



BOARD OF MANAGEMENT

of The 519 Church Street Community Centre

MEETING MINUTES

**for the meeting held on September 10, 2012
2011-2012 Meeting # 10**

Meeting Attendance

Board Members and Staff

Pascal Dessureault, Scott Bomhof, Tyler Fleming, Margo Foster, Julia Lo, Don Middleton, Anthony Partipilo, Michael von Teichman phoned in to the meeting. (Regrets: Rudy Ticzon,

Maura Lawless (Executive Director), Matthew Cutler, Hussain Haider Ali, Rick McCarty, Janet Rowe, Helen Rykens.

Visitors and Guests

Prospective Board Nominees: Kerry Bell, Luc Levasseur, Andrew Stewart, John Thornton

Meeting Minutes

1. Welcome

Pascal, the Chair, opened the meeting at 6:35 PM.

2. Approval of agenda

MOVED BY Tyler Fleming
SECONDED BY Margo Foster
THAT the Agenda be adopted
CARRIED

3. Approval of minutes

MOVED BY Anthony Partipilo
SECONDED BY Don Middleton
THAT the minutes of the meeting held June 6, 2012 be approved as circulated.
CARRIED

4. Declaration of conflicts of interest

There were no conflicts of interest declared.

5. Agency Business – Grant Application Approvals

Citizen Immigration Canada (Federal Funding - CIC)

The Settling in project provides comprehensive one to one settlement support to LGBTQ Newcomers and youth. In addition the program provides group based activities for LGBTQ newcomers to increase their knowledge and understanding of Canadian systems and to build social connections within the LGBTQ community. The majority of the newcomers served through this program are convention refugees referred through the Among Friends project.

Request: \$788,436

MOVED BY Margo Foster

SECONDED BY Julia Lo

THAT the Board approve the application for funding from Citizen Immigration Canada.

CARRIED

Newcomer Settlement Program (Provincial Funding – NSP)

This grant will allow the Centre to expand the Among Friends program to provide more comprehensive one to one settlement and case management support for LGBTQ refugee claimants. The delivery model is similar to the Settling In project as it will also create opportunities for increasing knowledge and building social connections.

Together these programs provide LGBTQ newcomers with seamless service as they move through their settlement process.

Request: \$130,000

MOVED BY Scott Bomhof

SECONDED BY Anthony Partipilo

THAT the Board approve the application for funding from the Newcomer Settlement Program.

CARRIED

Federal Government – HRSDC – Small Capital Grant

Small capital grant fund – to increase access for people with disabilities by improving the physical infrastructure of non-profits and other governmental organizations. We will apply for replacement of a number of existing meeting room doors and installation of door operators and windows.

Request: Up to \$50,000

MOVED BY Anthony Partipilo

SECONDED BY Don Middleton

THAT the Board approve the application for funding from HRSDC Small Capital Grant Program.

CARRIED

6. Executive Committee Report – Pascal reported

Annual General Meeting

The Executive Committee reviewed and established the Nominations process for the 2012 Annual General Meeting in compliance with the Public Appointments Policy of the City of Toronto and the Centre's Board By-laws.

The Nominations Committee members are: Pascal Dessurault, Margo Foster, Rudy Ticzon. Maura Lawless will provide assistance and administrative support to ensure the process is in line with the City of Toronto Public Appointments process. The deadline for nominations is Sept. 11.

Human Rights Award Banquet

The 519's Honorary Patron, Salah Bachir, will be receiving a Human Rights Award from the Canadian Centre for Diversity at their 75th Anniversary Fundraising Gala. The Gala, to be held on November 8, 2012, will raise funds for the Canadian Centre for Diversity Peer Leaders Network.

In recognition of Salah Bachir's support of The 519 over the past 10 years, and the important role played by the Canadian Centre for Diversity, several Board members recommended supporting this event through the purchase of a table, with the understanding that volunteers or members who don't have the opportunity to go to Gala events may be invited to be at the table, along with some Board representation. Board members also expressed concern about this expenditure, as donors may not wish to see their donation go to another agency. It was noted that the funds would come from unallocated revenues raised at our own fundraising events.

MOVED BY Don Middleton

SECONDED BY Tyler Fleming

TO allocate \$5000. to the purchase of a table at the 75th Anniversary Fundraising Gala for the Canadian Centre for Diversity.

CARRIED – 5 in favour, 3 opposed

MOVED BY Anthony Partipilo

SECONDED BY Scott Bomhof

TO thank and congratulate Margo Foster, Mathieu Chantelois and all of the members of the advisory committees, as well as the staff of The 519, for their work leading up to and on Pride Weekend. We exceeded our fundraising goal by \$55,000.

