



It is the mission of Vera House, Inc. to prevent, respond to and partner to end domestic and sexual violence and other forms of abuse.

**BOARD OF DIRECTORS
MEETING MINUTES**

November 21, 2023

Attendees:

Dawn Penson Daquetta Jones
Ebony Pengel Dana Zanders
Kyle Metzler Felicity Hall
Mitayah Donerlson
Sapna Kollali
Stefani Savory
Susan Petrosillo
Zachary Bales

Absent:

Nelisha Barron

The opening of the meeting and introductions was presented by Ebony Pengel.

Motion to call Meeting to order: 1st - Ebony P.; 2nd – Dawn P.

MINUTES: Minutes of previous meeting 10/17/23 was viewed and approved by:
1st – Sapna K.; 2nd – Dawn P.

REPORTS:

Report - Daquetta Jones, CEO

AGENCY UPDATES

Chief Executive Office Update:

- Scheduling meetings with funders
 - Met with OPDV (EIE) October 26 and with their leadership on November 1
 - Met with OCFS (FVPSP – 3 contracts and 2 grants) on October 24
 - Scheduled to meet with NYSDOH November 20th
- Meet and Greet CEO hosted by VH Board on October 27
- Met with Colleen Merced, ED, McMahon Ryan CAC, and Jarrett Woodfork, Chief ADA
- Grant Discovery scheduled to be finalized on Monday, Nov. 6th
- Meeting with Mayor Walsh and Deputy Owens Tuesday, Nov 7
- HR Generalist started on Nov 1
- Staff orientation pivot (Surge of COVID and illnesses)
 - Sat., October 28 9am – 5pm virtual
 - Great success – 36 attendees fully engaged
 - Eval. Results – 88.46% learn something new; satisfaction rated excellent (77%) and good (23%); and nearly all team members completed the evaluation
 - The week of Nov. 13, all required team members will be provided with access to our Succeed Management Solutions System, which is a self-paced training modules. The 12 hours required must be completed by December 31, 2023
- OCFS Site Visit (FVPSP) November 16, 2023, 1pm – 4pm
- OCFS Renewal Site visit scheduled for December 6, 2023, 10am – 2pm
- North Shelter reopening – before Christmas
- Scheduled to meet with Arise on November 14 re: Medicaid Billing
- Accepted OPDV Flexible Spending Funds \$35k
- Great accomplishment: 2021-2022 and 2023 through Qtr. 3 grant reports completed to prevent stop payment – VAWA DCIS

Additionally:

- **Review 2023 Budget**
- **Grants**
- **Salaries**
- **Expenses**
- **United Way Proposal – Grant would be for 2025.**

Motion to approve budget: 1st – Dawn P.; 2nd – Sapna K.

- **Review Income Statement**
- **Breakdown of Grant/Billing**
- **Four fully executed Grants from the County**
- **Options to Outsource**

COO Report – Tricia Matthews, COO

- Presentations of each department

WHAT'S NEW WITH ADVOCACY?

Metric	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
# Clients served	375	406	489	450	531	467	474	666	489	495		
# days between crisis call and assigned advocate		44	2	0	0	0	1	10	7	7		
# of referrals into Advocacy	95	87	41	78	142	126	191	138	80	107		

WHAT IS NEW WITH CLINICAL TEAM?

Metric	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
# of separate individuals served	235	214	200	67	219	189	167	180	146			
# sessions completed	512	490	570	171	552	365	447	519	479			
% safety planning	100%	100%	100%	100%	100%	100%	100%	100%	100%			
# of no shows	x	x	73	5	74	59	53	61	43			

WHAT'S NEW AT THE SHELTER?

Metric	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
# of Clients Housed	27	30	23	24	27	24	25	26	26	24		
# clients denied	11	14	9	20	8	4	7	6	2	10		
AVG LOS				60	75	83	82	81	63	28		

Main:

significant reduction in LOS for Oct.
Denial: homeless, shelter full

North Shelter: Open date before Christmas
Walk through scheduled

WHATS NEW WITH PREVENTION EDUCATION

Metric	February	March	April	May	June	July	August	September	October	November	December
# of People Reached through Prevention Education Programs	1,122	1,537	1,269	684	504	107	590	656	656		
# of Direct Service hours	126.5	70.5	61.5	39	27	34	25	34.5	34.5		
# of Vacant Positions	2-3	6	6	6	6	6	6	6	5		

October Highlights: Liverpool High School, Jordan Elbridge Middle School & Lyncourt Elementary School: engaged hundreds of youth to discuss healthy relationships, consent, and staying safe. Center for Community Alternatives: engaged 110 employees in Workplace Sexual Harassment prevention. Inclusive Health Services: engaged 21 outpatient social workers in a comprehensive overview of VH Services and did some case studies together. Also engaged with the campus communities at OCC, ESF, Le Moyne, & SU!

WHAT'S NEW WITH ABUSE IN LATER LIFE

Abuse in Later Life – October Highlights

- A. Received No Cost Extension from OVC for One Year of additional new and continued programming
- B. Date, Site for Elder Abuse Conference secured – June 21 DoubleTree. Planning commenced with help of Development.
- C. New Sub-award contracting under way with: (1) Christopher Communities and (2) Syracuse Housing Authority as site-based sub-recipient community partners and Center for Justice Innovations as the outreach community partner for OVC extension
- D. Continued field case management for ECORE Project and survivor support group at Vera House. Planning to expand both soon.
- E. As funding was secured, hiring of two Elder Advocates and a new Outreach and Training Coordinator is under way.

Enhanced Multidisciplinary Team (EMDT) Coordination for Central New York:

- Currently serving 7 counties
- Caseload of 37 cases currently
- Four new cases of financial exploitation this month plus one new case of DV

HR Report – Karen Benenati, CHRO

WHAT'S NEW WITH HUMAN RESOURCES?

STAFFING UPDATE

- Offers/New Hires/Onboarding:
 - HR Generalist
 - Campus Project Coordinator/PE
 - Advocate (full-time)
 - Advocate (part-time)
- Internal Moves/Changes:
 - Case Manager (from Advocacy)
 - North Shelter Manager (from Main Shelter)
 - Project Coordinator for Engaging Men & Boys (from Advocacy)

INITIATIVES WORKING ON

- Benefit renewal for 2024 and open enrollment information sessions
 - Prepare cost analysis & proposals
 - Revise benefits guidelines and resources
- Time off policy proposal for 2024
 - Evaluate PTO structure, rollover, thresholds, & consider PTO bank
 - Utilize HR systems to automate accruals
- Preparation for County audit in November
 - Personnel files & training records

HR PROJECTS IN FLIGHT

- Agency Orientation Training / Rape Crisis Certification Compliance
 - Moved to hybrid model with live VIRTUAL general session (8 hours)
 - Self-paced, independent learning modules (12 hours)
 - Continuing education / interactive components (20 hours within 1 year from cert)
- E-Verify Electronic I-9 Process
 - Part of improved onboarding experience
 - Enhanced communication with Department of Homeland Security
- General Ledger Interface (GLI)
 - Implementation in progress to supply electronic payroll data feeds to BlackBaud to strengthen efficiency and accuracy
- Benefits Module
 - Self-service enrollment in progress (2 profiles: new hire onboarding and annual open enrollment)

Finance Report – Dana Zanders, CFO

WHAT'S NEW IN FINANCE:

Staffing

- 2 Remaining open positions
 - Grants and Contracts Financial Administrator (compliance role)
 - Senior Grants Accountant

Fiscal Reporting/Claiming Priorities

- EIE - Q1 and Q2
- FVPSA - FVPSA Core, FVPSA ARP, DVPI, FVPSA ARP (DV78), FVPSA ARP (SA42)
- OVS - BAR, Q3 and Q4
- DCJS - DCJS SA, DCJS SANE
- OVW - Q3 and Q4
- County
 - Current - VER230003
 - YTD billing required for remaining contracts recently executed: - VER230004, VER230005, VER230006, VER230007
- DSS - October

WHAT'S NEW IN DEVELOPMENT

- Summer community events provided reach and frequency and a great re-launch for brand visibility. 20 events attended with more than 1000 community members engaged.
- Inaugural, October Domestic Violence Awareness Campaign was a success! Raising over \$7500 and connecting with multiple organizations for support and participation. Vera House on-site at Westcott Cultural Fair, Parthenon Books, Domestic Violence Expressive Art Event @SU, CEO Meet and Greet, Halloween Bash fundraiser @Life Force.
- Current planning: Holiday fundraising, January 'Next Chapter Celebration' in-process.
- Looking ahead: WRC (March) and EAC (June 21) - meetings this week with the directors of those depts provided valuable historic information that will help with planning and execution.
- Annual, New Beginnings Gala, has been moved to October 19, 2024, to fall in DVAM and provide time for planning.

