

# **500 Professional Park Drive** Goodlettsville, TN 37072 June 17, 2022 | 11:00 a.m.

- Welcome ١.
- Π. Roll Call

III. **Public Comments** 

IV.	President's Report – <i>Brian Shulman</i>		
V.	Approval of May 6, 2022 Board Minutes – Brian Shulman		pg. 2
VI.	Treasurer's Report a. Financial Report ending April 30, 2022 b. FY 23 Budget	D6-22-007 A6-22-003	pg. 11 pg. 17
VII.	CEO's Report – <i>Rikki Harris</i>	D-6-22-010	pg. 20
VIII.	Development Report – <i>Mark McFerran</i> a. Charity Golf Classic 2021-2022 Comparison b. Fundraising Strategies for FY 2022-23	D-6-22-008 D-6-22-009	pg. 22 pg. 23
IX.	Nomination of new Board Members – Brian Shulman	A6-22-005	pg. 24
Х.	Nomination of new Officers – Jonathan Joyce	A6-22-004	pg. 25
XI.	Old Business		

- XII. **New Business**
- XIII. Adjourn

#### Tennessee Voices for Children

**Board of Directors Meeting** 

May 6, 2022

#### Called to order at 11:02

#### Roll call

President Shulman started the meeting by welcoming everyone. We will move back to in-person board meetings going forward. Because certain executive orders have expired, we must have most of our members in person and can only offer zoom if we give a notice in advance of our meeting to the Secretary of State's office as well as make public notice. Today, for those online, we will have to take a roll call vote to be procedurally compliant. So, upon any vote, we will do a roll call and you will need to respond "yes" or "no" to each item.

President Shulman called on Board Liaison to give a quick update on the new board book format. Dawn Genereux responded that we are updating our Board Book process to be more compliant and to make it easier for the board members to follow along during the meeting.

President Shulman then called for roll call.

#### Present:

Brian Shulman, Jonathan Joyce, Patrick Sims, Devika Kumar, Valentina Alexander, Andrew Buckwalter, Devin Arnold, Laura Fair, Sarah Kmita, Morenike Murphy, Chad Poff, Nick Deitman

Absent:

Stacey Downs, Krischan Krayer

No advisory council members were present for the meeting.

President Shulman asked if any public comments. There were no public comments.

#### I. President's Report

President Shulman stated that he was happy to report we have new funding to announce again today. We also had a team including a family we served go visit with the Governor in honor of Children's Mental Health Acceptance Week. We are very proud of the work done to assist the family and the family was honored to meet Governor Lee.

Chief Executive Officer Rikki Harris stated that it was a unique opportunity that her, Chief Operating Officer Will Voss, and Chief Development Officer Mark McFerran to meet with the Program Manager at the State Building with the family and the family was able to share their story with Governor Lee, which included how they reached out to TN Voices twice for services. The family was very thankful to Governor Lee for the funding that was put forward for the Program.

In preparation for the FY 23 Budget, we will be looking at the staff's suggested updates to our Strategic Plan.

#### II. Secretary's Report

#### Approval of the Minutes

Secretary Krayer was absent from the meeting, so President Shulman presented the minutes from the February 2022 Board Meeting for review.

President Shulman noted changes in the Board meeting minutes format. Dawn Genereux brought her previous corporate and government entity experience to the minute keeping and has diligently captured our discussion from our last meeting. Chief Executive Officer Rikki Harris noted the new agenda item in the Board Book for Public Comments. A Public Comment section is required since TN Voices is taxpayer-funded, taxpayers have the right to read our minutes, and our board documents and speak to the board if they choose.

President Shulman called for approval of the minutes from the February 19<sup>th,</sup> 2022 Board Meeting. Roll call voting was recorded as below:

Jonathan Joyce - Aye, Patrick Sims - Aye, Devika Kumar - Aye, Valentina Alexander - Aye, Andrew Buckwalter - Aye, Devin Arnold - Aye, Laura Fair - Aye, Sarah Kmita -Aye, Morenike Murphy - Aye, Chad Poff - Aye, Nick Deitman - Aye

The motion was approved by all and it passed unanimously.

#### III. Treasurer's Report

It was discussed and approved in the February Board meeting that Financials would not be voted on, they would be for discussion only.

Treasurer Kumar noted that the statement of financial position indicates the reduction of assets listed for the Lickton Pike property. If you'll remember this was the property that was purchased earlier this year then we had to sell it, so this has come off of liabilities and assets.

We are still very strong with our net assets. On the statement of activities, there has been a change in how we have been reporting the expenses associated with the Jackson property grant. CLA, Inc, our new CPA firm has recommended that we recognize all of the grant revenue this year and we depreciate the associated expense related to the Jackson property over a 40-year fixed asset schedule.

As it relates to our housing program, we are doing well. If you remember we had around \$380,000 in outstanding claims in January, but that number has been reduced to \$130,000.

Kumar directed the members to review the actual vs budget in the grant revenue detail. We've had success in filling positions for our TRP Grant, which has improved our spend down on the revenue percentage. We sent 40 employees to the NatCon conference in April which is indicated on the financials.

Treasurer Kumar asked Vice President of Finance Brian Taylor for comment about possibly changing the state budgets, asking if that would be necessary. Vice President of Finance Brian Taylor stated that as far as the budget revision, we have the opportunity because we are underspending on our personnel expenses. We are working with our Program Directors to determine other places to use those unspent dollars.

President Shulman asked if the State requires us to pay a certain amount per hour to employees, or do they allow us to increase employee pay as we see fit. Vice President of Finance Brian Taylor explained that we are allowed to make a recommendation on employee salaries, within reason. We are allowed to make market-rate adjustments to salaries, and we did this in January of 2021. We also look at the end of the year for funds left over and offer bonuses if applicable.

President Shulman also noted that it is going to get more difficult to retain employees unless we are able to pay market salaries. Chief Executive Officer Rikki Harris agreed and noted that we are currently working with the state on increasing the cost of living for providers in the Department of Mental Health. That is happening at 10%, but we are not sure how the monies are going to be allocated at this time.

In regards to the Cash on Hand, Treasurer Kumar stated that it will show high at the end of March because we did not close on the Chattanooga property until the 2<sup>nd</sup> week of May.

Treasurer Kumar notified the board that we are changing our accounting software to Sage Intacct which will allow our Accounting Department to be able to pull reports out of the software without having to download and put them into Excel which we are having to do now. The report structure will look different but be a more real-time snapshot of financials.

The anticipated go-live date for Sage Intacct is September 1, 2022.

In regard to the Investment account, we had a decrease in value of about \$139,000 in the first quarter which is understandable with the current market fluctuation. Our financial advisor has advised us to keep things as they are right now.

