

**Thames River Community Service, Inc.  
Board of Directors Meeting  
November 20, 2019  
At Thames River**

**AGENDA**

1. Review of Minutes
2. President's Report
3. Executive Director's Report
4. Committee Reports—Finance
5. Old Business
6. New Business
7. Adjournment
8. Executive Session

Next Meeting: January 15, 2019 at Martin House

**MISSION:** The mission of Thames River Community Service, Inc. is to provide safe housing with support services by creating an environment in which families and individuals who are experiencing homelessness pursue goals for self-sufficiency and control over their lives.

This mission is accomplished by promoting family and individual wellness, by empowering people to develop an achievable plan for successful independent living, to pursue significant employment, to acquire life skills and to maintain stability.

**Board of Directors' Meeting Minutes**  
**Thames River Community Service**  
**Wednesday, October 16, 2019**

Meeting opened 5:38

**Present:** Gayle O'Neill, Ornet Hines, Bob Fusari, Mike Bennett, Nancy Roberts, Marilynn St. Onge, Elle Crichton, Deb Eskra

**Excused:** Louise Summa, Keith Lee, Theresa Madonna

Staff: Kathy

**Guest:** Paula

**Minutes:** A motion was made and seconded to accept minutes from last Board meeting. Motion carried

**President's Report** - Nancy suggested that we draft a letter to NPU: electric deposits

**Executive Director's Report** – Board members wished to have more information to do the thank you's: how long they've donated, if they're a new donor. Kathy handed out event flyers; Suggestion that we add Sara's info as the auctioneer to our media outreach

**Finance Report** - concern that accounts payable went up \$17,000 from last month from about money that we owe more than 30 days; need to have a plan; this Committee wants to meet with Development Committee;

**Investment Committee** – Bob reported on Investment meeting which met prior to the board meeting;

**Governance Committee** – no report

Meeting adjourned at 6:45

Respectfully submitted,  
Kathy Allen

**EXECUTIVE DIRECTOR'S REPORT**  
**November Board Meeting 2019**

**Admin/Financials:**

- Audit completed and will be reported on at our meeting
- Completed and turned in reporting requirements for our annual performance evaluation from the CT Balance of State
- Had a more in-depth discussion with CT Bos Consultants (Housing Inventory) about repurposing TRFP during next round of HUD funding application. Best information from this conversation is that there is no longer a gap that will exist between funding years when repurposing an existing program. ie., the contract will continue on the present funding cycle. We would convert to a leasing, rental assistance and service contract. We would receive rental assistance for the TR apartments based on FMR (fair market rent) for Norwich for 2 and 3 bedroom units as well as be able to support families in the rapid rehousing portion with rental assistance for a period. Services would also be included. What we won't have is the operations for the building, so the next step is for us to look at the numbers to see in what ways (positive and/or negative) that making this change will affect our overall expenses and income.

**Marketing/Development:**

- We recently began to use Constant Contact, a marketing tool designed to help small businesses and non-profits reach a wider audience without breaking their marketing budget. It's an all-inclusive online marketing platform that will allow us to do more and grow more. I noticed other nonprofits in our area are using it (The Chamber, the ARC, for example) and decided to look more into it for us. We are in a trial period at this time, and last week sent out our first bi-weekly e-newsletter. I've attached a sheet with more information about this resource.
- Our second appeal is set to be distributed the first week of December, right after the event.
- The Development Committee will do a second "gathering" to discuss the apartment refurbishing/support services campaign in early 2020. However, folks at the event on the 30<sup>th</sup>, will have the opportunity to support this effort as well, and we also are highlighting it in the appeal/newsletter.

**Facilities:**

- Day of Caring was a huge success. Forty-four NPU employees did an amazing job. Specifically, they power washed the entire building, replaced missing downspouts, cleaned up our playground putting down all new wood chips and washing and repairing playground equipment, built new shelving and reorganized in the kitchen after its renovation, they installed new sensor lights in the basement, built a shelving system for our donations area and made two temporary emergency shelter rooms in our Children's Activities area.

NPU will also be installing a new A/C unit in the library when the part comes in and finally, they rebuilt the sidewalk ramp in the front of the building. Earlier this summer, the front deck railings were painted. The savings for us for this work is amazing.

**Rapid Rehousing Program:**

- 2 tenants began a Phlebotomy class in the hopes of obtaining employment that would launch them on a career path.

**Thames River Family Program:**

- 3 families moved out into income-based housing.

**Supportive Housing Program:**

- We are in the process of beginning work with a new family
- We learned about a new program through the Department of Mental Health and Addiction Services that we will be using which bills Medicaid for services for each of our clients. Staff will begin training soon on how to use this new software.