BOD COMMITTEE REPORT:

❖ Development Committee – Dawn Penson

- **Nominations > 2 Candidates - Motion to vote: 1st Stephanie S.; 2nd Dawn P.**
 - Monica Coles
 - Kamesha Graves**Start in January 2024.**
- **Renomination**
 - **6 members to renew their terms. - Motion to vote: 1st Sue P.; 2nd Stephanie S.**
- **Members not returning.**
 - Stacy Morris – Resign as of October 23, 2023
 - Zachary Bales - term ends in December 2023
- **Election for Officers' positions.**
 - Ebony Pengel for President/Chair - Motion to vote: 1st Stefanie S.; 2nd Zachary B.
 - Dawn Penson for 1st Vice President - Motion to vote: 1st Zachary B.; 2nd Mitayah D.
 - Kyle Metzler for 2nd Vice President - Motion to vote: 1st Ebony P.; 2nd Dawn P.
 - Susan Petrosillo for Treasurer - Motion to vote: 1st Zachary B.; 2nd Mitayah D.
 - Stefanie Savory for Secretary - Motion to vote 1st Sapna K.; 2nd Susan P.

Other:


❖ **Gifford Foundation**

Presentation: Sheena Solomon, Executive Director

- **BOD Development Responsibilities and Legal Responsibilities**
 1. **Duties of Care**
 2. **Duties of Loyalties**
 3. **Duties of Obedience**

Additionally:

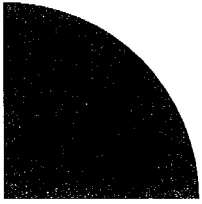
Respect
Kindness
Grace



How we treat each other.

Meeting Adjourn 7:45pm: 1st Ebony P., 2nd Dawn P.

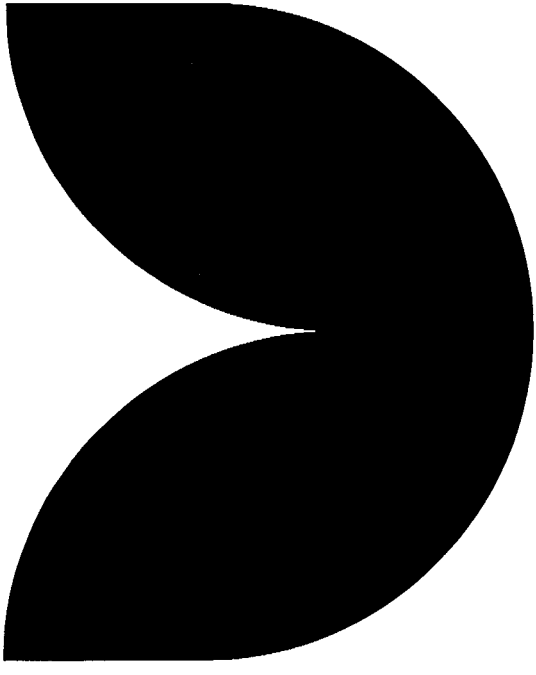
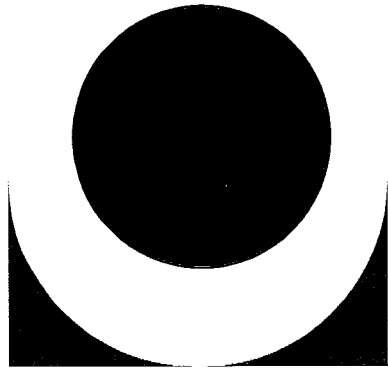
Next Meeting Scheduled: December 19, 2023



Vera House Joint Board Meeting

Susan Petrosillo, Treasurer

December 19, 2023





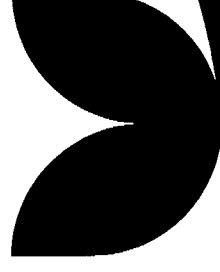
Agenda

Financial Viability

Monitoring Progress

Next Steps

Appendix – 90 Day Action Plans

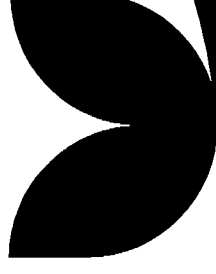


PRESENTATION TITLE

Financial Viability

- **Revenue & Cash:**
 - Identifying, Executing, Billing, Collecting Grants
 - Current grants
 - New grants
 - New Funding Sources
- **Headcount and Payroll**
- **Expenses & Payments:**
 - Payables and Operating Expenses
- **Our Future:**
 - Bankruptcy
 - Partnering with other Agencies

PRESENTATION TITLE

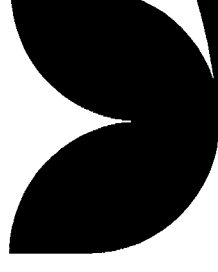


Revenue & Cash

Priority #1: Billing and Collecting Grants

- Assign all Agency Administrative personnel to Identifying, Executing, Billing, Collecting Current Grants
 - This is the primary focus for all
- Identify new funding sources
 - Other local grants
 - Launch a campaign

PRESENTATION TITLE



Headcount & Payroll

Priority #2

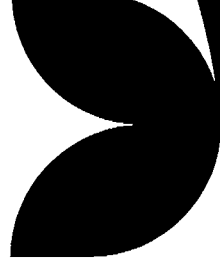
- Hire (12) key positions – These positions are billable
- Freeze all other current and future positions
- Foundation only funds Payroll
 - Fund up to 100% payroll Jan – Feb 2024 at ~\$350K/month
 - Fund up to 75% payroll Mar 2024 at ~\$262K/month
 - Fund up to 50% of payroll Apr – Jun 2024 at ~\$175K/month
 - Fund 0% of payroll July 2024+
- Furlough non-essential workers
 - They retain their jobs; they are off the payroll