We did withdraw \$500,000 from this account for the purchase of the Chattanooga property. However, we did receive a grant from the state for the purchase and rehabilitation of the property, so we will receive reimbursement for the purchase.

#### IV. CEO's Report

Chief Executive Officer Rikki Harris congratulated the Vice President of Finance on his 20-year work anniversary. CEO Harris also mentioned the new funding that we received. TANF is a department under Health and Human Services, which offered an opportunity for agencies to create a more system-wide connection. TNV was invited as a partner with two other entities who applied for this funding (one in middle and one in east). We were awarded the grant funding and it begins November 1, 2022.

CEO Harris mentioned a few more funding opportunities, including increasing the Nurturing Parenting work and working with the ITTS program in which we will hold funds, for middle Tennesseans who are in the state mental health institution. We will hold funds and when the client is ready to be released from the state hospital, we will work with them to aid as they re-engage in life in the community.

With that being said we anticipate, with the new funding we can serve 3266 more children, professionals, and families through all of these efforts. This will also increase personnel. As of today, we have 118 on staff, with 30 current open positions and potentially 15  $\frac{1}{2}$  positions coming with new funding we are waiting to hear back on.

Harris directed members to the PowerPoint slide in the packet. We are also celebrating Children's Mental Health Acceptance Week this week. Many of us have had visits with different Mayors this week to promote Children's Mental Health and in the history of our organization, this is something we have always participated in.

CEO Harris explained that she chairs a committee for the Department of Mental Health called the Statewide Children's Committee and she invited the four CEOs of the largest children's hospitals in the state in which they did a presentation to the group. Their presentation included the slide that is included in the board book which indicates data on Outpatient Behavioral Health Forecast for Pediatrics. By 2027 there will be an 11% increase in the need for pediatric outpatient mental health services. According to the presenters, this was a pre-pandemic prediction, and according to the new models the 11% has doubled to a 22% need. This PowerPoint slide reiterated the fact that TN Voices is needed now more than ever and we need to continue to move forward and grow to be able to meet the need.

#### Rapid Assessment – Finance

With the recent retirement of our long-time CPA, we engaged CLA, LLC to conduct an assessment of the Finance Department where they conducted interviews, asked many questions, and looked at our processes. CEO Harris explained that she wanted to share the recommendations of CLA and the timeline for implementation. She also wanted the Board to be aware of what we are looking at investing in because of the FY23 budget there will be a significant investment in the processes listed for our Financial Department, as well as efficiency and operational processes that we are working on.

CEO Harris continued by stating that Chief Operating Officer Will Voss has been working on implementing UKG Timekeeping software to streamline timekeeping, payroll, benefits, and recruitment processes. We are in the pilot phase, ready to go live on June 1, 2022.

The second bullet on CLA's Recommended Implementation Plan is to increase billing services provided by T Lock, to utilize additional expertise. Tracel Lockart has been working on helping us with the fee-for-service-based funding.

CEO Harris concluded by explaining that this was a snapshot of what we are going to be doing, a lot of the updates are software-based, but wanted the board to be aware they will see a significant investment in our finance/operations FY 23 Budget.

Patrick Sims thanked CEO Harris for her report and said he thought it was good that we were taking the time to invest in ourselves as the organization continues to grow and evolve. These steps are going to be an important part of us continuing to grow and it is important that we stay on top of enhancements and necessary steps.

#### Strategic Plan Update

CEO Harris reminded the board that in 2020, TNV Leadership and the Board developed the 3-year plan, which was changed to a 5-year plan because of COVID. Post-COVID it was determined some minimal adjustments needed to be made to the plan. The Board Action Item #A-5-22-001 lists the goals/objectives that were updated.

CEO Harris noted that Chief Development Officer Mark McFerran updated the Fundraising portion and added some very specific goals. Specifically, with Gala and Golf, you will see additional goals there, which we are being intentionally aggressive. In addition to Gala and Golf we added some measurable items, but again no major changes except for Goal 1 Objective (a) – change to consider other accrediting bodies for the future. We have historically participated in CARF Accreditation, and we are looking at other models that better fit our whole organization. CARF accredits only one of our programs in the entire organization. We have found there are opportunities in the certification/accreditation field that we'd like to explore beyond CARF.

One certification to note is Certified Community Behavioral Health Centers (CCBHC) as there is a lot to be considered about our future. It is important to make sense of the type of organization that we are and the type of organization that we are

becoming. There are accreditations available that are nationally recognized but when CEO Harris and COO Voss attended the National Council of Behavioral Wellbeing conference is was apparent that they were pushing toward the movement of being a Certified Community Behavioral Health Center.

Being a Certified Community Behavioral Health Center means something different in the state of Tennessee than it does across the nation. In the state of Tennessee there is not a designation for Community Mental Health Center. However, there is an "unspoken" rule in Tennessee that says which providers are Community Mental Health Centers.

We are talking to partners who are pursuing this particular certification, and what our state might do. The state right now is saying we are not paying attention to the national movement of the CCBHC, but we predict that at some point the national movement will go beyond what the state is doing, and we want to be involved.

COO Voss and CEO Harris have spent time researching, participating in webinars, attending sessions at NatCon to get a better understanding of how to the environment might change with the Certified Community Behavioral Health Center movement. We are not ready yet to take the final step as an organization. We anticipate this is coming in the next couple of years.

COO Voss reiterated that we are hopeful, and all of the research opened our eyes to where we need to be currently and how to continue to be strategic as we move forward.

President-Elect Jonathan Joyce had a comment on the strategic plan regarding the fundraising section. He challenged all members of the board and advisory committee to remember fundraising is not just Chief Development Officer Mark McFerran' s responsibility, but all of ours.

He suggested setting a personal goal for the Gala in November to either donate ourselves or go out and fundraise to help reach the goals forecasted for the Gala.

#### V. Operations Report

Chief Operating Officer Will Voss reported that this week is Children's Mental Health Acceptance Week, and he along with CEO Harris and CDO McFerran met with Governor Bill Lee to witness his signing of the proclamation. A TNV family was also present and was able to share their story with Governor Lee.

To date, we have 30 signed proclamations from mayors across the state and we are proud of our staff who contributed to getting those signed. We have several events happening including staff working with families across the state whose children participated in the "Unmasking Mental Health" coloring contest. Where over 50 youth showed what it was like while they were going through their mental health struggle, and what things are like for them now.

CEO Harris was also able to connect with KNOX Media, WKRN, and a Mainstreet News article to discuss the importance of what Mental Health Acceptance Week means to us as an agency and how we continue to promote Awareness to Acceptance.

