

eliminating racism  
empowering women

**ywca**

west central michigan

**BOARD/CEO ACCOUNTABILITY  
MONITORING CALENDAR  
October 2009- September 2010**

The YWCA uses a consent agenda to assist in facilitating the board committee communications. Consent agenda items will include approval of minutes for:

- Executive Committee
- Fund Development Committee
- Finance Committee
- Facility Committee

The Board Development and Governance and Human Resources committees will be included on the Active agenda as needed.

Board members are asked to notify staff as soon as possible if they would like to move items from the Consent to the Active Agenda.

Strategic/PQI plan will be updated quarterly. Dashboard will be sent with board pre-reads. Also viewable at [www.ywcawcmi.org](http://www.ywcawcmi.org) (added December 2009)

**OCTOBER 20, 2009\***

**Beginning of 2009-2010 board year**

- Election of Executive Committee
- Election of new board members
- Board member sign conflict of interest policy
- Board members receive copies/sign up of 2009-2010 standing and ad hoc committees
- Review revised Bylaws
- Presentation of 2009-2010 budget Deb Schutmaat\*\*
- Finance Committee reviews endowment fund activity and reports to full board.
- Strategic Plan/PQI 2009-2010 review
  - ◆ Staff and Leadership Team SWOT of organization
  - ◆ 2009-2010 funding and legislative issues
  - ◆ 2009-2010 objectives strategic annual plan

\*Many of the items listed would typically have been reviewed in September. The board meeting for that month was cancelled.

\*\*The budget has been reviewed and approved by the Finance and Executive committees. Full board review will take place.

**NOVEMBER 4, 2009**

***Tribute! - DeVos***

**NOVEMBER 24, 2009**

**Focus: Facilities**

- Board will review current and future facility needs
  - ◆ Review building usage and utilization
  - ◆ Tour main building
  - ◆ Review capital needs
  - ◆ Potential need for outreach offices
  - ◆ Capital Campaign discussion
- Performance Quality Improvement (Human Resources) Gail Hammontree
  - ◆ Staff satisfaction, intern satisfaction surveys
  - ◆ Review of turnover
  - ◆ Sick/personal time
  - ◆ Staff diversity and EEO policy
  - ◆ Executive and top highest pay compensation comparisons
- Performance Quality Improvement (Board Development) Kris Vanden Berg  
Shlynn Rhodes
  - ◆ Board composition grid
  - ◆ Board satisfaction surveys

Note: no staff salary increases will be available during this fiscal year unless otherwise approved in the revised budget

**DECEMBER 15, 2009**

**Focus: Audit**

- Audit Committee reviews audit and 990 with independent auditor
- Auditor meets with full board
- Annual Development and Marketing Plan
- Performance Quality Improvement (PQI) Development/Marketing Kelli Langan  
Lisa Deferrari  
Jessica Murphy
  - ◆ Cost/ income – Special Events
  - ◆ Social networking
  - ◆ Event feedback
- Performance Quality Improvement- Building, Technology Deb Shimmel  
Femi Fadayomi
  - ◆ Safety and security
  - ◆ Facility maintenance
  - ◆ Incident reports and outcomes

**January 20, 2009**

All Day Session

Osborne Group training for Board of Directors on Fund Development

**JANUARY 26, 2010** (main building)

**Focus: Mission**

- Mission discussion/strategic plan Linda Kanney, GLA
- Executive Committee completes evaluation of CEO

**FEBRUARY 23, 2010**

**Program Presentation: Residential Services (DCC only)**

Eileen McKeever

**Meeting held at the Domestic Crisis Center shelter. (Tour)**

15 College SE. (SW corner College and Fulton)

**Presentation: Permanent/Transitional Housing**

Tom Cottrell, Eileen McKeever

- Review annual Strategic/PQI Plan update : Carla Blinkhorn
- Revised budget/financial presentation Deb Schutmaat
- Performance Quality Improvement – Human Resources Gail Hammontree
  - ◆ Staff recruitment/diversity
  - ◆ Revisions of Employee Manual (if needed)
  - ◆ Any significant changes to job descriptions (if needed)
  - ◆ Review of job classifications
- Performance Quality Improvement (PQI) - Board reviews quality assurance reports, including:
  - ◆ Client satisfaction surveys for all residential services
  - ◆ Impact of 15 day length of stay at shelter
  - ◆ Client outcomes in securing permanent housing and increasing financial stability
  - ◆ Client safety
  - ◆ Shelter volunteers – use and training
  - ◆ Community collaborations: Vision to End Homelessness-Domestic Violence TH/PH report
  - ◆ Community collaborations: Kent County Community Coordinated Domestic and Sexual Violence (DVCCRT), Bridge Street (Dwelling Place)

A social event will be held for the board after the board meeting at Lisa DeFerrari's house.

**March 30, 2010 Annual Meeting**

**NOTE MEETING DATE CHANGE**

**Program Presentation: Nonresidential**

**Counseling** – Tom Cottrell

**Community Collaborations:** Partners for Racism  
Free Community – Carla Blinkhorn, Suzanne Katerberg

- Continue annual Strategic Plan/ PQI outcomes update Carla Blinkhorn
- Presentation on financial condition of the organization Deb Schutmaat
- Performance and Quality Improvement (PQI) – Board reviews quality improvement reports including:
  - ◆ Client satisfaction surveys for all nonresidential residential services
  - ◆ Staff utilization
  - ◆ Case record review
  - ◆ Client outcomes
  - ◆ Community collaborations: Safe Haven Ministries, Hispanic Center
- Performance and Quality Improvement – Eliminating Racism
  - ◆ Committee on Racial Equality
  - ◆ Partners for a Racism Free Community

**April 14, 2010**

***Open Circle – Amway Grand Plaza Hotel***

**April 21, 2010**

**Denim Day (Sexual Assault Awareness)**

**April 27, 2010**

**Program Presentation: Nurse Examiner Program**

The service implication of race, culture and income for medical intervention in sexual assault and domestic violence  
Linda Rossman, Carla Blinkhorn

**Program Presentation: Girls Inc.® at the YWCA**

Tour and program update – Trinity Clemens



- Board Development/ Governance Committee presents slate to fill board vacancies.
- Update on capital issues
- Performance Quality Improvement – Building, Technology      Deb Shimmel, Femi Fadayomi
  - ◆ Incidents and safety reports
- Performance Quality Improvement – Staff and intern preparation and ongoing training for service provision
- Performance Quality Improvement
  - ◆ Volunteer Training
- Finance Committee reviews agency insurance policies/coverage and reports to full board.

**September 28, 2010**

- Strategic/PQI annual plan end of year review update      Carla Blinkhorn
- Full board reviews and approves annual budget for new fiscal year
- Recognition of outgoing board members
- Election of new board members