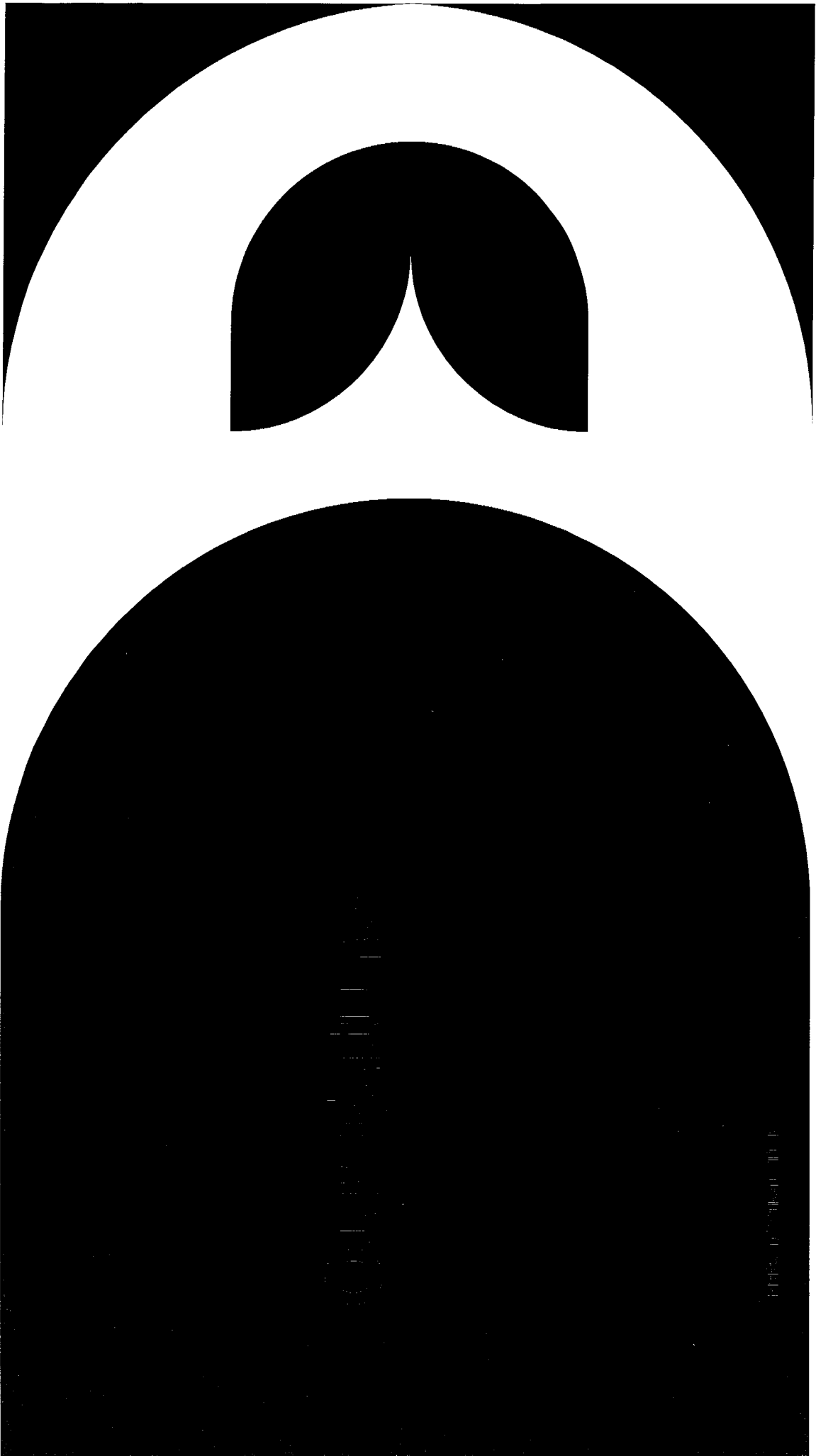
Expenses & Payment

Priority #3: Paying A/P and Operating Expenses

- Prioritize Vendors and Operating Expenses for payment
- Only pay prioritized vendors and operating expenses
- Payments only made from A/R cash collections, not from Foundation transfers



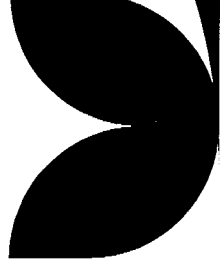
PRESENTATION TITLE



Bankruptcy

- Is an option for a variety of reasons – some avoidable and others the result of outside, unexpected forces.
- “Nonprofits can benefit from the bankruptcy process, either by restructuring debts and continuing to operate, or by providing a method to transfer valuable assets to another entity which can continue to make use of them.”
- Provides protection from our creditors while restructuring.

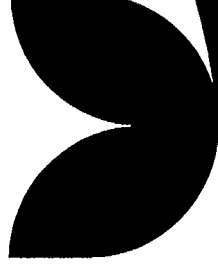
The Message: Preserve Vera House services and assets, re-emerge from bankruptcy stronger and solvent.



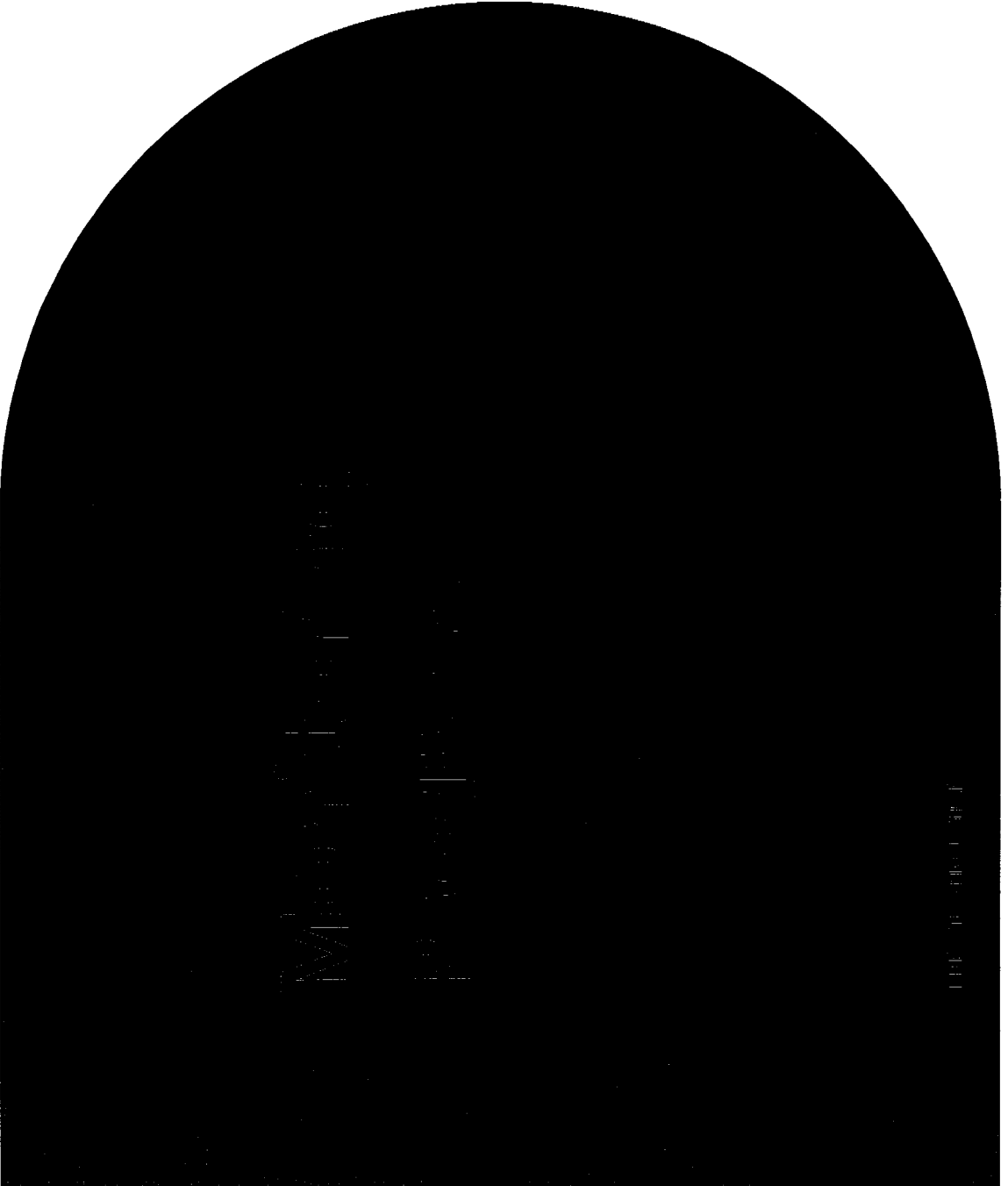
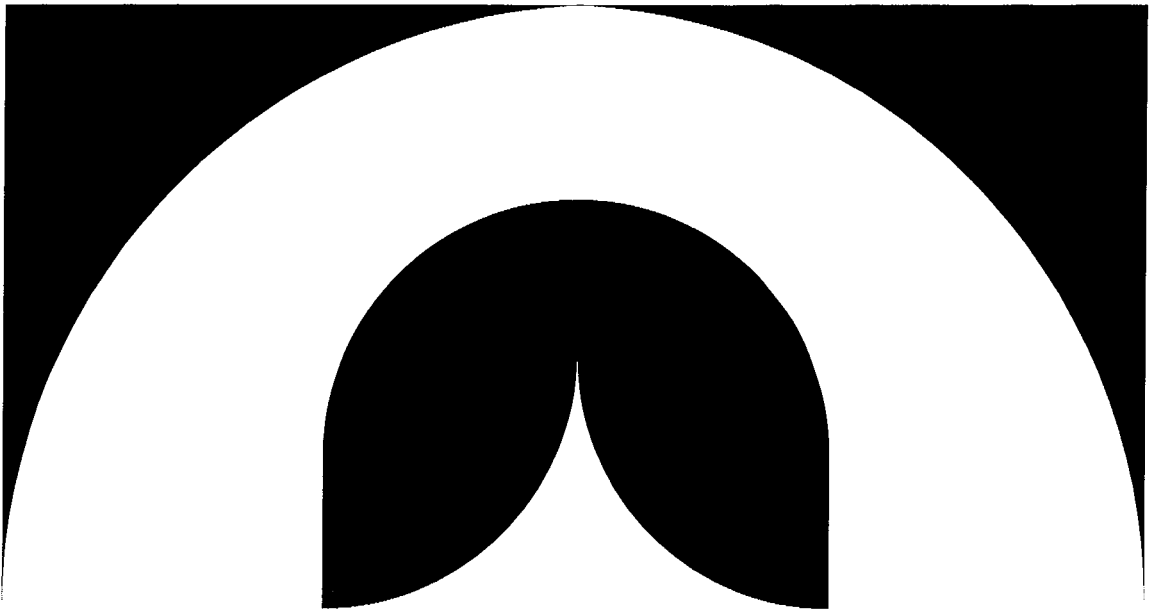
PRESENTATION TITLE