Also, to note that every year we try to light up the state green by lighting up the Hernando De Soto Bridge in Memphis, as well as the Big River Crossing. Tonight, the Korean War Veterans Memorial Bridge is being lit up as well as the courthouse and the Aquarium.

Patrick Sims stated he was excited that TNV was able to bring a family to the Governor's signing because we don't always get to see the people that we are helping. Feeling like it has been a struggle for us to find those people/families that are willing to share their stories publicly.

Mr. Sims encouraged TNV to bring a family/individual for any opportunity that we can as it continues to spread the message because what the family/individual says matters and there couldn't be a better steward of the message than someone who has benefited from our services.

#### UKG Update

COO Voss reminded the board that in the February board meeting we added additional PTO accrual to our benefits package. As the Operations Team reviewed our current PTO, we are now looking to reduce our financial liability and allow staff to carry over 240 hours versus the previous 320 hours from one calendar year to the next.

President-Elect Joyce had a question on whether or not employees would lose any days. COO Voss let the board know that we are getting ready to institute a PTO buyout for employees over the 240 hours.

COO Voss informed the board that as of today the amount the buyout will reflect is around \$70,000.

Patrick Sims asked the question of what happened to decide to make this change. COO Voss explained that one, we are trying to encourage employees to use their PTO, and two, to look at where we would be financially if all of those employees over 240 hours decided to leave. Our priority is encouraging staff to unplug and take their PTO, so they don't burn out.

President Shulman called for a motion to change the PTO accrual, the motion was approved by Sarah Kmita the motion was seconded by Valentina Alexander.

Virtual voting is as follows: Patrick Sims – Aye; Devika Kumar – Aye; Devin Arnold – Aye; Morenike Murphy - Aye; Nick Deitman – Aye.

The motion was approved unanimously.

#### VI. Development Update

Chief Development Officer Mark McFerran opened his presentation with an update on the Charity Golf Tournament indicating that as of yesterday we have 73 golfers. A complete update will be sent to the board later today or Monday with a breakdown of all the levels, but you'll notice that the higher levels are vacant.

CDO McFerran stated that he was finding that donors he has been approaching aren't doing as much as in the past, and most are nervous about the economy and a possible recession. Most people are going with the \$175 hole because there is no approval needed from their management.

To give some insight into the campaign run that we used GSF for, we used ads in LinkedIn and Facebook and we've gotten some pretty significant clicks. However, we haven't gotten any signups that we've traced back to the ad campaign. GSF targeted our email list, (which included board members), tracked whether or not our list had Facebook or LinkedIn accounts, and sent ads. Also included were friends/family within a 15-mile radius of our email list.

Last year TNV had 66 golfers compared to 73 and counting this year, along with \$16,000 in sponsorship dollars vs. \$19,600 this year. Last year's total was \$21,600 which included the auctions, mulligans, etc. So we are on track to increase last year's total.

On the table, you'll find a pair of TN Voices Earbuds. This is the gift that we are giving the attendees as a thank you, Sarah has also donated gloves to the attendees, which we are very thankful for.

#### Fundraising Endeavors Going Forward

CDO McFerran talked about his target donors going forward, his plan to cultivate those existing donors, develop the capital, and what we want to do with our residential capital, legacy giving, and looking at organizations that would use us as their donor charity.

In closing, CDO McFerran shared that on the last page of the board book is a QR Code that goes directly to our quarterly newsletter.

Mr. Sims thanked Mark for all he was doing on behalf of the company, every knows fundraising is a thankless job. Mr. Sims reiterated the importance of doing events in the community (like the Charity Golf Tournament) that relay our message to the public. The attendees of a tournament are individuals who we would otherwise not see at the Gala, and we wouldn't have reached them. President Shulman suggested that in a future meeting the board discuss the pros and cons of continuing with the Charity Golf Tournament since next year is only going to get tougher. Also to brainstorm ideas on getting our message out to the communities.

Laura Fair mentioned that in working with the school system in Robertson County it's obvious that the school system doesn't understand how the mental health field works and needs help. This would be a great place for us to partner with the school systems to introduce them to TN Voices services. CEO Harris stated that we have

built into the strategic plan a business development person, and this is exactly what this person could be doing. Going out there and building a relationship.

Mr. Sims suggested a subcommittee of the board to meet and brainstorm on all the ways we can broaden our reach within the community.

Two months ago, President Shulman found out that the major college football teams are hiring full-time staff to focus exclusively on the mental health of their athletes. In the near future, this approach will trickle down to the high school level, so this is an opportunity for us to share our message with schools. This approach is the perfect opportunity for us to get in at the beginning of this movement and we have the background to be able to go in and say, let us show you what we do. Whoever figures this out first is going to be the model for the country and the state.

Valentina Alexander offered that she would be willing to assist us in building a business plan for this type of mental health support for high school athletes.

#### VII. Old Business

None.

#### VIII. Adjournment

At 12:02 President Shulman asked for a motion to adjourn the meeting, the motion was approved by President-Elect Jonathan Joyce, and seconded by Patrick Sims.

The motion was approved unanimously.

Attested:

Krishan Krayer Secretary Date



#### **Board Discussion Item**

Item Number:	D-6-22-007	Meeting Date:	06/17/2022
Item Title:	Monthly Financials		

#### BACKGROUND:

The monthly financials ending April 30, 2022 are presented for review.

#### **CURRENT STATUS**

Chief Executive Officer, Rikki Harris and Vice President of Finance Brian Taylor will be available to answer any questions at the Board Meeting

