

## **Programs Meeting**

### **October 15, 2018 - 10:00 am**

**Attendance:** Anne Bradner, Judy Diaz, Claire Diesen Steinberg, Jen Prather, Stephanie Barrett, Leanne Tormey, Sonia Alcantarilla

Volunteer Efforts/Gina Nocco was scheduled to present this morning, but was postponed until our next meeting on Nov. 5th.

#### **Agenda for meeting:**

- Excellence in a program committee meeting
- Developing a dashboard for the board

Before we began, Leanne wanted to speak briefly on capturing the client voice. She handed out a calendar for capturing the client voice of monthly polls, feedback sessions, surveys and focus groups with questions such as

- What brought you here today?
- What was helpful?
- What can we do for you next?

This will help Leanne keep her eye on the ball and serve to promote the image of “Carver for All”. She will report her findings to the programs committee.

Gina Nocco will do a comprehensive volunteer feedback session twice a year.

#### **1. Excellence Concept**

What are things we are doing well, and what can we do better?

We have all been given the programs committee meeting dates for the year.

We will rotate note taking and we will send the agenda out a week in advance.

What do we want to accomplish today and for the rest of the year? And then follow through.

We felt that finalizing a dashboard by our last board meeting is a reasonable time frame and goal. If it happens sooner that would be great.

#### **SPOTLIGHT SCHEDULE:**

Nov. 5 - Volunteer Efforts/Gina Nocco

Dec. 3 - Carver Scholar/Kelly & Shelby

Jan. 14 - Aquatics

We will start with these programs and reevaluate as to how productive this exercise was and which programs to look at next if we feel this is beneficial.

Monitoring and Evaluation of Programs- month to month

The Snapshot of monthly data on programs which Leanne collects will keep us apprised of the current status of all the programs. This material can be available on the portal and, with a reminder included in the programs committee meeting agenda, we will be able to view monthly progress from the data in the snapshot.

## 2. Dashboard

As we look to create a programs dashboard for the board we talked about what we envisioned this would look like. The matrix of programming developed last year is our starting point for educating board members on Carver Programs. Board members are Carver's ambassadors in the community and need to be familiar with the programs to be able to talk about them comfortably. The board is also in charge of the budget and the day to day financial health of Carver. Therefore extensive and current knowledge of the programs is vital. Showing the board both the quantitative and qualitative pictures will be important. The Carver Staff and the Programs Committee Members objectives to develop a tool to communicate with the board should align.

What does the board need to see on the dashboard?

The goal is to make meaningful reports to the board. It should be a combination of matrix and snapshot.

- Highlights of each program/strengths and weaknesses. Is that as simple as attendance and retention in the After School Program, or more detailed like how an objective like nutrition was satisfied? It was felt that much of the information would not change month to month. If there was a sudden drop or rise in a number, that is what we would be highlighting for the board on the dashboard.

Where do we start in order to collect the board's voice on an effective and user-friendly tool to monitor Carver Programs?

- Give board members the matrix - it is great foundation to becoming familiar with the programs and a comprehensive reminder of the programs which many board members would find illuminating and helpful in creating their "elevator pitch".
- Make the matrix available to all on portal?
- Hand it out at next session with walk through?
- Create small group discussion during board meeting to get feedback?
- Create task force in each committee for feedback?

In conclusion, we all felt that the matrix is a very valuable document. How can we tweak it to make it into a tool which shows we are tracking these programs accurately as well as keeping the board up to date in a succinct, thorough and timely way? Leanne mentioned that her best metrics were as follows:

- Is the program fully enrolled?
- What is the retention?
- How many community partners are involved?
- What do the clients say about it?

- Can the monthly snapshots provide this?

Next steps--Claire will think about how to include the matrix in next board meeting agenda. When September data and camp date are available, Leanne will send it to the programs committee.

Our next programs committee meeting is on November 5th at 10:00.