

RMHC Board of Directors 3/9/23 Minutes

Attendance: Jamie Henderson, Hanna Zevenbergen, Seth Friedman, Shannon Greene, Matt Traetow, Evan Diehl, Brent Hawkins, Ian Russell, Josh Rasmusson, Ben Logsdon, Janine Petitgout, Dennis Gendron and Mitchell Dellamuth

Meeting started at 3pm.

1. Introduction of Tad Hulst and Constance Mithelman
2. Mitchell Dellamuth provided presentation on finances
 - a. Mitchell to send Shannon the presentation to share it with the group
3. Motion to approve the consent agenda
 - a. Seth (motion)
 - b. Dennis (second)
4. Give a Little Love Campaign
 - a. So far \$18,000 + more coming
 - b. Dennis to circle back with O.O. to get all checks in
 - i. Round up might look better for IC stores
5. Succession Planning
 - a. Vote to elect Brent Hawkins as incoming Board President at the conclusion of Jamie Hendersen's term in May 2023
 - i. Seth (motion)
 - ii. Josh (second)

Unanimous approval to elect Brent Hawkins as next Board President.

6. Treasurer
 - a. Dennis' term is up in May. Would need to replace Treasurer with Brent as president.
 - b. Dennis proposed that we remove term limits for O.O. on the board
 - i. Due to less O.O. that exist
 - c. Conversation about term limits and who they apply to and why
 - d. Executive Committee to draft proposal options and bring back to next meeting
 - i. Future agenda item
 - e. Shannon to share best practice information from CEO conference with the Exec
7. Board Member Expansion
 - a. Any recommendations?
8. Conflict of Interest
 - a. A few still outstanding and extra forms are in the board portal
9. Development Update
 - a. Marketing with Plaid Swan – CR expansion is in full swing, and numbers are coming in

Meeting adjourned 3:47pm

Chief Executive Officer’s Report

Shannon Greene, May 2023

It’s been a busy spring with the completion of the kitchen remodel, event preparation, Family Rooms re-opening, the audit and more! We love hearing the comments from our guest families about the new upgrades and spaces. We’ve had several families return after a couple of years, and they can’t believe all the changes.

RMHC Global is embarking on the development of the next system wide Strategic Framework. At the conference in February, we began the input process from the chapter level. Global is asking all chapters to gather information and feedback from key stakeholders and community partners. We will be reaching out to our local partners and including their feedback in our data.

RMHC of Rochester, MN recently merged with a “grants only” chapter in Wisconsin. The new chapter is named “RMHC Midwest MN WI IA”. This was approved by RMHC Global without consideration of the potential impact on other chapters in that region. We have expressed our concerns on multiple calls and meeting with Global, including a recent meeting with all three Iowa chapter leaders and our board chairs. At this time, we do not believe anything will be done to rebrand the new chapter, and we remain concerned about the impact of a name that implies a location in Iowa. Plaid Swan is advising on what, if anything, we can do via marketing to mitigate confusion.

2023 RMH Census

April was an odd month—we had a couple days when there were 4-5 rooms open, and no one on our wait list. This is rare, and while we’re happy that it means no families are waiting, we want to make sure all families know about us. We contacted the hospital to let them know that we had immediate availability and will monitor our census as we move through May.

Month	Average Occupancy	# Guest Families	# Family Nights	Avg. Length of Stay
January	97.58%	55	847	15.4
February	98.19%	59	759	12.86
March	95.49%	62	889	14.34
April	90.60%	71	829	11.68
May				
June				
July				
August				

September				
October				
November				
December				
Totals	97.89%	114	1606	14.13

House Snapshot—fun facts from a random day at RMH (5/5/23)

- ♥ The families in the House today have patients age 3 days to 17 years old.
- ♥ We have a diverse group of families right now with several languages spoken including one we had not worked with before...Wolof speaking family from Senegal.
- ♥ Quality Care spent the day sprucing up our grounds with new planting, mulch, grass seeding and more. Everything looks beautiful and was completed at no cost to us.
- ♥ Great turnout of volunteers today helping get ready for the Red Shoe Run. The 26-foot truck was loaded in no time.
- ♥ Tonight's evening meal is a favorite of our families....catered by Texas Roadhouse in Coralville.
- ♥ One of our NICU families went home today. They prepared for a three month stay, but baby did so well they were able to go home after 34 days.

Ronald McDonald House Facilities

- Families are loving the new kitchen!
- Meal groups are signing up again and we've hosted several businesses and community groups so far. It's fun to hear the comments from the groups who were here before the model—everyone agrees that the new kitchen is well laid out and welcoming to all.
- There are two potential facilities projects left at this time: the fire suppression system and the mechanical room plumbing system. We have called in the respective professionals to give us an evaluation including timelines and costs so we can plan for future expenses.