Rilli Han

Chief Executive Officer

June 17, 2022

Date

#### TENNESSEE VOICES FOR CHILDREN, INC. STATEMENT OF FINANCIAL POSITION APRIL 30, 2022

#### <u>Assets</u>

Current Assets	
Petty Cash	\$ 125
Cash-Checking	225,968
Cash-money market funds and savings	505,231
Investments	1,250,052
Unrealized market value change-investment	140,761
Accounts receivable-general	8,525
Accounts receivable-pledged	640,000
Pledge discount	(446,711)
Accounts receivable-grants	 1,587,369
Total current assets	3,911,320
Other Assets	
Prepaid Expenses	47,552
Deposits	580,912
Deferred Interest	3,333
Land	821,027
Building	2,165,526
Building Improvements	581,473
Equipment & Furniture	217,003
Accumulated Depreciation	 (198,695)
Total assets	\$ 8,129,450
Liabilities and Net Assets	
Current Liabilities	\$ 71.202
Current Liabilities Accounts Payable	\$ 71,202 157.714
Current Liabilities Accounts Payable Accrued Expenses	\$ 157,714
Current Liabilities Accounts Payable	\$ ,
<u>Current Liabilities</u> Accounts Payable Accrued Expenses Payroll withholdings/accruals Total current liabilities	\$ 157,714 (4,088)
<u>Current Liabilities</u> Accounts Payable Accrued Expenses Payroll withholdings/accruals	\$ 157,714 (4,088)
<u>Current Liabilities</u> Accounts Payable Accrued Expenses Payroll withholdings/accruals Total current liabilities	\$ 157,714 (4,088)
Current Liabilities Accounts Payable Accrued Expenses Payroll withholdings/accruals Total current liabilities Deferred Revenues	\$ 157,714 (4,088) 224,829 -
Current Liabilities Accounts Payable Accrued Expenses Payroll withholdings/accruals Total current liabilities Deferred Revenues Mortgage Notes Payable Total Liabilities	\$ 157,714 (4,088) 224,829 - 1,157,798
Current Liabilities Accounts Payable Accrued Expenses Payroll withholdings/accruals Total current liabilities Deferred Revenues Mortgage Notes Payable Total Liabilities Net Assets	\$ 157,714 (4,088) 224,829 - 1,157,798 1,382,627
Current Liabilities   Accounts Payable   Accrued Expenses   Payroll withholdings/accruals   Total current liabilities   Deferred Revenues   Mortgage Notes Payable   Total Liabilities   Net Assets   Unrestricted	\$ 157,714 (4,088) 224,829 - 1,157,798 1,382,627 6,378,857
Current Liabilities Accounts Payable Accrued Expenses Payroll withholdings/accruals Total current liabilities Deferred Revenues Mortgage Notes Payable Total Liabilities Net Assets	\$ 157,714 (4,088) 224,829 - 1,157,798 1,382,627
Current Liabilities   Accounts Payable   Accrued Expenses   Payroll withholdings/accruals   Total current liabilities   Deferred Revenues   Mortgage Notes Payable   Total Liabilities   Net Assets   Unrestricted	\$ 157,714 (4,088) 224,829 - 1,157,798 1,382,627 6,378,857
Current Liabilities   Accounts Payable   Accrued Expenses   Payroll withholdings/accruals   Total current liabilities   Deferred Revenues   Mortgage Notes Payable   Total Liabilities   Net Assets   Unrestricted   Temporarily restricted	\$ 157,714 (4,088) 224,829 - 1,157,798 1,382,627 6,378,857 367,965

# UNAUDITED-Prepared by TVC personnel For internal management use only

#### TENNESSEE VOICES FOR CHILDREN, INC. STATEMENT OF ACTIVITIES FOR THE TEN MONTH PERIOD ENDED APRIL 30, 2022

	UNRESTRICTED	TEMPORARILY RESTRICTED	TOTALS
Support and Revenue - Operating			
General Contributions	37,070		\$ 37,070
Gala Event-Golf Tourney	36,360		¢ 36,360
Grant/Contract Revenue	6,917,782		6,917,782
Administrative Overhead Earned	882,536		882,536
Earned Income			
Miscellaneous Revenue	11,185		11,185
	14,981		14,981
Rents Received	221,233		221,233
Net assets released from restrictions	43,035		43,035
Gain or (Loss) Asset Disposal	2,092		2,092
Total Operating Support and Revenue	8,166,273	-	8,166,273
Expenses - Operating			
Salaries	3,531,271		3,531,271
Employee Benefits & Taxes	551,150		551,150
Total Personnel Expenses	4,082,421		4,082,421
Professional Services	1,458,300		1,458,300
Supplies	273,094		273,094
Telephone	65,926		65,926
Postage	7,373		7,373
Occupancy	110,686		110,686
Equipment Rental & Maint.	25,464		25,464
Printing & Publications	68,659		68,659
Travel	174,835		174,835
Meetings & Conferences	237,974		237,974
Subsidies/Flex Funds	102,857		102,857
Stipends	78,549		78,549
Insurance	36,022		36,022
Interest	58,905		58,905
Miscellaneous Expense	1,838		1,838
Bank and Credit Card Fees	3,163		3,163
Depreciation	45,109		45,109
Total Operating Expenses	6,831,174	-	6,831,174
Capital Expenses	-		-
Excess of Operating Support &			
Revenue over (under) Expense	1,335,099	-	1,335,099
Investment Revenue			
Interest Income	1,284		1,284
Dividend Income	85,148		85,148
Realized gain or loss	98,157		98,157
Unrealized gain or loss	(326,782)		(326,782)
Total Investment Revenue (Loss)	(142,194)	-	(142,194)
Excess Revenue (Expense)	1,192,905	-	1,192,905
Other Changes in Net Assets			
Net Asset Balance, beginning	5,185,952	367,965	5,553,917
Net Assets, ending	\$ 6,378,857	\$ 367,965	\$ 6,746,822

\*\* - 1,000,000 is the purchase of the Jackson group home - grant paid UNAUDITED-Prepared by TVC personnel For internal management use only

#### TENNESSEE VOICES FOR CHILDREN, INC. ACTUAL REVENUE AND EXPENSES VS BUDGET - UNRESTRICTED FUNDS FOR THE TEN MONTH PERIOD ENDED APRIL 30, 2022

