

Committee members in attendance:

Jen Prather, Sonia Alcantarilla, Judy Diaz, Stephanie Barrett, Maureen Gomez

Other attendants: Leanne Tormey, Claire Steinberg

At the next board meeting on Sep 20th, Stephanie Barrett will be in charge of briefing the board on our first Program Committee meeting.

Agenda:

1. We agree on meeting dates and secretary role. We also agree on **inviting program directors** on rotating basis: the idea would be to bring a program director, ask them if they can give us a 10 minute snapshot on their programs and then have around 10 minutes for questions and answers.

At the end of the meeting we agreed that the first one would be Gina about volunteer opportunities

2. Carver Organizational Goals

Leanne shared the “Strategy and Goal Setting 2018-2019”, which were developed by Joe, Leanne and Claire.

Claire pointed out that final version can differ some from what we were seeing today.

We focused on **which ones of these goals are related to the Program Committee (point 3 in the agenda):**

- Number 2: create a plan for deeper and more robust volunteer experiences:

The goal would be to find meaningful volunteer opportunities for clients, donors and Carver people (how we define them and where these opportunities lie?)

We should work with Gina and Leanne to find better ways to bring people in (different group of volunteers).

The idea could be having a task force with people from the Program, Development and Marketing to identify opportunities and set a structure for this to happen.

There are new opportunities now for younger volunteers to enter the Saturday programs. Now we have Sadie, the Director of Recreation and Enrichment and we also have paid volunteers in charge of Saturday programs who can have younger ones under their umbrella.

- Number 8: continue to work on getting the client voice

We can find in the Board Portal all the work done last year to capture client voice (focus groups, mid-year survey, teen survey).

Maureen asked if there are new surveys updates and Leanne said that the Learning Team will come out with a comprehensive calendar for surveys (currently work in progress).

Client voice is key for many reasons, among them as a way to prove impact (right now it is mainly qualitative and regarding the After School Program, Teens and Seniors)

Another goal: we would need to develop a new dashboard to show to our board. This is a long process and we should tackle one program at a time: what are the main indicators? What to show our donors? What qualitative comments we should include?

We also should continue to monitor program dashboards and metrics as they are collected right now (and serve as a backup for board questions and details).

9. Develop a Model of Excellence to provide an excellent carver experience. We should demand excellence in every area

For program committee we should ask the question: what does excellence mean and how to reach it (providing programs, evaluating them...). Part of it, is systems and protocols but part of it is defining what is excellence for each committee.

Leanne has a lot of experience of how to get accreditation for many programs. She would like to get that idea into many things in Carver.

Stephanie commented on a potential squash program (brought by Charlie Greenhouse?). Leanne said that Carver already uses some flow charts when considering a new program. The committee would like to see the current flow chart and we also see the need to think deeper on how an idea gets or not into a program offer.

4. Board snapshot conversation ideas:

Jenn said that to begin with it would be great to list everything we offer by age group so the board knows. Leanne has already a matrix with every program offered, clients that they serve, objectives.... We asked Leanne to share the matrix with us.

Indeed we agree that we can use that matrix in our next meeting as a starting point, start with a program and serve as a basis for discussion (what are we trying to achieve? How to show impact?...)

Maureen pointed out that the goal would be to make decisions based on if a program supports our mission

Suggested structure for future Program Committee meetings (proposed by Leanne)

- send the agenda and materials to review ahead of time
- have a discussion on what it looks like to be excellent
- 20 minute program highlight
- a little bit of time working on the board dashboard

What programs should be focus now? This is not a year work. It is more than that but we would need to choose some to begin with.

Leanne has the suggestion to look at some long existing programs as well as some of new ones (Carver scholarship program).

She is very interested in Aquatics (we need to pay more attention to the staff).

She is also committed to elevate the “Market Experience”. She would like to know why clients come here (this is one of the most respectful market experiences, with people coming from outside the community).

Other issues

Leanne would like to share the new organizational structure with board and staff (show where the holes are, Finance has changed; other positions have been added or redefined; why?)

Sonia brought up the issue if one of our goals should also be getting Committee members assigned to different programs to get in regular communication with the program managers. We decided that we should all keep on visiting the programs but with not specific assignments. Leanne also stressed out the importance of more interaction between staff and board members

Next meeting agenda

- Bring Gina to share her knowledge about volunteering (20 min)
- What means for us “Committee Excellence”? (20 min)
- Matrix (20 min)