CARRIED

7. Executive Director's Report – Maura reported

Human Resources

Maura welcomed Hussain Haider Ali, the Senior Human Resources Consultant at The 519. His primary workplan activities at this time include finalizing the implementation of the HRMS system, undertaking a file review audit, undertaking a process review of key HR practices (ex. Hiring, probation management, etc) and documenting any required policies and processes.

Hussain will also be working closely with Maura to provide leadership in developing the Centre's overall organizational development strategy and supporting the Board Human Resources Policy Committee.

City of Toronto Governance Review Update

At this time we do not know when Phase 2 of this process will not start. We do not anticipate that it will start before 2013.

Pride Weekend

Pride was very successful – thanks again to everyone who was instrumental in making this happen. There will be a debriefing session and we will have a final report this fall. We raised \$224,000 for our programs. We did receive complaints from some of our immediate neighbours and await their list of recommendations. They acknowledged that there was some improvement this year in terms of security and management of the park.

2013 Operating Budget Timelines

The key date for the Board will be November 19 when the recommended budget will be in your Board package for approval at the November meeting. The approval process may be delayed to December depending on the final Core budget recommendations being presented to City Council for approval .

Changes to the Drop in Program

Following two program reviews and evaluation processes, participant consultations, service demands and an environmental scan of the broader drop-in system, we identified a need for The 519 to adjust our current service delivery model in relation delivering food-based drop-in programs.

We know that LGBTQ people experience disproportionately high marginalization, especially those who are homeless or under-housed and who access the Drop-In and Shelter Sectors. In order to better serve our LGBTQ communities, our new program model will be specifically tailored to meet the needs and build the capacity of LGBTQ individuals - the first program of its kind in Toronto. This new program will be accessible to individuals who identify outside the broader LGBTQ community, however non-LGBTQ people will be expected to participate in programs as "Allies" and support and resources will be provided to enable them in that role.

Among Friends, Meal Trans and the Older LGBT Drop-In will become formally integrated in this new program grouping. All of our drop-in, meal-focused programs will be collectively promoted and staff and food resources will be shared across these drop-in services to maximize our community impact. Participants who access Meal Trans, Older LGBT Drop-In and Among Friends will be encouraged to explore the new opportunities available through our Sunday programming. This new model has the potential to create a dynamic, cross-demographic community program for newcomers, trans people, seniors and other marginalized and low-income LGBTQ members of The Centre. We will be focusing our efforts on building cohesion between communities and creating spaces on Sundays that reflect The 519's values and principles.

We understand that this will be an adjustment for many of our members and program participants. We have developed a comprehensive two-month transition plan to help assist in a smooth transition to the new program model. In the end we believe that the new integrated program model will improve outcomes for participants and better meet funder expectations regarding drop-in programs.

Bargaining

We are pleased to have reached a settlement for a 4 year contract with CUPE 2998.

Executive Director's Report – 6 month departmental reports

Food Services

Fabarnak has received numerous positive reviews since opening and the restaurant is tracking really well in comparison to last year.

The Director of Food Services and Partnership Development position was not filled which has positively influenced labour costs and the overall budget. The roles and responsibilities of this position have been reallocated within the department.

A costing model was implemented to accurately manage the ordering and billing of food for caterings and events. The food services department has maintained positive working relationships with the local vendors and suppliers. As a result, GFS, 100km inc., Sheridan, Beretta Ranch and Fisherfolk all donated food for The 519 Community Centre Gala in June 2012.

In 2012, our catering prestige was recognized by Fife House through their feature of Fabarnak in the 'A Taste For Life' banquet. This was a significant increase from the 2011 event which was a private dinner in the restaurant space, and had a much smaller audience.

Catering will be busy throughout the fall to the end of the year. Look forward to cooking and baking classes this fall.

Public Access and Facility Services

Infrastructure improvements in the first half of 2012 include:

- creating more private office space on the 3rd floor to accommodate the Development and Community Engagement Department and the Finance / Human Resources Department.
- Adding security cameras within the building for a total of 16 interior and exterior cameras
- Installation of lighting and flags to the front of the building to enhance the appearance of our historic architecture.

Space allocations:

Volunteers in the community have come forward with proposals for new activities, to be run on an ongoing basis. The following were approved:

- 8 new social, recreational, arts and dance groups

- 2 new support activities
- 1 new educational group
- 3 civic engagement groups

The Space Use Policy (2006), the Policy Addendum (2010) and the AOCC Service Plan are undergoing review to update the Space Use Policy as per the Board's direction in May 2012.