	Current Month	Actual YTD	Budget	Variance	Percent Used/Earned
Support and Revenue-Operating					
General Contributions	\$ 5,729	37,070	\$ 150,000	\$ (112,930)	24.71%
Gala Event-Golf Tourney	پر 5,729 15,355	36,360	\$ 150,000 151,250	(112,930) (114,890)	24.71%
Grant/Contract Revenue	718,536	6,917,782	7,956,928	(1,039,146)	86.94%
Adm Overhead Earned	105,853	882,536	1,504,957	(1,039,140) (622,421)	58.64%
Earned Income	105,655	11,185	1,895,450	(1,884,265)	0.59%
Miscellaneous Income	- (0)	14,981	1,090,400	14,981	0.5970
Rents received	33,790	221,233		221,233	0.00%
Assets released from restrictions	2,945	43,035	47,500	(4,465)	90.60%
Gain (Loss) Asset Disposal	2,940	2,092	47,500	2,092	90.0070
Total Operating Support	-	2,092	-	2,092	
& Revenue	882,207	8,166,273	11,706,085	(3,539,812)	69.76%
a Revenue	002,207	0,100,273	11,700,085	(3,339,012)	09.70%
Expenses - Operating					
Salaries	395,595	3,531,271	5,350,835	1,819,564	65.99%
Employee Benefits & Taxes	64,764	551,150	1,275,261	724,111	43.22%
Total Personnel Expense	460,359	4,082,421	6,626,096	2,543,675	61.61%
Professional Services & Fees	181,756	1,458,300	1,955,481	497,182	74.57%
Supplies	42,110	273,094	372,292	99,198	73.35%
Telephone	7,742	65,926	114,866	48,940	57.39%
Postage and Shipping	523	7,373	8,359	986	88.20%
Occupancy	10,766	110,686	1,156,381	1,045,695	9.57%
Equipment Rental & Maintenance	2,262	25,464	38,358	12,894	66.39%
Printing & Publications	5,768	68,659	72,503	3,844	94.70%
Travel	56,231	174,835	272,205	97,370	64.23%
Meetings & Conferences	25,832	237,974	144,438	(93,536)	164.76%
Subsidies/Flex Funds	20,616	102,857	224,240	121,383	45.87%
Stipends	3,421	78,549	14,420	(64,129)	544.72%
Insurance	3,153	36,022	85,348	49,326	42.21%
Interest	4,326	58,905	50,280	(8,625)	117.15%
Miscellaneous Expenses	-	1,838	-	(1,838)	
Bank and Credit Card Fees	443	3,163	2,755	(408)	114.79%
Depreciation	4,511	45,109	90,000	44,891	50.12%
Total Operating Expenses	829,818	6,831,174	11,228,022	4,396,848	60.84%
Capital Expenses		-	21,000	21,000	0.00%
Excess of Support & Revenue	50.000	1 225 000	457.000	070.000	0
over Expense - Operating	52,390	1,335,099	457,063	878,036	0
Investment Revenue					
Interest Income	198	1,284	124,000	(122,716)	1.04%
Dividends	374	85,148	-	85,148	0.00%
Realized gain or loss	(0)	98,157	-	98,157	0.00%
Unrealized gain or (loss)	(85,849)	(326,782)	-	(326,782)	0.00%
em canzou gain er (1000)	(85,278)	(142,194)	124,000	(266,194)	-114.67%
				( ,	
Excess Revenue (Expense)	(32,888)	1,192,905	581,063	611,842	205.30%
Other Changes in Net Assets	-	-	-		
Net Assets, Beginning	6,779,710	5,553,917	5,286,069	(267,848)	0.00%
Net Assets, Ending	\$ 6,746,822	\$ 6,746,822	\$ 5,867,132	\$ 689,643	114.99%

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#### TENNESSEE VOICES FOR CHILDREN, INC. GRANT/CONTRACT REVENUE DETAIL FOR THE TEN MONTH PERIOD ENDED APRIL 30, 2022

	Current Month	Revenue Actual YTD	Direct Expense Budget	Variance	Percent Used Recurring	Contract YE
20 - Childcare Consultation	\$ 18,362	. ,		\$ 21,134	86.65% *	6/30/2022
21 - Statewide Family Support Network	23,992	267,159	333,958	66,799	80.00% *	6/30/2022
22 - Fed Family Support	(0)	19,144	26,158	7,014		9/30/2021
23 - Fed Family Support	7,411	73,304	80,851	7,547	90.67%	4/30/2022
24 - Nurturing Parenting	2,082	27,606	41,667	14,061	66.25% *	6/30/2022
25 - Strengthening Families Program	3,587	62,697	77,005	14,308	81.42% *	6/30/2022
28 - Youth Screen	20,082	94,245	182,500	88,255	51.64% *	6/30/2022
29 - Tennessee Resiliency Project	86,359	154,374	808,953	654,579	19.08%	6/30/2022
32 - Teen Screen	3,886	90,222	102,167	11,945	88.31% *	6/30/2022
33 - School Based Liason	16,103	81,793	166,667	84,874	49.08% *	6/30/2022
35 - Juvenile Justice Reform	26,133	242,388	314,167	71,779	77.15% *	6/30/2022
37 - Tectra	(212)	14,266	71,811	57,545	19.87%	9/30/2022
39 - ILS West	-	1,000,000	2,056,818	1,056,818	48.62%	6/30/2022
40 - TMI	34,647	286,323	349,603	63,280	81.90% *	6/30/2022
41 - ILS - Middle.	65,934	681,645	874,953	193,308	77.91% *	6/30/2022
42 - ILS - West	9,908	21,419			*	6/30/2022
64 - FAST	31,475	175,449	366,054	190,605	47.93%	3/15/2023
71 - VOCA-Culturally Specific Restoration	38,507	383,786	521,739	137,953	73.56%	6/30/2022
76 - Family Connection DCS Davidson Co.	16,082	185,980	234,108	48,128	79.44% *	6/30/2022
81 - Socat - TANF	52,915	390,929	607.017	216,088	64.40%	6/30/2022
83 - Socat - N	75,716	742,594	1,181,655	626,851	62.84%	9/30/2022
84 - HT-ILT	8,357	207,304	350,395	143,091	59.16%	3/31/2022
92 - FSP in Juvenile courts	3,320	43,374	· · · ·	6,626	86.75%	6/30/2022
	-,520	,		-,-20	*	
Total Grant/Contract Revenue	544,648	5,383,202	8,956,579	3,782,587	60.10%	

#### NET ASSETS RELEASED FROM RESTRICTIONS FOR THE TEN MONTH PERIOD ENDED APRIL 30, 2022

	Current Month	Actual YTD	Direct Epense Budget	Variance	Percent Used
48 - HCA Foundation	_	\$ 15.000	\$ 7.500	\$ (7.500)	200.00%
49 - Tipper Gore Fund	-	-	40,000	40,000	0.00%
61 - TVC Counseling Svc.	6,035	28,035			
	6,035	43,035	47,500	32,500	90.60%

#### MISCELLANEOUS REVENUES FOR THE TEN MONTH PERIOD ENDED APRIL 30, 2022

	Current Month	Actual YTD	Budget	Variance	Percent Used
00 - Administrative - Misc 41- Rents Received	\$ 1,883 33.468	• - •		(5,124)	)
60 - FSS Training 61 - TVC Counseling Svc	6.313	14,379	18,285 275.654	3,906 198,192	
61 - Outpatient Safety Net 62 - FSS MCO Billable services	- (0	-	240,000 11.385	240,000	0.00%
63- Housing Services 94 - Assessments	152,402 9,223	1,393,713	1,498,839 91,287	105,126	
Total Miscellaneous Revenue	203,289		2,135,450	601,696	_

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#### TENNESSEE VOICES FOR CHILDREN, INC. STATEMENT OF CASH FLOWS FOR THE ONE MONTH PERIOD ENDED APRIL 30, 2022

#### CASH FLOWS FROM OPERATING ACTIVITIES

Change in net assets Adjustments to reconcile change in net assets to net cash used in operating activities:	(32,888)
Depreciation Fund balance transfer to revenue Unrealized gain on investments	4,511 (2,945) 85,849
(Increase) decrease in: Grants receivable Other receivables Increase in pledge discounts Deferred interest	(34,555) 10,301 65
Prepaid expenses and deposits Increase (decrease) in:	(14,518)
Accounts payable Accrued expenses Notes payable Deferrred revenue	(74,463) (19,014) (5,719)
TOTAL ADJUSTMENTS	(50,488)
NET CASH PROVIDED (USED) IN OPERATING ACTIVITIES	(83,376)
CASH FLOWS FROM INVESTING ACTIVITIES Purchase of Investments Sale of Investments	(373)
Deposits against purchase of land, buildings and equipment	(579,397)
NET CASH PROVIDED (USED) BY INVESTING ACTIVITIES	(579,770)
INCREASE (DECREASE) IN CASH	(663,146)
CASH - BEGINNING OF MONTH	1,394,470
CASH - END OF MONTH	731,324

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# **Board Action Item**

Item Number:	A-6-22-003	Meeting Date:	06/17/2022
Item Title:	FY '23 Budget		

#### BACKGROUND:

The FY 23 Budget is being presented for review and approval.

