

**LIFELINE CONNECTIONS**  
**BOARD OF DIRECTORS MEETING**  
November 21, 2019  
Center for Community Health  
Second Floor, County Conference Room A

**Members Present:** Ginger Schmidt, Rusty Williams, Kasandra Early, & Edie Blakley

**Members Absent:** Harry White, Bob Poole, Matt Lee, & Brian MacKenzie

**Staff Present:** Jared Sanford, Jessica Hall, & Krysta Pennington

The meeting was called to order at 5:04pm.

**CHAIR TOPIC**

Edie posed the question of whether or not we should hold a Board meeting in December. It has been decided that the December meeting will be canceled. The January meeting has tentatively been scheduled for January 9<sup>th</sup>.

**CONSENT AGENDA**

The consent agenda will be emailed to the Board for approval, due to lack of a quorum.

**NEW BUSINESS**

**2019 Staff Satisfaction Survey Review:** Jessica Hall reviewed the highlights of the 2019 employee satisfaction survey. It was noted that there was a large increase of participation, 184 of 255 in 2019 compared to 66 of 190 in 2018. The percentage of participants satisfied with their job increased from 78.4% in 2018 to 82.35% in 2019. The most positive feedback received was regarding teams, supervisors, and the individuals we serve. It has been discussed with the leadership team ways we are trying to address wages and benefits. Jessica asked the leadership team to be thoughtful of increasing On The Spot awards given to staff, to address the comments around needing more recognition. Kasandra would be interested in having a question to see if participants filled out the survey in the previous year. Rusty also recommended breaking the timeframes for the tenure question into quarter sections, which may give better feedback.

**OTHER DISCUSSION**

The meeting was adjourned 5:34pm  
Respectfully Submitted, Krysta Pennington

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Kasandra Early - Secretary  
Board of Directors  
Lifeline Connections