8. Human Resources Committee Report

The Human Resources Policy Committee did not meet and has no report

9. Strategic and Program Planning – Julia reported

Board Survey and Nominations Process

The Board Survey results showed that the Nominations Committee will be looking for candidates with the following knowledge/skills:

- Financial management
- Knowledge of newcomer issues
- Community engagement
- Communications experience

The Nominations Committee will work to increase the gender balance and diversity on the Board. The committee will be interviewing prospective candidates and recommending a slate that reflects the above needs.

Strategic Activities for the next 3 years

There will be a focus on the opportunities presented by major international events:

- World Pride 2014
- Pan/Para Pan Am Games 2015

We will not engage in a full strategic planning process. There are six areas that we will review in light of our previous strategic plan and the opportunity presented by the international events. They are:

- Define our impact and measure our success
- Expand our impact through food, art, culture, sport and recreational programming
- Reinforce the role and importance of community leadership
- Grow our resource base to enable continued success
- Develop and document organizational effectiveness
- Ensure the maintenance and stewardship of our physical assets

The next Strategic and Program Planning Committee meeting will be held in mid-October.

Board Composition

The committee wants to work with the new Board members to ensure they can be successful as board members. This may involve future constitutional changes, such as 3 year terms. We will also develop the Board's process for annual planning.

10. Development and Community Engagement – Matthew Reported

As a result of the successes of both Pride and the Gala, the DCE team is on-track to exceed budget projections

Fundraising: Expenses in this area have held at 85% of budget while revenue has tracked 4% above budget. Following this trend, we will realize a \$119K surplus in this account on a budgeted surplus of \$99K.

Community Engagement: This is a new budget account which has compiled community relations, volunteer development and community-led programs. The deficit in this account was budgeted at \$45K but will exceed budget by at least 20%. We are reviewing expenses and extending a staff vacancy in an attempt to minimize this deficit.

The Centre's 2012 Membership Campaign included significant new training and support tools for staff and members and resulted in both increased membership and an increased awareness of the role of membership.

Donation and membership processing systems have seen a significant efficiency increase with 95% of donors receiving receipts and stewardship within a week of their donation. Similarly, 98% of membership cards are issued within one week of sign-up.

Key statistical highlights

The 519 has 2980 members, 490 of whom live in the catchment area. This represents a 95% increase in overall membership since mid-year 2011 and a 7% increase in catchment members.

The Centre acquired 306 new donors in the first 8 months of this year, a 55% increase of donor acquisition from the same time last year. 278 previous donors have made a gift this year, a 73% increase in retention rates compared to this time last year.

93 individual donors have given over \$200 this year and 10 have given at the >\$1,000 level, a 300% and 42% increase over this time last year, respectively.

560 volunteers provided over 5,000 hours of time to our Pride events.

In 2013

Brunch with Benefits will be launched

We expect membership to increase to 3000

Stewardship of donors over \$1,000 is a priority

Julia invited Board members to a membership strategy retreat to take place on October 6 from noon to 5 PM.

11. Pan Am Games Subcommittee – Matt reported

Pascal attended the meeting where the RFI was reviewed. We are now working with the

Leadership team to develop the Memorandum of Understanding.

12. Green Space on Church Subcommittee

The Green Space on Church Subcommittee had no report.

13. Finance Committee Report – Tyler reported

A review of the Financial Summary for the period ending July 31 took place.

- \$55,000 deficit in the core reflects a payment made that will be reimbursed by the City.
- Utilities remain a budget pressure
Phone and computer expense lines were cut back by the City .
- Fabarnak expenses are down and revenue in both the restaurant and catering lines is exceeding the budget the event revenue is not being realized as the events have not occurred.

Investment Policy

The Board discussed the development of an investment policy. We met with BMO Nesbitt Burns who assisted with a draft policy. Concerns include ethical investments re: transphobic companies. Maura is also working with the City to identify if there are restrictions on the investment policy that need to be considered given we are a City agency.

MOVED BY Tyler Fleming

SECONDED BY Scott Bomhof

TO form a community review group composed of accredited professionals to work on the development of this policy as a subcommittee of the Finance Committee.

CARRIED

14. Correspondence

We received a letter of resignation from Andre Papadimitriou, who has accepted a position overseas and will no longer be able to serve on the Board.

MOVED BY Tyler Fleming

SECONDED BY Julia Lo

TO accept the resignation of Andre Papadimitriou.

CARRIED

15. Emerging Issues

There were no emerging issues brought forward.

16. Adjournment

MOVED BY Anthony Partipilo

SECONDED BY Tyler Fleming

THAT the meeting be adjourned

CARRIED

17. Next Board Meeting

**The Annual General Meeting will take place on September 27, 2012 at 7 PM
The next regular Board meeting will take place on October 29, 2012 at 6:30 PM**