

**Northeast Michigan Community Service Agency, Inc.**  
**BOARD OF DIRECTORS**  
**NEMCSA Large Conference Room, Alpena, Michigan**  
**February 4, 2005**

Rev. Bob Knight provided blessing for the meal prior to the meeting.  
The meeting was called to order by Vice President Mike Davis at 12:49 p.m.

**ROLL CALL**

**Present:** Stuart Bartlett, Terry Beardslee, Jim Bricker, Frank Cowger, Bob Cudney, Mike Davis, Ann Denis, Pauline Hall, Bob Harden, Pete Hennard, Rev. Bill Hipwood, Rev. R.C. Knight, Jean Kroll, Dawn Lawrence, Suzanne Linkins, Jack Mahank, Tehea Minke, Boyden Olson, Joseph Pellens, Sheila Phillips, Dianna Schafer, Bob Spencer, Gary Wozniak and Leonard Zolnierek

**Excused:** Jim Charboneau, Donna Dietz, Dale Huggler, Daniel Marcrum, Clyde Soucie, and Gerald Wall

**Absent:** Walter Walsh

Quorum present.

**Staff Members Present:**

Lisa Bolen, Susan Bowen, John Briggs, Laura Budreau, Barb Dault, Karen Godi, Laurie Sauer, Sue Schuler, Lisa Slupecki, Carol Shafto, and John Swise

**MINUTES OF LAST MEETING**

**Motion** by Stuart Bartlett to approve minutes of the January meeting. Support by Rev. Bob Knight. All ayes, Motion carried.

Jean Kroll led the Board in the Pledge of Allegiance and Rev. Bill Hipwood provided reflections.

**INTRODUCTION OF GUESTS AND PUBLIC COMMENT**

Rev. Bob Knight introduced his wife, Tehea Minke introduced her Grandmother, Rev. Bill Hipwood introduced his wife, Boyden Olson introduced his wife, and Frank Cowger introduced his wife. Dan Doezema from the Office of Services to the Aging was also present.

**COMMUNICATION**

None

## **COMMITTEE REPORTS**

### **Head Start Policy Council – Dawn Lawrence**

No meeting, no report. Dawn reported that the Policy Council and several NEMCSA Board Members recently attended Governance training in West Branch. A brief discussion was held regarding full-day full-year Head Start classes verses half day Head Start classes. John Swise commented that preliminary research has determined that the increased cost is not justified as the children do not learn much more by being in the classroom a few more hours a day.

### **Regional Advisory Council – Rev. Bill Hipwood**

Sue Schuler reported for the Rev. as he was not in attendance at the last meeting. Sue indicated that the election of officers did not take place as scheduled. Elections will be held at the next scheduled meeting.

### **Volunteer Program Advisory Groups:**

#### **Senior Companion Program – Rev. Bob Knight**

No meeting, no report.

#### **Foster Grandparent Program – Jean Kroll**

No meeting, no report.

### **Client Services Advisory Council – Boyden Olson**

No meeting, no report.

### **Personnel Committee – Clyde Soucie**

No meeting, no report.

### **Membership Committee – Frank Cowger**

Currently there are two vacant positions on the board. The nominating committee will meet prior to the March board meeting to discuss filing the vacancies. Anyone choosing to submit the name of interested individuals can do so by contacting Frank Cowger or Karen Godi. All submissions should be in writing.

Discussion was held of appointing Rose Walsh to fill one of the vacancies. Rose had indicated interest to Jim Bricker.

**Motion** by Jack Mahank to appoint Rose Walsh to fill one of the vacant positions. Support by Rev. Bill Hipwood. All ayes, Motion carried.

### **Program Planning and Evaluation Committee – Rev. Bill Hipwood**

No meeting, no report. Prior to the board meeting, the Committee hosted a training session for new board members and current members who wanted a refresher. The session was well attended.

## **INFORMATION ITEMS**

**Financial Report** – No report. John Swise stated that the auditors are in the process of conducting the agency wide audit for FY 2004.

**Directors Report:**

**ROMA Annual Report and Client Satisfaction Survey Report – Carol Shafto**

Carol started by explaining the handouts she prepared for distribution prior to the meeting. The ROMA Annual Report was briefed and Carol highlighted the points of interest. Carol indicated that the Board outcomes were all addressed in the packet which included tables explaining the individual program accomplishments. Results from the Client Satisfaction Survey were also included in the information distributed. Carol presented an overhead presentation of the ROMAS report and began by explaining why the agency had to report on program outcomes. Carol reviewed the NEMCSA Board goals adopted last spring as well as the program results tracked by the national goals and the Board outcomes. Carol explained the process for the Client Satisfaction survey and reported on the results indicating that 17,496 surveys were distributed and 5,645 were returned for a 32.3% return rate. Carol reviewed the results of the 3 questions that were asked on the survey.

Carol commended Cathy McFalda for her work in compiling the data to create the report. Carol indicated that she was pleased with the outcomes. Rev. Bill Hipwood commended Carol on the long hours and work she put into the process to create this report. Jack Mahank indicated that the results of this report represent the performance of the CEO.

**Motion** by Jack Mahank to receive and file all the ROMA reports as presented through Carol's report. Support by Joe Pellens. All Ayes, Motion carried.

Dan Doezema reported on the Northeast Michigan Regional Best Practice Program. Unsure of the financial situation until the Governor gives her Executive Order next week. The White House Conference on Aging will take place this year and there will also be a Governor's Conference on Aging. Four groups have been formed to collect concerns which will be presented at the Governors Conference and then forwarded to the White House Conference on Aging.

**Motion** by Rev. Bill Hipwood to adjourn the meeting at 2 p.m. Supported by Boyden Olson. All ayes, Motion carried.

Date Prepared: February 4, 2005

Date Approved: \_\_\_\_\_

\_\_\_\_\_  
Board Secretary

\_\_\_\_\_  
Date