#### RECOMMENDATION

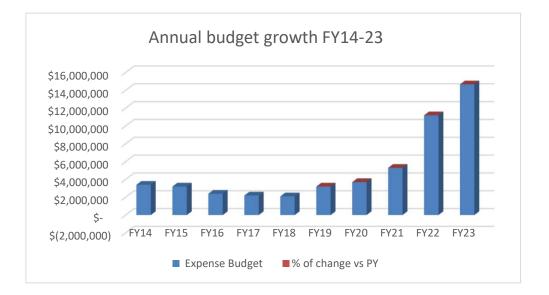
Staff requests the board approve the Fiscal Year 2023 Budget.

June 17, 2022

Date

TN Voices budget for F	V 2022-2023					
The volces budget IOF F	1 2022-2023					
REVENUE				EXPENSES		
				LINE ITEM DETAIL		
			BUDGETED			
GRANT OR CONTRACT:	FUNDER:	PROG #	AMOUNT	Personnel Expenses		
Interest Earned / Unrealized Gain or (Loss)		00	\$ 124,000	Salaries	\$	7,283,605
Fundraising	General	01	\$ 200,000	Benefits & Taxes	\$	1,789,956
Gala	Fundraising Event	06	\$ 45,000	Total Personnel Expenses	\$	
Golf Tournament	Fundraising Event	08	\$ 30,000	···· · ··· · ···		
Child Care Consultation	TDMHSAS	20	\$ 190,000	Other Expenses:		
Family Support & Advocacy	TDMHSAS	21	\$ 400,750	Prof. Fees/Contracts/Audit	\$	2,633,575
Federal FSN	SAMHSA	23	\$ 95,000	Supplies/Educ.Materials	\$	426,763
Child Abuse Prevention	DCS	24	\$ 200,000	Communications/Phone/Data svcs	\$	134,580
A & D	TDMHSAS	25	\$ 84,000	Postage & Shipping	\$	10,526
Suicide Prevention	TDMHSAS	28	\$ 219,000	Occupancy & Utilities	\$	333,809
TRP	TDMHSAS	29	\$ 2,248,134	Equipment Rental/Maintenance	\$	45,990
Youth Screen	TDMHSAS	32	\$ 122,600	Printing/Publications	\$	65,903
School Based Liaison	TDMHSAS	33	\$ 200,000	Travel	\$	542,293
Juvenile Justice Reform	TDMHSAS	35	\$ 377,000	Conferences & Meetings	\$	153,657
TECTA	TSU	37	\$ 45,000	Special Assistance to Ind Flex Funds	\$	392,265
ILS Chattanooga Acquisition/Rehab	TDMHSAS	38	\$ 633,400	Other Non-Personnel - Stipends	\$	27,490
TMI	TDMHSAS	40	\$ 393,303	Insurance	\$	98,137
ILS-Middle	TDMHSAS	40	\$ 1,049,944	Interest	\$	74,280
ILS-West	TDMHSAS	42	\$ 1,106,818	Depreciation	\$	123,000
ILS-East	TDMHSAS	42	\$ 890,129	Other (Bank/CC Processing Fees)	φ \$	3,255
ITTS	TDMHSAS	43		Other (Bank/CC Processing Fees)	¢	3,200
HCA Foundation		44	\$ 230,200	Total Nen Dere Evn	¢	E 065 500
	Private		\$ 15,000	Total Non-Pers Exp.	¢	5,065,522
Tipper Gore Fund	Private	49	\$ 40,000	Conital Evenence	φ.	500 400
General Earned Income FSS	Earned Income Earned Income	59	\$ 5,000 \$ 15,730	Capital Expenses	\$	526,100 <b>14,665,182</b>
		60		Total Expenses	þ	14,005,102
Outpatient Therapy Services	Earned Income	61	\$ 345,877	Tetel Devenue and Francisco	*	404 550
FSS MCO Services	MCO	62	\$ 12,500	Total Revenue over Expenses	\$	164,550
Housing Services	MCO	63	\$ 1,704,640			
TBD	COVID-Block Grant TDMHSAS		\$ 642,581			
BHSN - Outreach Coordinator	TDMHSAS	65	\$ 79,117	Administratrive Overhead Expenses (included in totals above)	\$	1,654,496
Survivor Connection	OCJP	71	\$ 200,000			
Family Connection - Davidson Co	DCS-DC	76	\$ 367,900	Fundraising Expenses (included in totals above)	\$	275,265
TANF Pilot (Middle/East)	TDMHSAS	80	\$ 469,828			
SOCAT TANF	TDMHSAS	81	\$ 662,200	Program Service Expenses (included in totals above)	\$	12,735,421
SOCAT-N	TDMHSAS	83	\$ 1,224,081			
HT-ILT	TDMHSAS	84	\$ 125,000			
FSP In Juvenile Courts	TDMHSAS	92	\$ 60,000			
Assessments	DCS	94	\$ 100,000			
Total Revenue			\$ 14,829,733			

Comp Data	Expe	ense Budget	% of change vs PY	Staff as of EOY	% of change vs PY
FY14	\$	3,400,000		50	
FY15	\$	3,200,000	-6%	36	-28%
FY16	\$	2,400,000	-25%	39	8%
FY17	\$	2,200,000	-8%	32	-18%
FY18	\$	2,100,000	-5%	35	9%
FY19	\$	3,200,000	52%	48	37%
FY20	\$	3,700,000	16%	64	33%
FY21	\$	5,300,000	43%	82	28%
FY22	\$	11,200,000	111%	120	46%
FY23	\$	14,665,182	31%	170	42%





#### **Board Discussion Item**

Item Number:	D5-22-010	Meeting Date:	06/17/2022
Item Title:	CEO's Report		

#### BACKGROUND:

CEO Report:

New funding from DCS to increase services - \$113,000

New VOCA grant – \$200,000 annually for three years

New VP of Programs and Outpatient Services, Monica Schmidt starts June 27th.