Partnering with other Agencies

- Honor Vera House Mission
- Discovery – Identify potential Agencies, consider fit
- Feasibility – Criteria required by both parties
- Must Preserve Foundation Assets

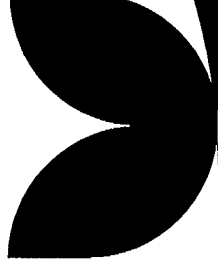


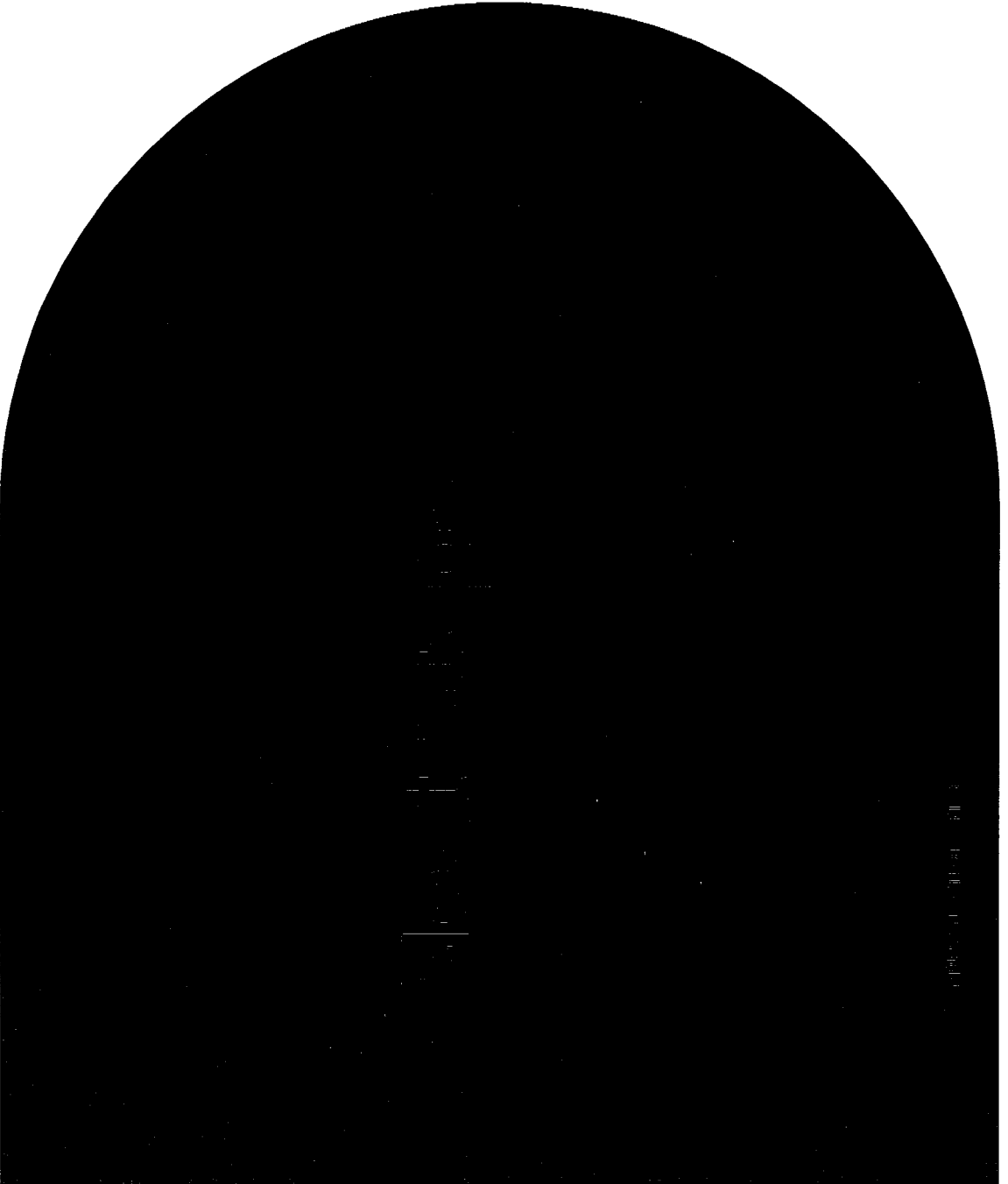
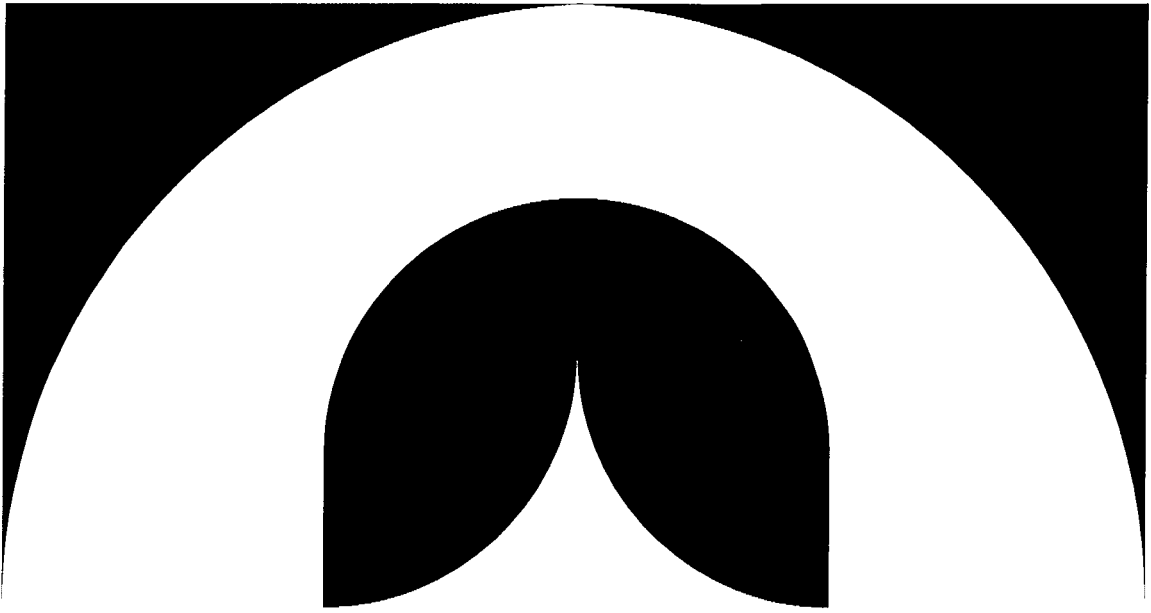
PRESENTATION TITLE



Monitoring Progress

- Checkpoints – Frequency? Attendance?
- Reports – Frequency? Format?
- Identify trigger to initiate Bankruptcy
 - Request for Foundation funding outside of agreed to Payroll amounts
- Other Suggestions

