

# Caring Hearts & Voices Board Meeting Minutes

*September 3, 2019 at the Palatine Public Library*

Present at the meeting: Maria Jordan, Mark Lyons, Julie Marie Boettcher, Rick Faehnrich, Jeff Phillips, & Jean Adaskevich

7:07 PM - Mark calls the meeting to order

- I. *Board of Directors 2018-2019 Certificates of Appreciation* - Maria briefly recaps first two fiscal years and presents certificates of appreciation to Mark and Jean.
  
- II. *Division and Re-assignments for 2019-20*
  - A. Maria uses flowchart to explain the last fiscal year's board division/organization, and then notes that Mark Lyons is moving from secretary to Chair of the Board.
  - B. Maria uses flowchart to explain this fiscal year's board division/organization, noting that the secretary will serve on the marketing and communications committee but will not be the director of the committee, as will be the case with the treasurer and the fundraising & social events committee. She also notes that Jean will remain the Director of Volunteers & Service Outreach.
  - C. Rick asks the difference between a fundraiser and social events, and Maria says that with social events, inclusion is the main goal.
  
- III. *Message from the Founder, President/CEO, Maria Jordan*
  - A. Reminder of mission in bylaws and tagline
  - B. Shows photos of events to demonstrate what the organization does: open mics, classes, homeless shelter visits, hospital visits, memory care facility visits
  - C. *Theories of Change* - Maria mentions of a variety of situations in which the organization might support those in need through music, posing the question of what changes will occur in those situations.
    1. Mentions a possible future partnership with an organization that trains people to play certain recorded music to people with dementia.
    2. Mentions the need for accessible, sensory-friendly music programs
    3. Wants to give performance opportunities for musicians to gain confidence, noting that Hospice allows only one musician at a time, and the hospital allows no more than three musicians at a time.
    4. Wants to build connections, especially with people with mental health struggles, emphasizing inclusion and helping people build confidence and feel accepted
  - D. *Engine of Impact* - Poses the question: What actions will we take to change the lives of those the organization serves?
    1. Rick takes the floor to share about his group, "Golden Hearts Team Plum Grove"

- a) They meet once a month, 3rd Saturday morning and have served the community for 12 + years
  - b) Their community impact is engaging those in need (people in assisted living homes in Plum Grove that are often lonely/forgotten) and letting them know they have value
  - c) Their engagement includes: talking with people, sensory engagement, bringing food/dog/instruments, showing thoughtfulness, singalongs, bringing calmness/spirituality through music, word scrambles
  - d) Volunteers are impacted through having fun/finding joy, sense of contribution/connection; staff and family are also positively impacted
  - e) Rick mentions he encourages anyone to simply show up and volunteer; he hands out cards to promote
  - f) Dream for this group and Caring Hearts & Voices is to pair needs with capability, and to provide a no-pressure invitation for volunteers
2. Maria takes the floor again, noting some consistent actions that the organization is already doing include hospice/hospital visits to play music, as well as open mics

*E. Accountability*

1. Necessary to effectively utilize, recognize, and appreciate the time, talents, and resources of volunteers
2. The long-term viability of the organization rests on this accountability

*F. Money Matters*

1. Organization has core equipment needed (five sound kits for musicians)--growth depends on revenue coming in
2. Most money currently comes in from open mic/karaoke and paid performances, the latter for which there is a goal for 36 more bookings in the next year
3. Money goes to musicians for that are paid for select performances
4. Hoping to use revenue for volunteer kits, as well as someday for a venue

*IV. Board Position Assignments & Vacancies*

- A. Explanation of committees, noting that the organization is working in brand recognition and ideas to help bring in more funds.
- B. Explanation of leadership meeting schedule, noting that these are goals, and that it is important to work on having the agenda public ten days before board meetings.
- C. Julie Marie is in consideration for the vacant secretary position, who then takes the floor and shares about herself
- D. Mark makes motion to nominate Julie Marie as secretary, Jean seconds, and motion carries unanimously

- E. Rob is in consideration for the vacant treasurer position, who then takes the floor and shares about himself
- F. Mark makes the motion to nominate Rob as treasurer, Jean seconds, and motion carries unanimously
- G. Rick is suggested as director of Marketing & Communications Committee, who declines but says he will help; the position remains open
- H. Jeff is suggested as Director of Fundraising & Social events, who declines, wanting to remain in a supportive role, bringing an idea to partner with his church for possible outreach funding, and also mentions that some of his church's activities align with the mission of Caring Hearts & Voices

V. *Looking Ahead*

- A. Maria explains volunteer opportunities
  - 1. Notes that Journey Care requires training
  - 2. Needs help with open mics/karaoke -- recently has just been Maria and she would like to participate more
  - 3. Stepped away from Daily Projects open mics for a bit, but they asked Caring Hearts & Voices to come back - noting that suggested donations are for all who attend
  - 4. Christie's wants us there as much as possible (we earned \$1200 from that venue over the past year); Julie Ann's, where we held open mics in July, is still collecting money
  - 5. Karaoke a la mode is on hold
  - 6. Explanation of Bravos a la mode (celebrating/honoring people/organizations in community through music and percentage off food/drink at the venue)
    - a) Musicians benefited from learning about organization & speaking to it
    - b) Want to bring back, but need different marketing for people to come
    - c) Jean suggests bringing in a musician that is specifically passionate about a cause, to run an event and bring friends

VI. *Open Floor to Public*

- A. Question if Maria is still helping out with music at a church (where payment was \$100/month); that is on hold because logistics need to be worked out
- B. Question about what is the biggest challenge for the organization: finding musicians or places to share music; answer is both, but especially getting volunteer musicians to follow through
- C. Suggestion that emails from organization to public should be shorter
- D. Suggestion that volunteers could be invited to events to simply hang out in an easy/non-threatening way, since volunteers may be intimidated at first. (Maria mentions that some organizations require lots of volunteer training, and it would

be nice if they were easier to get into, such as different stages of access based on different levels of training or lack thereof.)

- E. Suggestion of a course run by Jeff and Rob about learning about running sound systems; a fundraiser for the organization with a possible cost of \$20 per person, with a \$5 discount if people sign up to be volunteers
  - F. Rick mentions that he hosted a Golden Hearts workshop where people learned songs over a certain number of weeks, ending with a “field trip” to share music with the assisted living home, noting that one person stayed with the group and now plays with them frequently
  - G. Suggestion for booth at events
  - H. Suggestion for having a barn dance - possible barn in Naperville (a community center), or a converted barn in Schaumburg that is now a Mennonite church that would likely be supportive
  - I. Suggestion for songwriters’ group, but a note that we would need a place bigger than Christie’s
  - J. Jean mentions that we should have more views on Youtube and reminds to always mention them at open mics
  - K. Maria says that new board members need to sign documents, and also invites those present to Rocktoberfest at her house on a Sunday in October
- VII. Mark asks if there is any other business--there is none. Maria motions to adjourn and Jean seconds. Meeting adjourned (approx. 8:45 PM)