

BOARD OF DIRECTORS MEETING

June 10, 2021

Members Attending Virtually: Shelby Ball, Matt Balance, Kelly Burgin, Annie Fritschner, Noah Rose, Luke Huntley, Rhodney Norman, Shannon Perry, Donecia Santana, Barbra Toler, Al Wilson and Kim Wilson.

Members Absent: Erin Drew (rolled off), Kelly Johnson, Tamara Lee (removed due to absences), Debbie McCrary, Katherine Parnell, Lucretia Starling (retired) and Lauren Wilkie (resigned).

Guests Present: None.

Staff Present: David White - CEO, Elizabeth Whitten - CFO, Linda Carter – Children’s Services Director, Bobby Kimmons – HR Director, Terri Bowman – Grant Writer/Fundraiser, Jeff Roper – Transit Operations Manager, Jonathan Stanley – IT Director, Rocky Cabagnet – Fractional General Counsel and Kim Hall – Executive Assistant

Kim Wilson opened the meeting at 6:00 PM. A quorum was present virtually.

Minutes of May 13, 2021 Board of Directors Meeting:

Kim Wilson called for questions and corrections regarding the minutes of May’s meeting of the Board of Directors. The minutes stand approved as submitted with a motion from Annie Fritschner and second by Shannon Perry. All were in favor.

Chief Executive Officer’s Report:

- Dogwood Trust has asked us to apply for \$182,000 for the Columbus Early Head Start Center. We have not gotten it yet but we have been asked to apply.
- Recruitment efforts continue. As part of that, our name was submitted for the Best of Blue Ridge Awards. We were notified this week that we have made the top five employers in six categories. Best non-profit, best benefits program, best company culture, best employee recognition program, best overall leadership, and best boss. We will ask everyone to vote. If we win this will be a good recruitment tool.
- Brevard College update: We received the grant from Pisgah Health in January of 2020. With Covid we have only had five students participate so far but expect higher enrollment this fall. Do to the impasse on building ownership we met with the College and Pisgah Health and have received permission to continue the internship program through May 2022. Pisgah Health has also given permission to spend the balance of the original grant on alterations necessary to change the site of the building to our Hillview property. The building will need to be larger and will incorporate our Hillview classrooms.
- Fractional Counsel: David gave a short bio and introduced Rocky Cabagnet to the board. Mr. Cabagnet spoke briefly to the board, thanking them for the opportunity to work as legal support for WCCA.

BOARD OF DIRECTORS MEETING

June 10, 2021

Executive Committee Report:

- Kim Wilson welcomed new board members: Donecia Santana and Matt Ballance.
- Board membership: Kim notified the board that Erin Drew's term has ended and Lauren Wilkie has resigned. We have received a membership application from Columbus Attorney Lora Baker. Her bio was presented. The Executive Committee motioned the board to accept her as a new member. Shannon Perry and Barbra Toler seconded the motion. All were in favor. The motion carried.
- The Executive Committee is reviewing and updating the board application, orientation and training process.
- Covid Update: Current policies and procedures will continue until the Governor releases restrictions on childcare and transportation programs. To encourage employees to be vaccinated we will be offering forty hours of Wellness PTO to anyone providing a copy of their vaccination card. These hours will also be awarded to employees that have already turned in their card. These hours will be credited to employees on July 1, 2021 and must be used by December 31, 2022.

Treasurer's Report for August 2020 reported by Al Wilson:

- Unrestricted cash balance is \$1.05M
- Net income is ahead of budget by \$526K
- CACFP deficit (\$57K) is impacting Children Services operating income
- Indirect costs for the month were \$114,612
- Covid related expenses for the year are \$570,438

Kim Wilson called for questions regarding the Treasurers Report. There were no questions. The report was accepted as submitted.

Finance Committee Report:

- Financing with First Citizens Bank for the Columbus project was reviewed. We have been asked by Dogwood Trust to apply for \$182K. We will have to finance \$1.7M to \$1.9M. First Citizens has offered a 20-year amortization at 3.9% fixed rate loan for 10 years. This is 80% of value. The Finance committee motioned the board to accept this financing. Annie Fritschner seconded. All were in favor. The motion carried.
- The Finance committee recommended the board approve a 1.22% COLA increase agency wide, effective July 1, 2021. Matt Ballance motioned. Barbra Toler seconded. All were in favor. The motion carried.

