

**Minutes of Board of Directors**

Tuesday, April 11, 2023 – 7:00 PM by Zoom

The meeting was called to order by Zoom at 7:00 pm by Paul Blaise.

Board members present were Paul Blaise, Pat Landgraf, Kathy Rodriguez, Debbie Desselle, Merilee Colton, Kathleen Newton, Brian Smith, Fern Waddell, Steve Swatt, Adam Andersen

Adoption of Minutes

Minutes were approved for March with corrections. There was a motion (Newton) second (Rodriguez) to approve the minutes. The motion was unanimously approved.

Membership Report

Colton reviewed the membership report. Colton asked for access to ZohoBooks reports so she can assist in the monthly reconciliation of membership dues payments. There was a motion (Landgraf) second (Swatt) to approve the membership report. The motion was unanimously approved.

Financial Report

Rodriguez reviewed the WDDNA reconciliation detail, profit & loss, balance sheet and expenses. 80% of shifts worked in February, 58% of shifts worked for March, so far. We are running under forecast but slightly over our accruals. There was a motion (Newton) second (Landgraf) to approve the financial report. The motion was unanimously approved.

**OLD BUSINESS**

1. Incident report. Smith said the Lexis Nexis hasn’t been reporting.
2. Checks receivables processing. There was a continued discussion to improve the timeliness and accuracy of the month-end reconciliation process between mailed checks and credit card payments. The board discussed ways to improve processing procedures for membership payments including generating a report of who paid by check.
3. CRM (Zoho) customizing. Newton said most of the programming is complete. They are working on a link to Constant Contact. New members will be billed on a prorated basis. Members will be provided with a new portal to simplify online access to our services and will be able to request automated renewal.
4. Kathleen will report on QR code plans next month.

**NEW BUSINESS**

1. Free membership status. Colton said people moving into the neighborhood often sign up for a paid membership and don’t realize they could have had a free membership. Newton said the new system that is being implemented will prorate members in a monthly format. We can discontinue the free membership offer.
2. Communication protocols. Blaise updated our contact sheet.
3. Next meeting, May 9, 2023 by Zoom.

**ADJOURN** Meeting 7:55 pm

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Submitted by Debbie Desselle, Secretary, on May 8, 2023.   |  | | --- | |  |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | |  | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | |  | | |