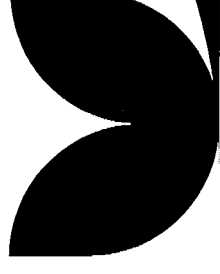




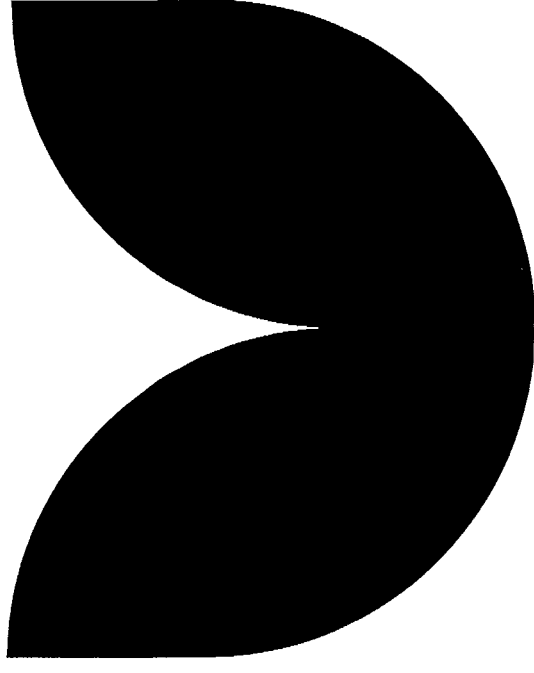
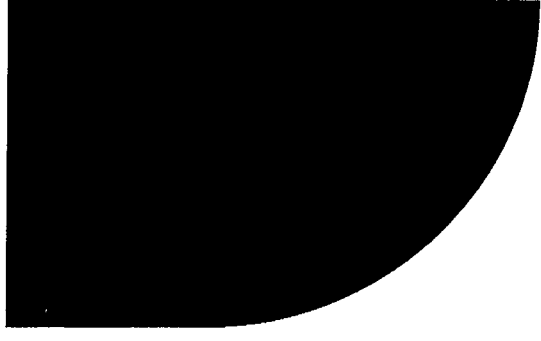
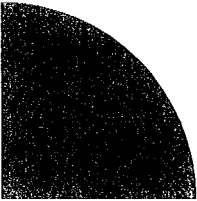


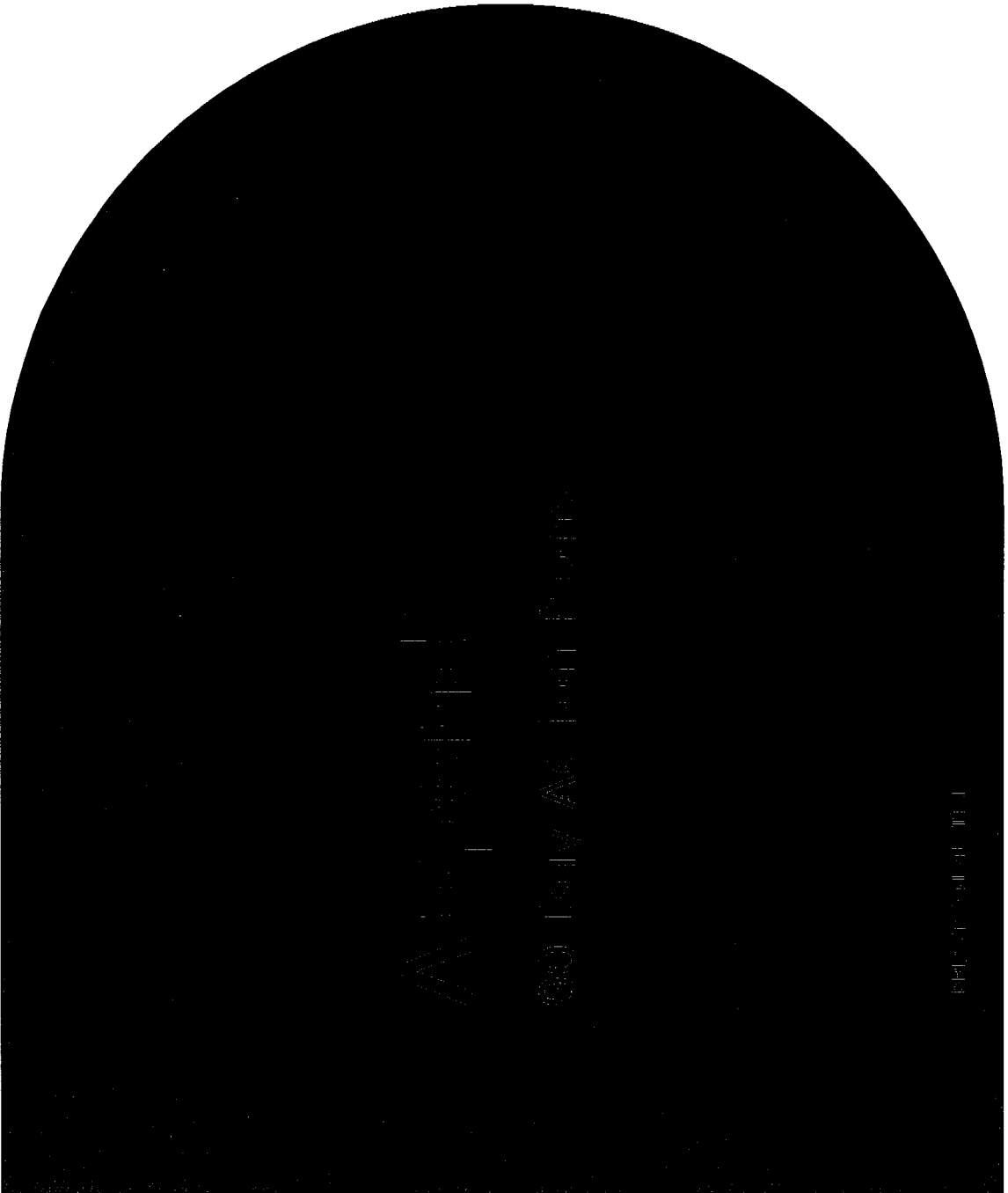
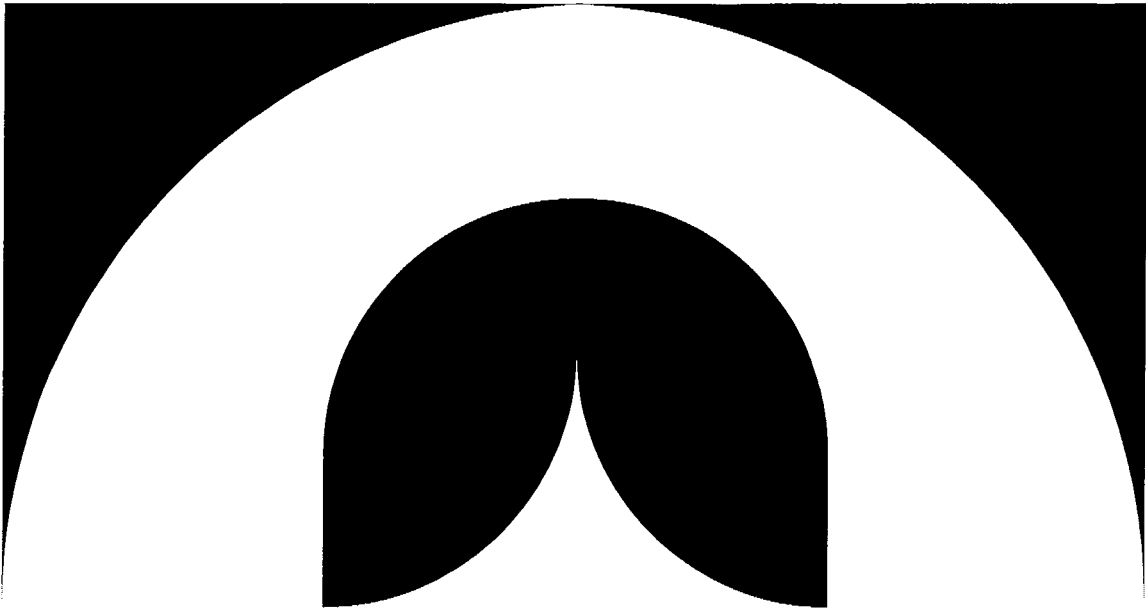
Next Steps

