

**Phoenix Human Services Association
Board Meeting Minutes – Rev 1**

January 11th, 2022

Place: Zoom

Attendees: Susie Girling, Joe Cardle, Alkarim Sunderji, Joan Chalmers, Scott Bradford, Jessica Sidhu, Marshal McLernon, Joanne Hurtig, Jack Watson, Hana Felix

Absent: Patti Faulconbridge

Guests: Holt Sivak, Laurie Hill **Chaired by:** Marshal McLernon **Minutes by:** Jessica Sidhu

Meeting called to order at 5:01pm

1. Approval of meeting agenda

- No amendments to the meeting agenda.
- Susie moved to accept the minutes. Jack seconded. All in favour.

2. Program presentation

- Family Development Manager - Laurie Hill
- Oversee 3 programs, across different regions
 - Westshore 0-19 years
 - Victoria 0-12 years (youth guardianship is covered by a different organization)
- 12 staff
- Cases are child protection concerns that require support and intervention through child protection support workers and MCFD.
- Numbers increase every year. Last year 194 families were served.
- The goal of the program is risk reduction, and the over-arching goal is re-unification.
- Laurie interfaces with 7 different ministry team leaders
- MCFD prioritizes the cases, not Phoenix
- The Foundations Parenting Program is theoretical classroom-based learning with follow up home visits.
- Out of Care Support Program is for caregivers (kith and kin) to children who are in case of MCFD and while planning for the child's long-term care.
- All funding for family development programs is from MCFD.
- Success story: a dad in his 50's who had never parented went through the foundations parenting program and has taken on the role of parenting a young child. This referral was voluntary, through their partner, not through child protective services.
- Program goals and observations:
 - Growth in the Westshore
 - Lack of resources for programs
 - Further support for growth of the Out of Care program
- Stresses are coming up in different ways.
 - Impact of the overdose crisis on programs.
 - Working more with children with mental health issues.
 - Parents are struggling which is causing them to be approached by MCFD.
 - Housing crisis is an issue for families
 - Parents dealing with undiagnosed and untreated mental health issues.
- Neighbourhood Houses Victoria is an outreach program that provides programs that could help intervene before issues require MCFD intervention.
- There aren't any Westshore neighbourhood houses. Refer to the ED report for further information on a potential opportunity in Westshore.

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- Hana noted that an idea to consider is providing resources to family law firms so the information is available to people in need.
- Holt noted there is outreach from schools for youth who have been underserved by social programs.

3. Approval of minutes from meeting on December 14

- Revisions to Section 6 from the Dec 14 meeting:
 - Revise “Joe checked Hana’s references” to “Jack checked Hana’s references”.
 - Remove details of the reference check from the Dec minutes.
 - Correct Hana’s name in all instances where it’s spelled incorrectly.
- Follow up to the action in Section 9 from the Dec 14 meeting:

ACTION: Scott to send a calendar invite for the program education session. This will be an optional session starting at 4:00pm prior to the board meeting.
- Alkarim moved to accept the minutes. Joanne seconded. All in favour.

4. ED report

- ED report provided.
- Two managers tested positive for COVID but we have not had an outbreak situation thankfully – we are following all the PHO protocols
- We reverting to our COVID-19 Health and Safety Plan as per the direction on the PHO. Message will be sent to staff tomorrow outlining the safety measures that will be put in place.
- Item 4 in ED report, Westshore neighbourhood house is a possibility. The scheduled Jan 25 meeting with the West shore Leadership Group is to discuss what offerings can be made from each party involved to address services gaps (including the potential of one or more neighbourhood houses).
- St. Peters property will be appraised as a beginning point for a potential future purchase. The church is proceeding with an appraisal for their own purposes and will share the information with Phoenix.

5. Treasurer’s report

- Treasurer’s report provided in the Board package.
- One GIC coming due in March. Review at the next board meeting.
- Budget will be presented for approval at the ~~April~~ March board meeting. Prepared in March.
- Estimated amounts on the income statement become more accurate as we reach year-end.

6. Business arising from previous meetings

- **Board recruitment**
 - Jack to revisit the matrix and assess any gaps on the board.
 - Committees are a good way to get individuals involved prior to committing to a board position and trial future board members.
 - Jack noted a board recruitment committee could be useful. Joe volunteered to join this committee
- **Branding progress update**
 - Moving forward with weekly committee meetings.
 - Board bios and photos are done and with H2.
 - Logo tagline will be ready for review Jan 31.
 - Website is in the works
 - COVID issues within the H2 team have delayed progress slightly.

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- Scott gave kudos to the Branding Committee and particularly the input of 3 front line staff (Kim, Kelly and Liam) who have been excellent.

7. New business

- **Board retreat Jan 22**

- Day long, in person, session was previously planned but doesn't look feasible with the current COVID case increases
- A virtual session up to 2.5 hours would be reasonable.
- The facilitator has started running online sessions due to COVID and has found good success in holding shorter sessions. The strategic plan documents would be reviewed by board members in advance of the meeting. The proposed agenda is as follows:
 1. Finalize the drafted/new mission statement and vision statement
 2. Review the strategic issues and goals/priorities set in Feb 2020
 3. Review the strategic work done to date
 4. Discuss the strategic goals/priorities for current relevant and finalize a five-year plan
 5. Identify measurable objectives and actions that will get us there
- An in-person session is preferred by the majority of board members. Postpone the session to a later date to accommodate an in-person session.
- Consider finalizing the mission and vision statement in the next couple months.
ACTION: Scott to poll board members for a future retreat date.

- **Meetings – input**

- Send any feedback on meeting structure, content, board package to Marshal by email by Jan 25.
- Board section of the website will be maintained on the new website.
ACTION: Think about the number of board meetings that are useful. Currently we are meeting 11 months of the year. Is this sufficient or too much? This will be discussed at the next board meeting.

8. Wins to celebrate / stories to share

- Scott noted that we would have celebrated some staff for their good work and milestone tenure at the holiday party but that was not possible. Staff were recognized at their team holiday lunches. Scott wanted to acknowledge them at the Board meeting as well. They are:
 - 20 years: Mary M, Beth L, Dave F, Diane
 - 15 years: Lisa J, Derek S, Gail A, Heather G
 - 10 years: Julie B
 - 5 years: Melissa

Motion to Adjourn: The chair adjourned the meeting at 6:24pm.

**Next meeting: February 8th at St. Peter's
Board meeting at 5:00pm**