Sub-Committee Reports:

- ***Rebranding:*** Goss is conducting additional interviews. The next committee meeting is scheduled for June 25, 2021 at 10:00 am.

BOARD OF DIRECTORS MEETING

June 10, 2021

Strategic Plan Fall 2020, Updates:

➤ *Noah Rose for Transportation:*

- The transportation department has been restructured. The director position was eliminated. Jeff Roper became our Transportation Program Manager and Felecia Sanchez became our Assistant Transportation Program Manager. This made a large impact on the budget deficit. The department expects to finish this year with a surplus, allowing them to participate in the agency wide 1.22% COLA increase the board just approved. In prior years that was sometimes not possible due to deficits.
- We established a Transportation subcommittee.
- Jeff has been able to recruit new members and improve attendance at our TAB (Transit Advisory Board) meetings. In 2019, we were averaging eight. The last few meetings we have had fourteen members attending. This allows us more community input.
- We have expanded into Medicaid transportation. We have signed a contract with ModivCare and are negotiating a contract with One Call.
- We are awaiting the regional AECOM report. This is a transportation community assessment, which includes several counties. This will help us develop proposals as we move forward. It should be completed this summer. This information will help us plan fixed route and paratransit transportation from 2022-2025.
- We have replaced all six of the fixed route transit vehicles and seven of the fifteen program contract vans according to the current replacement schedule. The eighth replaced van is thanks to Terri Bowman's efforts. We received a grant from the Sisters of Mercy for a non-emergency medical transportation van.
- New automatic passenger count systems will go live July 1, 2021. Drivers will no longer have to manually record every time a person boards the bus nor will office staff have to disaggregate the records of the tic sheets from the three transit routes. Now this information can be pulled by running a report.
- We are working on obtaining a new camera system that will communicate in real time between the busses, vans and office. This will help us with driver training and passenger safety and comfort. Drivers have panic buttons and GPS location systems. A new fare collection system is in place. It is touchless for drivers.
- We have also changed our scheduling software to be compatible with our new Medicaid contract systems. Trip Master came highly recommended from several other transit agencies and was tabbed as the best available. This new system will allow WCCA to pull data and run pertinent reports that it can't do with the current scheduling software.

Challenges:

- The opportunity to expand outside of Henderson County has decreased. New leadership in Transylvania County has led to new programs there in both public and human services transportation.
- Electronic fare payment system (currently cost prohibitive).
- Electronic access for the public to be able to login and see where the busses are in real time on their routes is still to be developed.

BOARD OF DIRECTORS MEETING

June 10, 2021

➤ ***Jonathan Stanley for Information Technologies:***

- Through the hard work of the website committee, WCCA's new site went live on January 6, 2021. This allowed us new portal possibilities. The secure Board Portal went live this month. Board meeting documents will now be available in the portal. We continue to add new content and features as we move forward. We will provide any necessary training as the website grows. Other tools coming to the website are listed under item two in the administrative section of the strategic plan.
- Our team has worked hard to increase our social media presence. Children's Services now has their own Facebook page. We are working towards other channels like LinkedIn, Twitter and Instagram.
- Covid funding has allowed the Housing department to upgrade their software capabilities. Applications and other documents are now available online. Clients can now login and check their wait list status, view client resources and see public announcements.
- Senior Services: A new grant has allowed us to provide afternoon classes at our Quebec senior center. They currently have 6 laptops, a projector, a motorized projection screen and a 65" TV on a rolling cart so it can be locked away at night.
- Noah covered most of the IT items for transportation. They have new software, new vans, a new count system and the new camera system will be coming soon.
- Children's Services did not have any specific technology advances listed in the Strategic Plan but with Covid, we have worked with this department a lot. We have purchased laptops, expanded Wi-Fi and internet services at many locations and assisted with admission applications and electronic document signatures needs.

Kim Wilson called for any additional business. None was proffered.

Adjourn: Kim Wilson asked for a motion to adjourn. Noah Rose motioned. Al Wilson and Annie Fritschner seconded. All were in favor. The meeting adjourned at 7:26 pm.

Our next board meeting is scheduled for July 8, 2021 @ 6:00 pm.