- Communicate this approach to the Agency – Daquetta
- Build out 90 Day Action Plans (Appendix) – Daquetta, Susan, Ebony
- Execute on the Plans – Daquetta and Agency Leadership
- Schedule Checkpoints – Ebony



Thank you





90 Day Action – Revenue & Cash

What	Who	When	Key Indicator	Owner	Submit to Board
Identifying, Executing, Billing, Collecting Grants - Current	Current + Additional Agency Administrative Personnel	Now – 3/30/24	<ul style="list-style-type: none"> A/R balance increasing Cash collection increasing 	Daquetta	<ul style="list-style-type: none"> Biweekly A/R balance report Biweekly Cash receipts report
Identifying, Executing, Billing, Collecting Grants - New		HOLD on this			
Identifying new non-grant funding sources 'Launch a Campaign'	Development Director Board of Directors Board of Trustees	Now – 3/30/24	<ul style="list-style-type: none"> Named new funding sources /donors 	BOD & BOT Presidents	<ul style="list-style-type: none"> List of new viable funding sources/donors Soliciting historic donors that haven't been engaged in the last year+
Limit Foundation Funding to \$XX/month	Dana	Now – 3/30/24	<ul style="list-style-type: none"> No emergency Foundation funding 	Sarah	<ul style="list-style-type: none"> Schedule of Foundation funding requests Funding Gates Months 1-3; 4-6

90 Day Action – Headcount

What	Who	When	Key Indicator	Owner	Submit to Board
Freeze hiring on future positions (new & backfill)	Karen	Now – 3/31/24	N/A	Daquetta	None
Hire only (13 out of 16) key positions	Karen	Now – 3/31/24	<ul style="list-style-type: none"> CEO approval with update to BOD 	Daquetta	<ul style="list-style-type: none"> Must have a revenue component (funding) List of positions placed on HOLD
Furlough personnel	Karen	Now – 3/31/24	<ul style="list-style-type: none"> Board approval 	Daquetta	<ul style="list-style-type: none"> List of employee
Backfilled funded positions	Karen	Now - 3/31/2024	<ul style="list-style-type: none"> CEO approval 	Daquetta	<ul style="list-style-type: none"> List of positions backfilled through attrition

90 Day Action – Payables & Op Exp

What	Who	When	Key Indicator	Owner	Submit to Treasurer
Prioritize all A/P payments	Dana	Now – 12/21/23	<ul style="list-style-type: none"> CEO approval 	Daquetta	<ul style="list-style-type: none"> Provide reoccurring monthly bills
Prioritize all Operating Expenses	Dana	Now – 12/21/23	<ul style="list-style-type: none"> CEO approval 	Daquetta	<ul style="list-style-type: none"> Provide reoccurring operating expenses (reoccurring monthly bills)
Pay prioritized A/P and Operating Expenses with A/R collections	Dana	Now – 3/31/24	<ul style="list-style-type: none"> No Foundation fund requests 	Daquetta	<ul style="list-style-type: none"> Monthly A/P register

“

Business opportunities are like
buses. There's always another one
coming.

”

Richard Branson

**BOARD PROPERTY COMMITTEE
MINUTES
Virtual Meeting
December 11, 2023, 12:00pm-1:00pm**

Present:

Kyle Metzler

Dawn Penson

Ebony Pengel

Daquetta Jones

Will Coldsmith

Motion to start Board Meeting 12:01pm by Kyle Metzler

DEI Moment: Holiday Season (Kyle)

Minutes: by Kyle Metzler

1. Mission Critical Property / Facilities Related Issues

- Main Shelter:
 - Staff shortages and North Shelter being closed have not caused operational issues and overcrowding / having to turn people away at Main Shelter. (Daquetta)
- North Shelter:
 - There is adequate staff in place for opening and sustained operations. (Daquetta)
- 723 James Street:
 - Repair/replacement of one of boilers. Quotes shared with committee members. (Will)
- 731 James Street:
 - Two-year lease for space for Prevention Education signed in February 2023 is expensive, but Vera House cannot break lease per the terms of the agreement. (Daquetta)
- 449 East Washington Street:
 - Lease is inexpensive and the organization is looking to use the space more. (Daquetta & Will)

2. Facility Construction/Renovation Projects

- Main Shelter:
 - Quote for OCFS approved entry and exit measures. (Will)
- North Shelter:
 - All required upgrades have been completed to open shelter before 12/31/2023. (Daquetta & Will)
- 723 James Street:
 - Status of \$20k grant from Reisman Foundation to paint exterior of 723 James Street? (Kyle)
 - Quote for new fencing. (Will)
 - Quote for upgrade security camera system. (Will)
- 731 James Street:
 - N/A
- 449 East Washington Street
 - N/A

3. Property Strategy & Acquisition/Disposition

- Without a 2023 budget, Will has been requesting funds to make repairs as needed. (Will)
 - There will be line items in 2023 and 2024 budgets for property operations and maintenance costs along with mortgage / lease expenditures. (Daquetta)
- New shelter proposal tabled until the organization is in a more advantageous financial position. (Daquetta)
- The organization is not behind on any Mortgage / Lease payments. (Daquetta)

4. Property / Facilities Policy & Procedures

- All committee members to review existing property policies / procedures contained in VH handbook. (Kyle)
 - VH Employee Handbook was sent for review. (Daquetta)

5. Action Items & Next Steps

- The property committee will meet on a quarterly cadence going forward. (Kyle)

Meeting adjourned 1:01pm. Next meeting on 3/11/2024 at 12pm.



Board Development Committee Report
December 11, 2023
Zoom: 2-3pm

Present: Dawn Penson, Chair; Ebony Pengel, President; Sapna Kollali; Nelisha Barron; Daquetta Jones, CEO

The meeting was called to order at 2:03 by Dawn Penson.

1. Onboarding 2024 Board of Directors

- **Ms. Penson emailed various Vera House documents on November 30th to the incoming 2024 Board of Directors. Information for their review were: (1) committees and descriptions, (2) by-laws, (3) common abbreviations, (4) staff contact policy, (5) board attendance policy, (6) board roles and responsibilities, (7) board legal responsibilities, (8) COI policy, (9) confidentiality policy, (and 10) email policy.**
- **The committee held discussions when to onboard new Members. All agreed that a 1-hour orientation on Zoom to go over materials, access Board portal, and answer questions. Two dates—1/3/24 and 1/4/24 5:30-6:30pm – will be sent by Ms. Penson via email. Additionally, Ms. Pengel will give a demonstration on how to access the Board portal.**
- **Once new Directors have reviewed and signed COI, Confidentiality, and Email Policies, they will be assigned a Vera House email and granted access to the Board portal on the date their term begins.**

2. Board Recruitment

- **Ms. Penson shared her concerns with continued board recruitment as the agency continues to navigate through stabilization. It is important to be strategic with Board diversity and mindful with current Board burnout. The committee agreed to seek prospects with Board experience as well as diversity and strengths the Board currently needs to help with stabilization.**
- **Looking at the current diversity of the Board, Ms. Penson suggests seeking qualified males, someone from the Syracuse Police or Onondaga Sheriff, and additional people with financial and legal backgrounds. Ms. Jones recommends re-visiting relationships with the District Attorney's Office and candidates with Department of Human Services.**

3. Board Profile Matrix

- **Ms. Penson re-created a 2023 board profile from a document used by the previous committee several years ago. Current Board data was collected and compiled to form a board composition/matrix to identify areas of diversity, strengths, and weaknesses. Ms. Jones previously sent a board Matrix as an example that nationally used as a comparison.**
- **Ms. Pengel, Ms. Kollali, and Ms. Barron has agreed to identify what they like with both forms and possibly combine to fit our needs.**

