

STEP, Inc. Board Meeting Minutes
4:00 p.m., Monday, January 24, 2022
Held via Microsoft Teams

Board Attendance: Randall Allison, Susan Bigger, Aron Carter, Tia Hillyer, Joanne Ludwikowski, Scott Metzger, Gail Nestlerode, Brenda Nichols, Jacqueline Oliva, Abigail Roberts, Jeffrey Snyder, Lindsay Stamm, Edward Weinoffer

Board Members Not Attending: Maria Boileau

Staff Attending: Rachelle Abbott, Carolyn Hawk, Melissa Kerschner, Patricia Kiessling, Jim Plankenhorn, Jamey Williams

Guests: Thomas McMahon

1. The meeting was called to order at 4:00 p.m. by Chairperson Brenda Nichols.
2. Roll call was taken to verify members present.
3. Additional members of the public were invited to identify themselves and any organizations they represent. None were present.
4. On motion of Edward Weinoffer and second by Joanne Ludwikowski, the minutes of the December 20, 2021 STEP Board of Directors meeting were approved.
5. Patricia Kiessling and Thomas McMahon updated the board on the timeline for the 2020-2021 fiscal year audit. Typically, much of the annual audit is completed in the spring, with the audit presentation provided at or before the April board meeting. However, due to some new program audit guidelines not being released and the volume of new programs to be audited, that will not be possible this year. The auditors will complete as much work as possible, take a break for tax season, and then complete the audit before the June 30, 2022 deadline.
6. Patricia Kiessling presented the monthly financial reports from November 2021, including an organization-wide report on revenue and expenditures categorized by program and a balance sheet/statement of financial position. The Early Learning Resource Center (ELRC) financial reports were highlighted. Also noted was the increase in refundable advances and an occupancy cost increase due to the Round Hills parking lot expense. On motion of Jeffrey Snyder and second by Susan Bigger, the financial reports were approved.
7. Rachelle Abbott presented the programmatic reports from December 2021. On motion of Scott Metzger and second by Joanne Ludwikowski, the programmatic reports were approved.
8. Rachelle Abbott and Melissa Kerschner, ELRC Director, provided an update on the ELRC. Melissa provided historical context for the shift from Child Care Information Services to ELRC and the provider support services that were part of the transition. She also provided information on the state of childcare in Lycoming, Clinton, and Tioga counties, noting worker shortages, educational/training gaps, and wage issues that were present before but exacerbated by the pandemic.
9. Patricia Kiessling provided information on the following grants: Emergency Rental Assistance Program (ERAP) 2 additional funds in the amount of \$3,712,564.17, bringing the ERAP 2 funds total to \$6,074,223.52; ERAP 2 High Needs (to serve customers below 30% of the area median income) in the amount of \$293,788.87; Community Service Block Grant 2022 2nd quarter allocation in the amount of \$92,438; and the Pennsylvania Housing Finance Agency Home for Good program in the amount of \$25,000. On motion of Aron Carter and second by Randall Allison, the grants were approved.
10. Jim Plankenhorn provided the board with the results of the STEP Employee Satisfaction Survey. 88% of STEP staff participated in the survey. Using the response to the question, "Would you recommend STEP to your friends or family as a place to work or volunteer?" the results calculated promoters, neutral scorers, and detractors for the Employee Net Promoter Score (eNPS). STEP's eNPS was 9.6.
11. Brenda Nichols led a discussion in connection with the STEP Board of Directors Assessment completed in January. She expressed that a matrix may be deployed to map areas of expertise and connection for board members.

12. Jim Plankenhorn and Carolyn Hawk provided an update on the Head Start COVID vaccine performance measure. Currently, there are 38 individuals who have not provided their vaccination status. It has been communicated to all affected staff that if individuals do not provide their status by the close of business on January 31, 2022, they will be terminated on February 1, 2022 in accordance with the performance measure.

13. Rachelle Abbott provided an update on the Community Action Association of Pennsylvania and STEP's diversity, equity, and inclusion groups, including the Equity Summit being held on February 15-16 and STEP's plan to put DEI materials on the intranet as an employee resource.

14. In other business:

\$84,000 was available this year from STEP's Endowments at the First Community Foundation Partnership of Pennsylvania. The money was wholly reinvested in the endowment funds.

Catalytic converters were stolen from STEP Transportation vehicles. More secure storage options are being pursued for the immediate future and permanently.

Jean Myers has retired as the STEP Chief Human Resource Officer and Ellen Keegan will be assuming the position effective January 29, 2022.

The next board meeting is scheduled for Monday, February 28, 2022.

15. There being no further business, the meeting was adjourned at 5:25 p.m. on motion of Edward Weinoffer and second by Scott Metzger.