

LifeWorks
Board Minutes
03/01/2017, 3 – 7 pm
South Site

Board members in attendance: Scurry Miller, Trisa Thompson, Sandra Brown, Jon Armstrong, Shawn Walker, Trey Halbert, Angie McDermott, Andy Sekel, Glenn Neland

Guests: Dan, Tyler Moseley, Katy, Matt, Meredith, Caitlyn, Larry

Staff in attendance: Susan McDowell, Lindsey Tran, Llyas Salahud-din, Shea Pullen, Anne Broyles, Jay Scheumack, Michelle Miron, Liz??., Wendy Varnell

Absent:

The meeting was called to order by Trisa Thompson at 3:09pm.

- 1) **Review of December Minutes:** Motioned to approve by Trisa. All approved.
- 2) **Presentation of 2016 Audit:** Jay introduced the auditors, Dan and Tyler. Tyler talked about the benefits of the audit due to transparency, internal controls. If auditors find anything, they would let the board know. Key responsibility of the board – report fraud, make sure records are transparent. They give clean, unmodified opinions. If they find anything, they will let us know in a formal letter. We had a clean audit this year. Dan gave kudos to Jay for being easy to work with – thanked LW for letting them work with us. Jay started talking about the audit packet. It says draft on it because it was not yet approved. All in favor, all accepted the audit. Auditors left.
- 3) **Presentation/Approval of DSHS Quality Management Plan:** Sheila came up and talked about how they have broken out into six quality groups. Motioned to approve.
- 4) **Strategic Planning:** Katie with Mission Capital reported that they have been working with us since November, collecting information, which they will be presenting. Key goals are developing common understanding of the current challenges and opportunities facing LW & defining preliminary strategic goals and priorities for 2017-2021. Katie went over the occur during march board retreat and staff retreat. Katie gave an overview of theme report. Katie reported the results of the survey – 114 staff and 18 board members completed the survey. 17 interviews with key staff. 12 interviews with board members. 14 interviews with external stakeholders/key informants. 2 focus groups of 20 staff participating. The findings of the reports were given to us in December. Katie went over the findings of the interviews/reports.
 - a. **Strengths of LW** – commitment to accept and engage youth where they are, evidence-based direct services, strategically cultivated partnerships, data and research capacity to improve practice, inform the field and advance advocacy, work culture attracted dedicated workers.
 - b. **Challenges** – determining and communicating how data can be used by front line staff to improve services to clients, staffing losses, creating a sustainable funding model amidst public funding uncertainty, strategically and effectively communicating both internally and externally in an environment of rapid pace change, proliferation of new initiatives combined with funding and losses, ensuring the right organizational structure and leadership as systems and programs are refined.
 - c. **Opportunities**
 - i. Increasing data and research capacity to:
 1. Inform and improve programming and systems
 2. Increase financial investment/sustainability

- 3. Influence policy and contributing to the field
 - ii. Increasing youth voice
 - iii. Sustainable funding
 - iv. Sustainable philanthropy model
 - v. Medicaid/insurance for behavioral health
 - vi. Intentional and structured around creating the “new” LW Culture
 - d. Defining self sufficiency
 - i. Developing a more concrete goal/criteria around self-sufficiency was ranked as the highest priority by both staff and board for allowing the organization to achieve its mission and impact
 - ii. “North Star” success
 - 1. Housing – household is adequate, subsidized housing – shawn walker asked about different models, liz and susan jumped in
 - 2. Employment – employed full-time with adequate pay and benefits
 - 3. Mental health – minimal symptoms that are expected responses to life stressors; only slight impairment in function
 - e. Summary thoughts
 - i. Staff, board, and external stakeholders view LW as high performance, data-driven orgs with potential for local scalability as well as thought leadership
 - ii. Maintaining a client centered focus is imperative for both impact growth and development of thought leadership
 - iii. Amidst the federal funding uncertainties, LW is poised for growth and impact due to its focus on data and research and incorporation of evidence based practice
 - iv. There is a tension in the org between focus on direct service/local impact
 - f. Questions?
 - i. No questions.
 - g. Katie goes over a graph that depicts “the most vulnerable transition age youth in central Texas are empowered to achieve self sufficiency” (ask for ppt)
- 5) **Key Issues – A Deeper Look (Small Group Conversations):** Woman introduced World Café. Going over what we will be doing in the small groups. Staff will guide a small group conversation for 25 minutes. On signal, 5 min wrap up and move to different group. Each group will visit four stations.
- a. Impactful Services
 - i. Program, quality, and information – top priorities for next 3 years
 - 1. Program management system (team approach)
 - 2. Expanding strategic partnerships to end youth homelessness
 - 3. Prioritize what kind of information is being collected
 - 4. Culture change expertise
 - b. Sustainable Funding information on opportunities and challenges
 - i. Medicaid/insurance billing (Jay)
 - i. Wendy speaks about Medicaid. Lots of grant losses. Looking at how to expand the business model. Andy speaks about Medicaid/CMS. Structure of Medicaid and how it needs to be fully understood before it can become helpful.
 - 2. Looking for top priorities for next three years

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- a. Andy states that it is important to closely track potential policy changes at federal and state levels level, especially with foster youth
 - b. Become a voice of advocacy on this topic at state
 3. Additional data and information to ponder
 - a. What LW services might Medicaid cover?
 - b. To what age are foster youth covered?
 - ii. Sustainable philanthropy (Anne)
 - c. Enhanced Research and Evaluation
 - d. Strategic Communications
- 6) Discussion of Strategic Priorities:** Larry goes over “report out” from each group – staff facilitator from each group will give 2-3 summary of the priorities discussed
- a. Scurry – needing to prioritize different programs and new initiatives and to be more deliberate. Decide which project is most important to put time towards. Asking staff to collect data, and most importantly, telling them why they are collecting it. Prioritizing data – SSM and productivity
 - b. Research and evaluation – liz – CRM. Developing a consulting arm – protecting IP.
 - c. Strategic comm – susan – based on priorities we are setting in all of these areas. Looking at the audiences we are trying to serve in each area – someone that is going to fund completion of CRM. Figure out what audiences think of us, what we are trying to accomplish
 - d. Medicaid – wendy – very tricky timing to be prioritizing Medicaid. But it is important to track policy changes when deciding if it is a key priority for us.
 - e. Sustainable philanthropy – anne – board understanding and commitment to Benevon model. Plan for the endowment. Growing philanthropy team. Deepen engagement of LC members – mentoring, tutoring, client engagement.
- 7) Next Steps:** Katy states that her and her team will continue looking at our data and information. With that information, they will develop real goals for LW that will be finalized at June Board Meeting.

Katy adjourned the meeting at 6:55pm.

Minutes submitted by Lindsey Tran.

Approved on _____ Board Secretary: _____