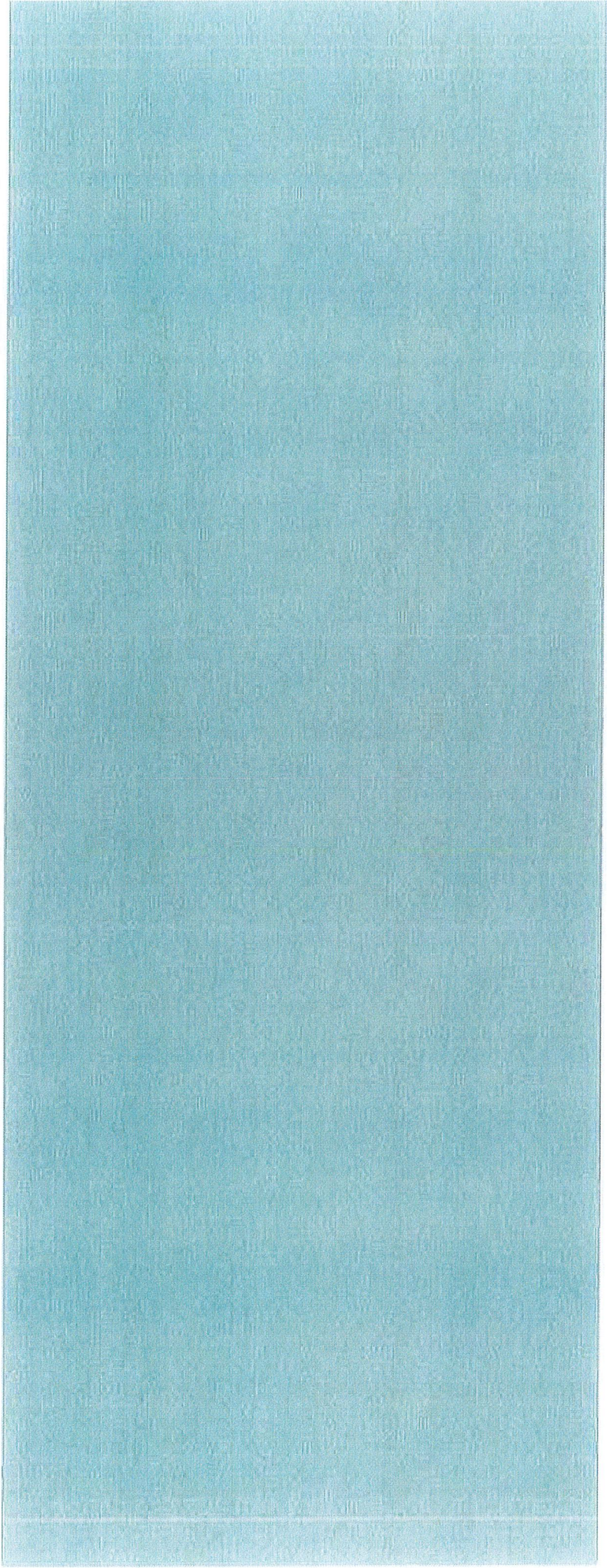
4. Interviewing Current Candidate



- Ms. Pengel recommended current Board prospect Emilija Postolovska to Bboard Development. After reviewing her cover letter, resume and questionnaire, the committee has agreed to move forward with scheduling her interview before January's new orientation.
 - The committee discussed whether to have Ms. Postolovska attend Board orientation since the Board meets on Tuesday and it is unrealistic to schedule her interview on short notice. It was agreed that as long as she interviews well and an email requesting Board approval before the scheduled orientation date, the Board can confirm their votes by email for Board consideration. This allows Ms. Postolovska the ability to begin her term with the other slate of Directors.
5. Future Meetings
- Board Development Committee has agreed to meet the 1st Tuesday 2-3pm bi-monthly effective February 2024 unless otherwise stated by the committee Chair.
 - January's BDC meeting will take place of the Board orientation.

Meeting adjourned at 3:06

Respectfully Submitted,
Dawn Penson
Board Development Chair
Vera House Board of Directors
December 19, 2023



BOARD OF DIRECTORS UPDATE
12/19/23



AGENCY UPDATES

Chief Executive Office Update:

- Scheduled meetings with funders / community partners
 - Met with Bernadette Dole, NYSDOH 11/20
 - Met with OCO – Hud 11/28
 - Scheduled to meet in January re: best practices and improve collaboration
 - 1/30/24
 - Scheduled meeting with Sherrain Clark, Housing and Homeless Coalition of Central New York
 - Met with NYCASA & CVTC on 10/25, 11/1, & 11/9
 - CVTC in process of scheduling meeting with NYSDOCCS
 - Introduced to Elder Abuse Coalition by Bill Rose. Meeting with Martin Hewitt, Co-Leader of Elder Abuse Coalition 12/13/23
 - Scheduled to meet with Connie Neal, ED, NYSCADV – 12/15
 - Scheduled to meet with Tom Griffith, CNYCF 12/14
 - Scheduled for meet with Laura Dineen, OVS 12/19
 - Scheduled to meet with Meg O'Connell, Allyn Foundation 1/11/2024
 - Attended Human Services Leadership Council's full membership 11/17 and new ED Affinity Group in November 11/15
- Participating in the 12 Men Model - started on 12/5
- Staff orientation pivot (Surge of COVID and illnesses)
The week of December 11- all required team members will be provided with access to our Succeed Management Solutions System, which is a self-paced training modules.
The 12 hours required must be completed by December 31, 2023.
- OCFs Site Visit (FVPSF) November 16, 2023, 1pm – 4pm completed
- OCFs Renewal Site visits scheduled for December 6, 2023, 10am – 2pm completed
- NYCASA PREA Site Visit - 11/12/23 - completed
- North Shelter reopening – Update – OCFs – Walk-through required again followed by Baldwinville Town (scheduling in process)
- Met with ARISE on November 14, 2023. Further exploring needed as our volume of clinical services may be too small a bandwidth to move forward. Exploring collaboration for group counseling and referrals.
- Accepted OPDV Flexible Spending Funds \$35k
 - In progress of partnership exploration

WHAT IS NEW WITH CLINICAL TEAM?

Metric	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
# of separate individuals served	235	214	200	67	219	189	167	180	172	146	128	
# sessions completed	512	490	570	171	552	365	447	519	419	479	436.5	
% safety planning	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
# of no shows	x	x	73	5	74	59	53	61	60	43	37	

- **Average length of clinical services:**

Our team has been manually counting the time frame that clients have been engaged in services. This is an average of every clinician and every client that we are currently serving. This figure does not account for folks we have served once or that has closed services with us. We are hopeful that our new data-base will allow us to collect this data more accurately and regularly. We are also evaluating the recommendations of all our grants as it pertains to length of treatment.

- **No-Shows:** 37 (20 unique clients engaging in no-shows)

- **# Of clients on waitlist:** 22 (as of 12/08/2023)

8 of these individuals are requesting appointments 3pm or later. Please note that clients coming in for emergency services (including recent assault, increased symptoms including suicidality, self-injury, ongoing violence, significant decreases in eating/sleeping etc.) are triaged to be assigned in front of clients who are engaging with services but presenting with less urgency.

WHAT'S NEW WITH ADVOCACY?

Metric	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
# Clients served	375	406	489	450	531	467	474	666	489	495	432	
# days between crisis call and assigned advocate	44	2	0	0	0	0	1	10	7	7	7	
# of referrals into Advocacy	95	87	41	78	142	126	191	138	80	107	148	

Highlight: The advocacy team has been implementing additional training and new workflows and processes as the end of the year approaches. This includes a reformed intake process and population and topic specific trainings provided by OVS, NYSCADV and other agencies.

WHAT'S NEW AT THE SHELTER?

Metric	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
# of Clients Housed	27	30	23	24	27	24	25	26	26	24	38	
# clients denied	11	14	9	20	8	4	7	6	2	10	21	
AVG LOS				60	75	83	82	81	63	28	36	

North Shelter update: Our North Shelter has been re-vamped! We were able to have some funders join us for a walk-through and it went great. We have created a warm and inviting atmosphere where we believe our residents will be able to heal. After our latest meeting with OCFS it was suggested that we change our current security system around and include a fob system so that residents can come in and out of the shelter without having to call staff to be let in. Our camera system will remain the same so that we can assure the safety of each resident entering in and out of the shelter. After working with our facilities manager, we found out that a fob system is already in place for staff so all we need to do is get fobs made for future residents that we will be bringing in. Once OCFS approves this then we can schedule our opening date.