The Viewpoint with Dennis Quaid filming is complete. Finished product arriving in late July.

Hired media company to manage content and make website improvements.

We had 30k visits to our site in the last 90 days.

Employee demographic and retention rate (see report)

10% Cost of Living to TDMHSAS contracts has been announced. We will await contract amendments before doing anything with staff salaries, we also wish to improve our benefits.

Behavioral Health Workshop for athletes update and video

#### **CURRENT STATUS**

Chief Executive Officer Rikki Harris will be available to answer any questions at the board meeting.

Rilli Han

Chief Executive Officer

#### **Staff Demographics**

#### Current Staff: 120

#### Gender Data:

Male- (21%) Female- (79%)

#### Age Range Data:

- 18-30: 22%
- 31-45: 39%
- 46-60: 29%
- 60 and Above: 10%

#### Ethnicity Data

- White (not Hispanic or Latino)- 63%
- Black or African American (not Hispanic or Latino)- 32%
- Hispanic or Latino- 3%
- Two or More Races (not Hispanic or Latino)- 2%

#### **Retention Rate**

June 2021 to June 2022- 73%

#### Staff Increase

June 2021 to June 2022- 82 to 120



#### **Board Discussion Item**

Item Number:	D-6-22-008	Meeting Date:	6.17.22
Item Title:	Charity Golf Classic 2021 & 2022 Compa	rison + Looking /	Ahead To 2023

#### BACKGROUND:

Year	2021	2022	Variance
Date	Tuesday	Tuesday	
	4.13.21	5.17.22	
	Grassland	Hermitage	
Revenue	\$21,635	\$26,912	\$5,277
Expense	\$11,023	\$24,519	(\$13,496)
Net	\$10,612	\$2,393	(\$8,219)

- \$16 more per golfer = \$1400
- 1 meal 2021 @ \$500 and 2 meals 2022 & one was to be donated but dropped out last minute, thus \$2685 more.
- Silent auction \$750 less over 2021
- GSF Media golf campaign was new at \$2878
- Added gift purchase of 50 earbuds for non-golf cultivations = \$550
- Largest sponsor in 2021 was \$3500, this year the largest was \$2000

Year	2021	2022	Variance
Players	66	88	+22
Repeat		44	+44
New	66	44	<22>
Sponsors	\$17,000	\$22,886	+\$5,886
Sponsor #	21	42	+21
Repeat		10	+10
New	21	32	+11
V	f T	1 Diaman	

#### Year #3 Golf Tournament Plans:

- Monday, May 22, 2023
- Bluegrass Country Club, Hendersonville
- Choose private over public course for greater participation
- Increase sponsors/players
- Sustain existing sponsors/players

#### **CURRENT STATUS**

Chief Development Officer Mark McFerran is on hand for any questions concerning the Charity Golf Classic Comparison.

#### **APPROVED:**

June 17, 2022

Chief Development Officer

22



#### **Board Discussion Item**

ltem Number:	D-6-22-009	Meeting Date:	6/17/2022
Item Title:	Fundraising Strategies FY 2022/23		

#### BACKGROUND:

#### Year #1

- Reached out wide to see who would say yes
- Reconnected with existing donors ask who is with us?
- Secured new donors

Year #2 Specific Cultivation Strategy for each contact in the following categories:

- Existing Donors
- Major Donors
- Lapse Donors
- New Donors
- Potential Donors
- Golf Sponsors
- Businesses & School Athletic Programs for Mental Health Seminars

#### 7<sup>th</sup> Annual Green Ribbon Gala on 11.11.22 Bell Tower Downtown Nashville

- Establish Gala committee
- Begin silent & live auction procurement
- Begin Table Sponsor solicitation

#### **CURRENT STATUS**

Chief Development Officer Mark McFerran is on hand to answer any questions pertaining to Fundraising Strategies.

**APPROVED:** 

Chief Development Officer



### **Board Action Item**

Item Number:	A6-22-005	Meeting Date:	06/17/2022
Item Title:	Nomination of New Board Members		

#### BACKGROUND:

The following advisory committee member has been requested to move to Board Member:

Bill Kirby

The following individuals have been nominated as Board Members:

Jessica Sullivan – nominated by Devika Kumar Alexandra Marple – nominated by Jonathan Joyce Allie Hayes – nominated by Rikki Harris for Board Internship

#### RECOMMENDATION

Staff requests the board approve the above-stated members to the board.



### **Board Action Item**

Item Number:	A-6-22-004	Meeting Date:	06/17/2022
Item Title:	Nomination of New Officers		

#### BACKGROUND:

The following Board Members have been nominated as Board Officers for FY '23 by current President-Elect Jonathan Joyce:

President-Elect – Nick Deitman

Immediate Past President – Brian Shulman

Valentina Alexander Bain – Secretary

Bill Kirby - Treasurer

#### RECOMMENDATION

Staff requests the board approve the slate of officers for FY '23.



500 Professional Park Drive Goodlettsville, TN 37072 Phone 615.269.7751

#### NOMINATION FORM

To recommend an individual for service on TN Voices Board of Directors, complete this form and submit to **Dawn Genereux at TN Voices, 500 Professional Park Drive, Goodlettsville, TN 37072 or dawn.genereux@tnvoices.org.** The information on this form is for the use of the nominating and is considered confidential.

Nominee's Name:					
Home Address:	Street Addre	SS			
Business Address:	City, State, Z	ip			
	Street Addre	SS			
	City, State, Z	ip			
County:					
Region:	□ East		□ Middle	□ West	
Telephone:	Business Home Cell			-	
Email Address:					
<b>Biographical</b> <b>Data:</b> Attach additional sheets for data, if necessary.					

Age Range:	□19-25	□ 26-35	□ 36-50	□ 51-65	□ Over 65
Sex:	□ Male	□ F	emale		
Racial or Ethnic Group:	□ American Indian / Alaskan □ Hispanic / Latino		□ Asian / Pacific Islander □ White / Caucasian		ek / African erican er

# Please provide your assessment of the candidate's ability and experience in the following areas:

1.	Parent/Caregiver of child with SED? Age and diagnosis of child, if known:	□ Yes	□ No	Unknown
2.	Ability to raise money for TNV	□ Yes	□ No	Unknown
3.	Ability to influence policy			
	Local level	□ Yes	🗆 No	Unknown
	State level	□ Yes	🗆 No	Unknown
	Federal level	□ Yes	🗆 No	Unknown
4.	Ability to deal effectively with organized issues	□ Yes	□ No	Unknown
5.	Energy and enthusiasm for TNV and children/family issues	□ Yes	□ No	Unknown
6.	Officer potential	□ Yes	□ No	Unknown

Please check those areas in which you think the candidate is proficient or visionary, and can make a valuable contribution to *TNV*.