Ronald McDonald Family Room at UI Stead Family Children’s Hospital

We are returning to full operations on May 15th. After getting the green-light from the hospital, staff have been reviewing procedures, updating the operations manual, tidying up and re-stocking the space and training the part-time staff (few of whom were here before COVID) to be ready to welcome families back. The Sleep Room will reopen and volunteer meal groups will resume.

UISFCH	Total Visits	Average Daily Visits	New Registrations	New Patients/ Families Served
Jan.	906	29.2	114	76
Feb.	666	23.7	88	57
March	643	20.7	108	77
April	791	26.4	114	68
May				
June				
July				
August				
September				
October				
November				
December				
Totals 2023	3006	25.0	424	278

Ronald McDonald Family Room at UnityPoint Health-St. Luke’s

We are able to return to full operations at St. Luke’s as well! Effective May 15th, families will be able to enter the Family Room, grab snacks and beverages as they wish, dine and hang out in the space. Volunteer meal groups will resume—before the pandemic, we had groups in several times a week. We will work to those groups (and new ones) engaged.

Unity Point-St. Luke’s	Total Visits	Average Daily Visits	New Registrations	New Patients/ Families Served	Sleep Room Nights Provided
Jan.	616	19.8	120	63	50

Feb.	672	24	117	61	59
March	897	28.9	121	55	72
April	876	29.5	129	62	57
May					
June					
July					
August					
September					
October					
Totals 2023	3061	25.5	487	241	238

Finance

- The audit went well. We completed all documentation requests the week of April 24th and met with the auditor on May 4th for the wrap-up conversation. No items of concern. CLA anticipates completing the audit and our 990 by the end of next month. We will be scheduling the audit presentation for early July.
- In July 2022, we were notified that RMHC-EIWI was a beneficiary in the estate of Irving H. Olson. The estate has been settled and we received a check for \$241,424.30 on April 21st. These funds are unrestricted.

Fundraising and Marketing

Events

- The 39th annual Red Shoe Run/Walk was a success. We had record attendance with 615 participants. We had UIHC Information Systems group win the first Corporate Challenge Trophy with 79 participants and an alumni family come in a close second with 74 participants.
 - Thank you to everyone who came out and participated. We had both current and past board members there representing!
- Mark your calendars
 - June 5, 2023 – Fore the Families Golf Outing at Finkbine Golf Course
 - Volunteer and participants are still needed: www.rmhc-eiwi.org/golf
 - July 22, 2023 – Cedar Rapids Bubble Walk

Participating: Brent Hawkins, Scott Soifer, Shannon Greene

1. FY2022 Year End—ended the year \$208,000 short on income. (investments aside). Focus on increasing annual campaign, monitoring salaries/benefits, and a more realistic goal for this year's Give A Little Love and Round Up campaigns.
2. FY2023 Q1 Review—nothing of note at this point. Piano Celebration event totals should come in the next couple of weeks. Event went well, looking to expand participants next year.
3. 2023 Give A Little Love campaign--\$54,208 received to date from 7 owner/operators. Dennis assisting in checking in with remaining stores. Goal is \$80,000.
4. Shamrock Shake campaign: funds yet to be received, come from national.
5. Olson Estate Gift—received, and currently deposited into our checking account. Balance sits above our cash flow policy limit but will wait a week or so until payroll and other expenses clear before transferring to investments. Shannon to send out Investment Policy for committee to review. Committee can decide where to deposit "excess" funds via email vote.
6. Cash Account Rates—Scott suggested a conversation with our bank to explore best available options for interest given our current and usual balances. Shannon will schedule this meeting, Brent will join as well.
7. Kitchen Project—final expenses came in at \$510,804, under board approved \$525,000 limit.
8. Upcoming Expenses—Fire Suppression System is old, likely to need replacement in coming years. Staff are working with our current vendor, MidwestAlarms, for an assessment and estimate of cost. Continued leaks and challenges with aging pipes and inefficient system—AAA assessed and is putting a list including costs and priorities so we can plan for the future. HVAC thermostat system working perfectly, condensers are new, last piece is the core unit. Shannon will share these quotes and information as they come in.