Main Shelter Updates: We have been able to add two Care Managers to our current team and 2 part-time Care Coordinators and we are so excited for the future at both shelters! We also were able to re-vamp our basement at the Main Shelter. This project was led by one of our team members in the Development department and shelter staff and residents are so grateful for that. Our basement has turned into a Family Center, where all of our residents can enjoy games, crafts, movies, toys, educational games for children, computers for those who are in school, or looking to apply for jobs or for housing etc. A small library was also created for our adult and teen residents who like to read, whether it is books about healing and trauma or just books that they enjoy reading.

WHAT'S NEW WITH PREVENTION EDUCATION

Metric	February	March	April	May	June	July	August	September	October	November	December
# of People Reached through Prevention Education Programs	1,122	1,537	1,269	684	504	107	590	656	656	974	
# of Direct Service hours	126.5	70.5	61.5	39	27	34	25	34.5	34.5	7	
# of Vacant Positions	2-3	6	6	6	6	6	6	6	5	4	

November Highlights: Lyncourt Elementary School & West Genesee High School: engaged hundreds of youth to discuss healthy relationships, consent, and staying safe. Engaged with the campus communities at OCC & ESF and did a presentation for Zonta Club around Healthy Masculinity for the 16 Days of Activism. Prevention Education also led the agency's Workplace Sexual Harassment training and are onboarding the NEW Campus Project Coordinator and Engaging Men Project Coordinator!

SEXUAL ASSAULT NURSE EXAMINER - SANE

Metric	January	February	March	April	May	June	July	August	September	October	November	December
# of Call Outs	21	20	15	27	21	28	27	32	17	26	21	
# of Call Outs w/o Exam	3	3	3	8	8	3	8	8	4	9	2	

WHATS NEW WITH ABUSE IN LATER LIFE

Abuse in Later Life – October Highlights

- Received No Cost Extension from OVC for One Year of additional new and continued programming
- Date, Site for Elder Abuse Conference secured – June 21 DoubleTree. Planning commenced with help of Development.
- New Sub-award contracting under way with: (1) Christopher Communities and (2) Syracuse Housing Authority as site - based sub-recipient community partners and Center for Justice Innovations as the outreach community partner for OVC extension
- Continued field case management for ECORE Project and survivor support group at Vera House. Planning to expand both soon.
- As funding was secured, hiring of two Elder Advocates and a new Outreach and Training Coordinator is under way.

Enhanced Multidisciplinary Team (EMDT) Coordination for Central New York:

- Currently serving 7 counties
- Caseload of 37 cases currently
- Four new cases of financial exploitation this month plus one new case of DV

ALTERNATIVE STEPS

OUTCOMES FOR JANUARY – DECEMBER 2023

- * # of men served in Alternatives Program – 325
- * # Successfully completed program – 202
- * # of women served in STEPS Program – 51
- * # Successfully completed program – 36

REPORT OUTCOMES:

- 1) Client reported that with the help of the program her family has been able to communicate better. There has been less verbal disruptions and no police contact within the past 3 months.
- 2) Client reports that the program changed his life and how he views relationships. He now lives as a role model to his children and only engage in healthy relationships.

PREA BOD for the months January 2023 – November 2023

- Vera House Inc. Total is 199 – Total Clients served by Vera House PREA Project from January 2023 – November 2023.
- Elmira was removed from PREA Support from Vera House Inc. July 2023 by Clarissa Espinosa of CVTC.
- Vera House Inc. Was removed from referrals from Unity House Hotline August 2023 by Jessica George of CVTC.

WHAT'S NEW WITH HUMAN RESOURCES?

STAFFING UPDATE

- = Offers/New Hires/Onboarding:
 - = Talent Acquisition Specialist in HR
 - = PT Care Coordinator
 - = HUD Case Manager
 - = Campus Prevention Educator
- = Internal Moves/Changes:
 - = Receptionist (from Volunteer)

INITIATIVES COMPLETED

- = Launched/completed annual benefits open enrollment for 2024
 - = Online self-service workflow
 - = Two live training sessions
- = Built (new) enrollment file feed to deliver electronic data to carriers
- = Implemented E-Verify electronic I-9 process
- = OCFS audit in December
 - = Shelter personnel files, background check records, training records

HR PROJECTS IN FLIGHT

Agency Orientation Training / Rape Crisis Certification Compliance

- Completed live VIRTUAL general session (8 hours)
- Completed (2 hour) Workplace Sexual Harassment Prevention training for all Vera House
- Self-paced, independent learning modules (12 hours)
- Continuing education / interactive components (20 hours within 1 year from cert)

General Ledger Interface (GLI)

Implementation in progress to supply electronic payroll data feeds to BlackBaud to strengthen efficiency and accuracy

Time off policy proposal for 2024

- Evaluate PTO structure, rollover, thresholds, & consider PTO bank
- Utilize HR systems to automate accruals

WHAT'S NEW IN FINANCE:

Staffing

- 2 Remaining open positions
- Grants and Contracts Financial Administrator (compliance role)
- Senior Grants Accountant

Fiscal Reporting/Claiming Priorities

- FVPSA - FVPSA Core, FVPSA ARP DVPI
- OVS - BAR, Q3 and Q4
- DCJS - DCJS SA, DCJS SANE
- OVW - Q3 and Q4
- County
 - * Current - VER230003
 - * ALTC Signed/notarized and mailed to OC 12/8/23
 - * YTD billing required for remaining contracts recently executed: - VER230004, VER230005, VER230006, VER230007

WHAT'S NEW IN DEVELOPMENT

- Next Chapter Celebration event planning well underway.
 - Completed:
 - Dessert caterer – menu attached. We can select up to 4 different souffle cups.
 - Wine – 2 cases of assorted wines have been pledged; I have 1 more case I am waiting on confirmation. That will give us 36 bottles.
 - Step and Repeat – Luz met with a vinyl production company that she has worked with before, they may be able to create what we are looking for, if not Park Outdoor will create.
 - In process:
 - Reviewing catering menu's for the stationed and passed hors d'oeuvres. I expect to have all menus/quotes this week and will meet with Daquetta to review and make a decision.
 - Photographer – Shanay, from Light to the Darkness, who took pictures at our CEO meet and greet is sending a quote.

DEVELOPMENT CONTINUED

- Next Chapter Celebration Continued
 - Decorations – Black and gold theme – I will be connecting with someone who offered to provide balloon arches for us and will also ask if they can provide an arch and some additional balloons to fill the space.
 - Center Pieces – We located vases in the basement, they are very large. We are taking one with us when we visit the venue to determine if they will work on their tables or if we need to find something smaller.
 - Wish List/QR codes – These will have specific sponsorable items with some metrics/story telling included.
Example: \$25 provides 1 set of twin sheets a blanket and pillow for a shelter resident. When Vera House shelter residents transition from our shelter to their new space, they take their bedding with them. In 2023, our shelter was at full capacity with 27 beds filled each night and reflects roughly 500 (this number is an estimate, I will have a solidified number) individuals served.
 - Auction item(s) – I have called Jason Smorol to ask if he is interested/able to donate a suite for a Mets game. I will reach out to the CRUNCH next.

How can our Board help?

Please Sell tickets 🍷 Ebony has a sharable invitation that has both a QR code and a link to the ticketing site.
Wine pull – we can always sell more wine. 1 nice bottle, \$20 or more and/or 1 bottle \$20 or less. Delivered to Development no later than Friday January 5th.

DEVELOPMENT PAGE 3

- Tier 2 of invitations being sent via Constant Contact Wed Dec 6th – supporters who have made contributions of \$2500 or more over the past 36 months.
- Winter Appeal letter being finalized. To be sent Via Constant Contact to all subscribers (7,900+).

On the horizon:

- Development and Marketing Coordinator search
- White Ribbon Campaign (March)
- Elder Abuse Conference (June)
- Summer events and community engagement calendar
- 2nd annual October DV campaign
- 2024 New Beginnings Gala (October 19, 2024)



It is the mission of Vera House, Inc. to prevent, respond to and partner to end domestic and sexual violence and other forms of abuse.

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