- □ Advocacy skills
- □ Community involvement
- □ Corporate or business involvement
- □ Finance and Administration
- □ Training
- □ Financial development
- □ Corporate gifts
- □ Grant writing
- □ Event planning

- □ Legal matters
- □ Strategic planning
- □ Consumer/child & family issues
- □ Public policy
- □ Minority concerns
- □ Public relations
- □ Marketing/Advertising
- □ Rural communities
- □ Public speaking

# Comments:

# Recommendation submitted by:

Name:		
Business		
Phone:	Mobile Pho	ne:



500 Professional Park Drive Goodlettsville, TN 37072 Phone 615.269.7751

#### NOMINATION FORM

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Nominee's Name:					
Home Address:	Street Addre	SS			
Business Address:	City, State, Z	ip			
	Street Addre	SS			
	City, State, Z	ip			
County:					
Region:	□ East		□ Middle	□ West	
Telephone:	Business Home Cell			-	
Email Address:					
<b>Biographical</b> <b>Data:</b> Attach additional sheets for data, if necessary.					

Age Range:	□19-25	□ 26-35	□ 36-50	□ 51-65	□ Over 65
Sex:	□ Male □ Female				
Racial or Ethnic Group:	□ American Indian / Alaskan □ Hispanic / Latino		□ Asian / Pacific Islander □ White / Caucasian	□ Black / African American □ Other	

# Please provide your assessment of the candidate's ability and experience in the following areas:

1.	Parent/Caregiver of child with SED? Age and diagnosis of child, if known:	□ Yes	□ No	Unknown
2.	Ability to raise money for TNV	□ Yes	□ No	Unknown
3.	Ability to influence policy			
	Local level	□ Yes	🗆 No	Unknown
	State level	□ Yes	🗆 No	Unknown
	Federal level	□ Yes	🗆 No	Unknown
4.	Ability to deal effectively with organized issues	□ Yes	□ No	
5.	Energy and enthusiasm for TNV and children/family issues	□ Yes	□ No	
6.	Officer potential	□ Yes	□ No	Unknown

Please check those areas in which you think the candidate is proficient or visionary, and can make a valuable contribution to *TNV*.

- □ Advocacy skills
- □ Community involvement
- □ Corporate or business involvement
- □ Finance and Administration
- □ Training
- □ Financial development
- □ Corporate gifts
- □ Grant writing
- □ Event planning

- □ Legal matters
- □ Strategic planning
- □ Consumer/child & family issues
- □ Public policy
- □ Minority concerns
- □ Public relations
- □ Marketing/Advertising
- □ Rural communities
- □ Public speaking

# Comments:

# Recommendation submitted by:

Name:		
Business		
Phone:	Mobile	Phone:

# Allie Haynes

1481 Holladay Rd., Parsons, TN 38363 alliehaynes1222@gmail.com| (731) 845-4736

#### Education

#### **The University of Tennessee** – Knoxville, TN

Aug. 2015 – May 2019

- Bachelor of Arts in Sociology
- Concentration: Criminal Justice and Criminology
- Graduated with honors: 3.67/4.0
- Completed courses such as The Modern World System, Gender and Crime, Race and Ethnicity, and Juvenile Delinquency, which all contributed to the knowledge that is needed to better understand our societies

Macquarie University – New South Wales, Australia July 2017 – Dec. 2017

- Learned to communicate and interact with people from different backgrounds and nationalities
- Experienced a culture differing from my own that promoted international relations

#### Experience

Rural Health Association of TN – Decaturville, TNAug. 2021 – CurrentMembership ManagerAug. 2021 – Current

- Delivered friendly and efficient communication with members and future potential members
- Developed excellent listening skills when learning about the needs of others
- Answered member concerns and used problem-solving skills to resolve issues promptly
- Planned annual conference, with a 300-member attendance rate, as well as regional events in the three gran regions
- In-charge of communications, including a bi-weekly newsletter that went out to around 2,000 emails and weekly social media

#### **Department of Children's Services** – Lexington, TN

Feb. 2020 – Aug. 2021

Foster Care Case Manager

- Have experience managing case loads
- Prepared court reports and permanency plans for reunification
- Advocated for the needs of children in state custody
- Acted as legal guardian for the children on my case load
- Organized meetings between parents, children, foster parents, lawyers, and all other necessary participants
- Scheduled appointments for children and their parents, including: medical, dental, parenting/psychological, mental health intakes, and any other necessary appointments

**Returned Peace Corps Volunteer-** Wiset Chai Chan, Thailand Jan. 2020 – Mar. 2020 *Youth in Development Volunteer* 

- Spent approximately 109 hours of official instruction in technical skills related to conducting community development activities
- Lived and integrated within my Thai community

- Tested "intermediate mid" on Thai language proficiency
- Official description of service available upon request

**YMCA After-School Childcare Program** – Knoxville, TN Aug. 2018 – May 2019 *Counselor* 

- Taught 20 2<sup>nd</sup> and 3<sup>rd</sup> grade students at the program which provides additional education for students at an elementary level
- Provided students with one-on-one tutoring for an hour a day five days a week as it related to their current assignments
- Conversed with parents and staff to discuss educational activities and student behavioral or learning problems
- Lead sports, games, and educational activities to further enrich students' physical activities and their educational time

#### **Total Patient Management** – Parsons, TN

June 2015 – Aug. 2016

Receptionist

- Learned to thrive at the basics of a receptionist job, such as phone and organizational skills
- Developed a basic knowledge of Advanced MD and other scheduling programs

#### Activities

**Best Buddies** – Knoxville, TN

Aug. 2018 – May 2019

Aug. 2015 – May 2016

Associate Member

- Spend quality time relating with students of varying ages with developmental delays
- Organized various Best Buddy events and fundraisers throughout the year for members and buddies to participate in, such as Casino Night, which helps raise funds for the organization

#### **Student Government Association** – Knoxville, TN

UT Traditions, Student Services Committee

- Learned to plan events and activities to promote the purpose of the club, which was to engage students in Tennessee traditions
- Engaged in on-campus events that promoted UT traditions to fellow students, past alumni, and visiting guests

#### Knoxville Area Rescue Mission – Knoxville, TN. Aug. 2015- May 2019

- Volunteer at the local Karm stores, helped to put out inventory that was sold to benefit programs in Knox County
- Fed the homeless at the shelter

#### Skills

Cross Cultural Communications	Detail Orientated	Public Speaking
Team Worker	Great Time Management	Event Management
Zoom/Microsoft Teams	Self-sufficient	Adaptable