

**BIAV Board of Directors Meeting
November 9, 2024, 9:00am**

Organizational Reports

Executive Director's Report – Dan Reeves

The first quarter of FY25 has been eventful and productive. With many new staff, a significant focus has been on stabilization of personnel, operations, and establishing a positive and focused work environment.

Staffing: One key area of concern has been remedied by the termination of Keisha Walker. While This was a difficult decision that benefitted from support from the BIAV Board. The deciding factor was a failure to pay insurance premiums for the organization, after several months of late payments. This caused our group policy to be terminated for approximately 20 days, unbeknownst to anyone, including Ms. Walker. Upon discovering this, I investigated our standing with Anthem and found we had without reason failed to pay promptly repeatedly. Our staff, and therefore the organization, was placed in jeopardy due to this failure. Adequate funds existed in our operating account to cover the expense. I instructed Brandon Miles at RCG to pay the premiums and our policy was restored. Fortunately, no staff needed medical care during this period of time.

This unfortunate transition became an opportunity to move the organization into a structure that will allow better certainty in finance operations, gain abilities in events coordination, and grants administration. RCG was contracted to provide all finance services going forward. This will allow a stability to this aspect of the organization. Victoria Kercado was promoted to Grants Administrator to allow better tracking of grants, timely reporting, and a cohesion to our in-house data systems. To facilitate this, Victoria is finishing a Salesforce administrator training course. Nabila Noori was hired as Office Administrator/Events Coordinator to manage daily office operations and assist in event production. This will create a positive internal service environment for staff and allow Liz Wilson more focus on development relationship building.

Golf Update: On October 14, the Annual Golf Classic went off without difficulties. Liz managed the event with great attention to detail. As you will see in her report, our income from this event increased respectably. However, the costs for the facility also increased significantly. The event overall was a positive experience and representation of BIAV in the community. Two and a half Camp Bruce McCoy sponsorships were realized. An honest evaluation of the ROI of this event is encouraged as well as options for a better return.

Operations: In the interest of reducing cost and increasing efficiencies, Google Nonprofit Workspace has been selected as a platform for the organizations. This is a move away from a Microsoft technology environment which requires significant costs to maintain. This will reduce the reliance on IT Support help. It will also allow our shared network and files to operate in a secure cloud environment, rather than on a server within our office space. This eliminates the inherent risks of a physical server, which is noted in previous audits.

The office lease expires at the end of March 2025. A search has been started to discover options that may save costs or better fit our needs. An agent, at no cost to BIAV, is helping with this effort and will also utilize our search as a mechanism to renegotiate our current lease to our favor.

I have begun to research HR services to shore up this function of the organization. Our current software package for time tracking is costly and difficult to use. This effort will also seek other options for benefits packages from shared resourcing organizations such as Paychex, etc.

Legislative Efforts: In October, I visited the Blacksburg location of NeuroRestorative one of our partner organizations. I took the opportunity to invite Jason Young and Jodi Judge, both Alliance members. There has been much bad blood between the Alliance and NeuroRestorative in the last few years. This centered on the pursuit of a brain injury waiver by NeuroRestorative. This, inadvertently, put the state-funded Alliance members at risk. Fortunately, the waiver was too expensive to pass into legislation last year. However, the damage to the relationship was significant. During our visit to Blacksburg, all concerns were addressed and a new solution was offered by the Alliance members for a residence/long-term care focused demonstration waiver. All parties agreed that this would be a mutually beneficial pursuit that could produce life-changing services for the most at-risk population of BI survivors. NeuroRestorative will take the lead initiating this. BIAV and the Alliance members will support the effort. BIAV will draw in support from other organization such as Sheltering Arms to generate momentum. Recently, during a meeting with Sheltering Arms this focused waiver was presented as an option we were considering supporting. Dianne Jewel offered their support when needed.

Additionally, the Alliance of service providers have agreed on the legislative needs to be presented this year. \$1.5 million will be asked to continue workforce retention initiatives which still lag behind other competing sectors. A \$2 million ask will be presented to see the service offered throughout the state expand to all those in need throughout each region in the state. At present, there is a waiting list of 125 people, with waiting lists longer than 6 months in many cases. There is yet an unknown number yet to be discovered because the service providers do not yet have the reach into their regions to determine unmet need.

Looking Ahead: The primary concern I have for the organization is in the diversification of our income streams. We have a budget based on a significant increase in unrestricted funds from major donors. More time and focus is required to meet our budget needs in this area. In the first quarter, a majority of time for our Development Director was focused on event production. We have changed staffing to address this. However, I believe that our development efforts need to be carefully focused on efforts that yield the most returns in order to meet and grow our budget. Also, we have a commitment to see Camp Bruce McCoy fully sponsored. Liz Wilson and I will dedicate much effort in the coming months to generate momentum in these efforts.

