

High Hopes Therapeutic Riding, Inc.
Human Resources Advisory Committee
Meeting Minutes
Via Zoom
March 29, 2021

Attending: Mac Mummert (Chair), John Catlett, Mark Fader, Laura Giordano, Jackie Kangley, Debbie Welles, Kitty Stalsburg and Lesley Olsen

Absent: Barbara Willkens.

The meeting was called to order at 5:00 pm at High Hopes.

Kitty began the meeting with a summary of the recent staff evaluations. There were some small changes in job descriptions as a result of the evaluations. She noted that in the upcoming budget we will not be replacing the Volunteer Coordinator position nor will we reinstate the Communication Manager. The communication and marketing duties have been absorbed into the different departments and are supported by outside vendors. Staff appear happy to have more direct input and control in the process. The general sense is that staff have rallied to meet the challenges presented by COVID and are not feeling overwhelmed. The current proposed budget includes a 2% increase for staff with a few people receiving additional merit increases.

There was a discussion about not filling the Volunteer Coordinator position. Mac and Deb expressed concerns that as the number of participants returns to pre-COVID levels in the fall that this position will be needed. Kitty noted that budgeting for participants for the upcoming fiscal year is to move from the current 120 up to 180. There is a shift in service model to more unmounted services that require fewer volunteers. Currently there is a wait list for volunteers and the additional resources would be pulled from this surplus. The Volunteer Manager will continue to monitor her workload. The position of Volunteer Coordinator with instructional skills will be the next position to be filled when needed.

The committee moved on to a discussion regarding Salesforce. It was noted that with the incremental changes that have been made by Megan and outside consultants the staff are benefiting from increased efficiencies. The Program scheduling process has become much easier. Participants are now able to register directly on the website and the data automatically populates in Salesforce. New volunteers are following a similar process. There will be ongoing improvements made to our Salesforce use.

The group discussed working remotely, COVID and communications. The staff seating arrangement is still currently following the six feet social distancing guidelines and staff are masking. Some continue to work from home for part of the week. When possible Diana will move back into the Program office to enhance cross team communication.

Succession planning was discussed using the Development Director's sample plan. Laura particularly like the characteristics portion of the plan and suggested that those qualities should also be captured in the job description. The Management Team has been tasked with creating succession plans for each of their positions.

Lastly the group reviewed the proposed budget for wages and benefits. Kitty noted that in this current fiscal year there were no increases in wages and discretionary benefits were curtailed such as Professional Development and clothing allowance. The proposed budget for next fiscal year includes a 2% increase for most staff with a few getting more than that. Discretionary Benefits were returned to pre-COVID levels. It was noted that actual verses budget on items such as Health Insurance and 403b Match vary when compared because the budget is set to include not only those currently enrolled but those that could enroll in the new fiscal year. Mac motioned that the proposed personnel budget be approved. Laura seconded the motion and the Committee approved.

There being no further business, the meeting was adjourned at 6:00 pm.

Respectfully submitted,

Lesley Olsen
Finance Director