RMHC-EIWI Facilities Committee Meeting Minutes

04/20/2023

Attendance: Hanna Zevenbergen, Matt Traetow

- I. **HCIS – Information Technology Transition**
 - a. Transferring shared drive
 - b. Equipment is ordered, received, and being set up
 - c. Wi-Fi vendor was solidified
 - d. Wolf and GRMHIS meeting 4/19/2023
 - e. No final date at this time, but looking a little clearer with internet provided solidified
- II. **HVAC**
 - a. AAA Mechanical coming out on 4/21/2023 to price completely new HVAC system
 - b. Air conditioning is turned on and heat turned off – resulted in repairs of leaks, etc.
- III. **Kitchen Remodel**
 - a. Project is complete
 - b. Working with Corey Barret on kitchen best practices
- IV. **Furniture Project**
 - a. Finalize artwork, mirrors, lamps, etc. to finish the project
 - b. Room walkthrough next week
- V. **Spring Preventative Maintenance**
 - a. Window cleaning – identifying a vendor
 - b. Air duct cleaning – Stanley Steamer - \$10,000 cost
 - c. Dryer vent cleaning – scheduling
 - d. Gutter cleaning - scheduling
- VI. **Grounds – Quality Care**
 - a. Quality Care (lawn maintenance group)
 - i. Donation to the House – landscaping, tree stump removal, etc.
- VII. **Grease Trap Vendor**
 - a. We have a grease trap in the maintenance room downstairs, and I am unsure if it has ever been touched...this is to remove the grease from the water
 - i. Vendor suggestions?

RMHC-EIWI Programs and Services Committee Minutes

4.26.2023

Attendance: Janine Petitgout, Dave Phillips, Jen Erdahl, Karla Pisarik, Hanna Zevenbergen

1. Family Rooms
 - a. May 15 – services return to pre-covid operations
 - i. Families serving themselves
 - ii. Meal groups allowed back in
 - iii. Families can come and go in the family room during open hours
2. House
 - a. Meal Groups
 - i. In full swing
 - ii. Full calendar every day since March 1
 - b. Statistics about families served
 - i. 150 families served since 1/1/2023

Development Committee Minutes
March 30, 2023 3:30 pm

Attending: Seth Friedman, Josh Rasmussen, Shannon Greene, Heather Croskrey

1. Development Coordinator position update
 - a. 3 interviews set up for next week. Hoping to find the right fit soon
2. Event update
 - a. Piano Celebration: working to fill the spots and gain support for the event.
 - b. Red Shoe Run: 321 registrants (up from 192 at this time last year), \$11,880 donations (Up from 6,461 last year), Sponsorships \$26,500 to date
 - c. Golf 57 registrations (up 5 from last year) Sponsorships \$11,000 to date.
 1. We have 2 new committee members who will help with sponsorships and in kind gifts.
3. VIP and ribbon cutting recap
 - a. We had 75 attend the VIP night with everyone from McDonald's Owners to new friends and folks who have been involved with RMHC since the beginning. The event went over very well and we are excited about the reception.
 - b. The Ribbon cutting was well attended by the Iowa City Chamber with several attended excited about becoming more involved with RMHC.
4. Levitate software
 - a. This software is about creating personalized communications and driving donor engagement without additional staff. It is designed to build efficiency and effectiveness into your donor engagement program.
 - b. Upon recommendation, we will talk with RMHC chapters who have used it and determine if we will proceed.
5. We received a new \$25,000 grant from GreatAmerica!! Thank you, Seth, for the recommendation!

New Position Proposal

Title: Kitchen Coordinator **Location:** RMH **Supervisor:** Volunteer Manager

Need:

- New kitchen calls for dedicated time for care, maintenance, functionality. Commercial kitchen requirements (equipment maintenance, logs, ordering chemicals, cleaning procedures, licensure inspections)
- Family Needs—evening staff pulled into kitchen & not available for check ins, family requests, van runs, etc.

Duties:

- Hire a 1.0 FTE Kitchen Coordinator to:
 1. Manage commercial kitchen licensure requirements
 2. Meet/greet/stay with volunteer meal groups and receive, set up and monitor catered meals
 3. Monitor food temps, ensure safe post-meal packaging
 4. Proper clean up (comm dishwasher operation, proper cleaning products)
 5. Manage kitchen food pantry
 6. Order all groceries
 7. Manage guest refrigerators/clean out
 8. Ensure Family Kitchen area is clean and in good order
 9. Order and stock supplies (to-go containers, paper products)
 10. Meet/greet/stay with volunteer service groups
 11. Manage Casserole Club
 12. Coordinate holiday meals

Schedule

- Full time (preferred) Noon-8m or 1-9pm, M-F
- Part time—3-8pm or 4-9pm, M-F

Estimated Budget Impact hire at Coordinator level, not Manager?

		benefits	Total Cost
1.0 FTE exempt w/benefits	\$37,440-\$41,600	\$11,232-\$12,480	\$48,672-\$54,080
1.0 FTE non-exempt	\$18/hr-\$20.00/hr	0	\$37,440-\$41,600
0.5 FTE non-exempt	\$18/hr-\$20.00/hr	0	