The directors of Camp Bruce McCoy presented concerns for the safety and quality of this year's camp due to staffing issues. There are not enough counselors available to ensure a safe camp for the duration of two weeks. After much discussion, it was determined that a one week camp that also adds additional beds than the past would be more sustainable and possible than a longer camp. With safety of the campers and the liability of a lack of certainty in this, the decision was made to run a one-week camp while maximizing the number served, safely.

Finance Chair's Report – Daniel Klyce

Updates

- Overall, in a stable financial position
- Update regarding bank accounts
 - Updated signers and electronic access for Atlantic Union accounts
 - Closed Truist reserve account
 - Deposited \$38,433 balance of Truist account in Atlantic Union Money Market account, and will pursue options for more favorable investment/interest
- Annual Golf Tournament
 - See Development Section
- Staffing
 - RCG has been contracted to provide full financial services for BIAV. Brandon Miles is our key point-of-contact with staff. Dan is providing some support to Brandon in the interim. The service level has increased and interactions with other staff has been extremely positive.
 - Nabila Noori has been hired as an Office Administrator/Events Coordinator as of 10/29/24. Nabila is onboarding and will process bills, invoices, and checks for Brandon to complete his work. She will manage office operations, file organization/record keeping, and event logistics to allow Liz Wilson more time for income producing efforts.
 - The audit was paused in October to allow BIAV and RCG to gain access and have finance operations well in-hand. This delay will cause the final audit completion to be delivered after the goal of this Board Meeting.

Assets

- Total Operating: \$269,964
 - Brandon Miles is working to simplify and provide detailed fund reporting, including restricted vs. unrestricted and fund balances per Dan's request. This is expected within the next month with a real-time, easily accessible delivery format.
- Total Reserves: \$294,763
 - Would cover roughly 2 to 3 months of operating expenses at current levels
- Total Assets: \$675,593, which is \$158,901 less (19%) than this period last year

Income (Year-to-Date)

- Finished Q1 with net revenue of **(\$26,019)**, which is \$49,166 less (189%) than during this period last year.
- Total income (year-to-date) is \$263,827, which is 72% compared to budget for FY25
 - Total restricted income (mostly grants/contracts) at 81% compared to budget.
 - Total unrestricted revenue at 33% compared to budget for end of Q1
- Donations at 18% of budget
- Sponsorships/exhibits at 63%
- Event registration at 44%
- Membership dues at 1%
- There are no expected deviations in income or expenses. Development efforts are aimed at meeting the approved budgeted income.

- Staff are developing a sponsorship package for Camp Bruce McCoy to provide for the amount of expenses not covered by registration fees.

Expenses (Year-to-Date)

- Total expenditures (year-to-date) is \$289,846, which is 80% compared to budget for FY25
 - Salaries at 86% of budget
 - Benefits at 87%
 - Organization expenses at 107%
 - Professional fees at 159%

Program Director's Report – Megan Ingram

Our new Community Resource Manager, Julia Stankova, has developed a strong foundation of I&R duties. Support Groups started up again in September and had great turnout and received positive feedback. We are actively working to add a 4th monthly support group that will be peer led. We continue to participate in advocacy opportunities and attended the VA Brain Injury Council meeting and Greater Richmond Trauma Informed Care Network in October. We started our new grant partnership with VCU where we will be assisting their research on addressing discrimination in access to care to achieve equitable health outcomes for individuals with traumatic brain injury. The VDH Screen & Intervene is still going strong and started year 5 of the project on October 1st with the goal to onboard 4 new partners.

Looking Ahead Beginning stages of planning for our 2025 Making Headway Conference has started. This year's conference will be held on March 28 and will be a one-day event. Shelter Arms has generously offered their conference space free of charge. Their new facility is beautiful, has catering available, and is near to hotels for those traveling. Recruitment of potential speakers and finalization of agenda will be the next step in the planning process.

