who have not participated in planning committee level will receive materials in advance to review, synthesize, and discuss at Board Strategic Planning Retreat. Expect packet to be approximately 5 pages.

I. Social Networking Tools

Mr. Pecot, Development Associate, gave overview of what is social networking (see presentation handout). SHCS has presence on Facebook, Blogspot, and LinkedIn. No presence on Twitter, but exploring if strategically beneficial for agency.

Focusing on Facebook, agency's goal is to expand its presence. Provided comparison of what other peers are currently doing, current objectives, and future strategies.

F. Treasurer's Report

Daniel M. Weed – Treasurer

Mr. Guevara reported on behalf of Board Treasurer, Dan Weed. There will be a re-budget in January. Historically, done as part of giving season, but especially important because of new funding sources. Will bill for stimulus in January.

Balance Sheet/P&L:

- Lower expenses for this year, close to budget for wages and staffing plan.
- Still waiting for state. Billing on a monthly cycle. Good for operating cash. Will request advance for LIHEAP when contract is executed.

Fund Development

- Pursued challenge grant \$50K. Received \$16K through standard appeal with 300 major donor material. Agency newsletter released in Thanksgiving with follow-up of one more time for appeal.
- Significant donors giving Sacred Heart less than previous year. For example, previously gave \$5K and now giving \$1K
- KGO promoting holiday distribution and need for donation.

Audit

- Working with auditors to reformat to reflect pass through dollars,

Finance Committee

- At January's finance committee will finalize training for full board, include reports to review targets and common ratios.

J. Consent Agenda

Board of Directors 10/22 Meeting Minutes
Executive Committee 11/05 Meeting Minutes
Finance Committee 10/30 Meeting Minutes
Audit Committee 10/13 Meeting Minutes
Programs and Services Committee 11/10 Meeting Minutes

Mr. Salcido called for the motion to approve the consent agenda. Mr. Gibbons moved motion and Mr. Alba second. There was no discussion. The motion passed unanimously.

K. Public Forum

None

Mr. Salcido Adjourned the meeting at 7:25pm to next Board Meeting on Thursday, January 28, 2010, 5:15pm 1381 First Street, San Jose, CA 95110 – Fiesta Room

HAPPY HOLIDAYS!

PROGRAM & SERVICES COMMITTEE MINUTES

Tuesday, January 12, 2010 . SHCS – Magnolia Room

Present: Manuel Alba, Marizela Maciel, Todd Madigan,



HOLIDAY PROGRAM REVIEW

- Volunteers, products and toys were all fine, leading to another strong season supporting large demands from our customer base
- There was a turkey shortage that was cured in 47 minutes thanks to the new social media communication technology that Todd's team has put in place
- There were some known inefficiencies that were taken into account going into the season, but remained a challenge: new staff that had not experienced a holiday season (50%), culture of SHCS understood by new staff, more severe space constraints due to larger staff, etc.
- We were fortunate to use a 7th St warehouse that was loaned to us – it got filled with bikes and other items
- 2 CRD members helped with the back and forth driving
- Registrations for the Christmas distribution were filled up by November 30 (2,500), toy registrations were also filled up in November (1,800)
- We tried to get more food from 2nd. Harvest and needed to extend hours to accommodate 700-1000 referrals from them
- Our parking lot situation and the back ups we caused in the neighborhood are an issue that we wish we could address, but there is no easy fix (perhaps multiple distribution centers)
- Stimulus food boxes have been distributed lately; they are like our standard 16 item Holiday boxes but have 8 more items for a total of 24 (produce, chicken, tortillas, eggs, milk, etc.)
- To qualify for the Stimulus boxes, you need to be in an approved EAN zip code, have kids younger than 18 and meet a few other requirements
- Stimulus boxes have created a lot of extra work, plus they require some explaining to our customers that see them around but are not eligible – plus there is the need to have different customer lines
- Stimulus boxes will continue until February, there is a break in March, then may continue from April to September
- Volunteers were as always instrumental
- The American Association of University Women (AAUW) took over the second floor from December 12 to 18 to help with the sorting out of toys
- The volunteer orientation took place on December 21, 22 and 23 at the Fiesta room and this simple 15 minute welcome made a big positive difference; we should always do it this way
- A key new program this year was that we offered delivery to disabled people (we approached them while they were in line and offered the option)
- We had 3 teams of 2 doing the deliveries and customers were delighted with the service, plus the volunteers involved found it to be very fulfilling
- A key problem we have now is not having the proper scales to weigh some of the product for Stimulus boxes; we wish this could be addressed with better equipment borrowed or purchased)
- An idea discussed was to explore if we could borrow scales from some of the places we glean from

SURVEY REVIEW

- We did not cover this scheduled item in any detail. The team believes that they have the proper surveys in place for the next few months.

FINANCE COMMITTEE MINUTES

Tuesday, January 27, 2010 . SHCS – Magnolia Room

Present: Dan Weed & Poncho Guevara



BUDGET UPDATE

- The Committee discussed the current budget and cash flow situation through December and we remain in a strong position. In most funding categories including individual, organizational, and corporate donor support which have exceeded expectations. While we are behind in input and reconciliations in Quickbooks entries, the preliminary data we have shows great strength in our grassroots fundraising efforts.
- In December we made up ground in CSBG, and saw spending pick up considerably in several ARRA spending categories, especially client financial assistance.
- Staff prepared and submitted revised CSBG budgets to the state in part because of the delayed timeline of ARRA contracts released by the state. Our goal is to properly use the resources in the way mapped out by our fiscal year budget and to the extent possible maintain the services provided under in the 2008-09 CSBG contracts. The direction we have received is that we can continue our work in the program categories we have described in our previous budgets. The hope is to maximize the impact of these resources flowing through the organization, continue consistent operations, and prepare for the next generation of work as we seek sustainability funding through LIHEAP and other sources.
- We know we are facing a budget cliff in September 30, 2010. But we have anticipated most of these challenges and with LIHEAP funding we should be able to keep some of the program and administrative infrastructure we are building in the short term.
- The biggest issue is cash flow. We are providing a huge amount of emergency financial assistance serving orders of magnitude more families than we have historically. While we have secured advances to buttress our cash position, the rate we get reimbursed depends on the rate at which we bill. We have hired George Naughten to focus in on nothing but this for now so we expect our growing AR to come down a bit by next month.
- We will not have a formal mid year budget revision but we expect to have a consolidated budget report and budget roadmap including the balance of calendar year 2010 by the February Finance Committee