Education & Engagement Director's Report – Amy Smith

- Hired new Community Engagement Specialist Madison Knight in August
- New role Director of Education & Engagement Amy Smith
- 3 purchases of online course "Virginia Brain Injury Professional Certificate Course"
- Held training for Disability Law Center of Virginia
- Attended SAI community advisory council
- Finished year 4 of Screen & Intervene Brain Injury Screening Project (in collaboration with VDH) on 9/30/2024. In Q1:
 - Held a regional meeting of programs involved in the project at Riverside Hospital in Newport News, 9 staff other than BIAV/VDH personnel attended
 - BIAV hosted 2 ECHO program virtual educational sessions including one guest speaker – subject matter expert Eve Valera from Harvard Medical School
 - 7 staff at partnered agencies completed BIAV online training course "Brain Injury and Domestic Violence"
 - Partnered organizations reported 107 HITS brain injury screenings to VDH
 - Contract renewal proposal for year 5 of project was accepted by VDH (contract is on federal FY, not state FY)

- Started planning for Camp Bruce McCoy 2025
 - Looking for student intern to help with Camp admin duties.
 - Process improvements for camper and counselor applications.
 - Supplies inventory and needs list for distribution.
- Challenge: no CBIS trainers on staff and with the Academy of Brain Injury Specialists publishing the 5th edition of the Essential Brain Injury Guide, the training materials we are selling based on the 4th edition (recorded by Anne McDonnell, CBIST) will no longer be useable in 2025.

Looking Ahead

- 1 speaker’s bureau member spoke at golf tournament in October.
- Plan for possible speakers bureau member to testify at budget hearings for General Assembly in January, look into other speaking opportunities for members
- Recruit new, active advisory group members and hold meetings/have members advise on resources.
- Explore SAI engagement partnership, possibility of adding on outpatient therapy visit office hours.
- Provide advocacy trainings/updates prior to GA session.
- Wellness series to combat loneliness and social isolation, first sessions will be held this quarter, 1 will be in person.
- Evaluation and updates of existing online courses
 - Identify gaps in current educational materials.
 - Identify target audience for marketing current and new materials.
- Make plan for creating and distributing new educational materials about brain injury to generate revenue, based on evaluation of existing materials.
 - Pursue partnerships if needed.
- Renew contracts with Screen & Intervene Project partners.
 - Challenge: still have not received contract from VDH
 - Onboarding new community partners and train them to do brain injury screenings.
 - Bring on more state funded BI programs to screen case management clients for intimate partner violence.
 - Schedule ECHO guest speakers for 2025
- Investigate Amy becoming CBIST
- Amy 4 year anniversary in October (FT anniversary is January)

Development Director’s Report: (includes 2nd quarter golf income) – Liz Wilson

Overview of Current 2024 Revenue Actuals vs 2024 Budget vs this time last year in 2023:

		1st Quarter Actual 2024	1st Quarter Budget 2024	1st Quarter 2023
	Restricted Revenue Income	106,587.94	98,859.33	61,044.09
	Unrestricted Income	15,597.49	22,715.15	12054.34
	Other	1644.7	375.00	116.85
Total Revenue		123,830.13	121,949.48	73,215.28

Golf Report:

- 24 teams this year vs 16 teams last year.
- 9 hole sponsors this year vs. 5-hole sponsors last year
- Food Considerations for future:
 - Last year lunch was \$20 pp at 87 individuals, totaling \$1740
 - This year appetizers were \$42.50 pp at 84* individuals, totaling \$3,570
 - *rsvp'd for only 84 people based on the huge quantity of food left over last year.
 - Also, requested staff purchase/pack their own lunches
- Trophies Considerations for future:
 - Cost prohibitive – this year \$1,580 vs. last year \$724

2024 Gross Revenue	\$30,075.00
Teams, Sponsors	\$24,300.00
Raffle, Auction, Donations	\$2,895.00
Mulligans	\$2,280.00
2024 Gross Expenses	\$16,553.26
Hole in One Insurance	\$208.00
Misc Supplies - gift bags, tissue, stickers, labels, cardstock, raffle tickets, containers	\$224.49
Country Club	\$14,323.77
Signs	\$217.00
Trophies	\$1,580.00
2024 Net	\$13,521.74
2023 Gross Revenue	\$26,515
Teams, Sponsors	\$24,150
Raffle, Auction, Donations	\$740
Mulligans	\$1,625
2023 Gross Expenses	\$10,653
Hole in one Insurance	\$208.00
Misc Supplies - gift bags, tissue, sttickers, labels, cardstock, raffle tickets, containers	\$185.00
Country Club	\$9,271.00
Signs	\$265.00
Trophies	\$724.00
2023 Net	\$15,862.00

Other updates since last board meeting:

- 1) RABA Race: We recruited 29 Rest Stop volunteers for the Raba Race – anticipating check for \$9,500
- 2) Camp: More than \$5,200 in donated supplies were received. Supplies such as tie-dye kits, markers, snacks, Gatorade and even golf carts. Camp Bruce McCoy volunteers donated \$11,556 in time over the two-week camp serving almost 100 campers.

Looking Ahead

- Annual Appeal in conjunction with National Day of Giving/Giving Tuesday December 3, 2024
Board Members – PLEASE “share” BIAV’s Annual Appeal Posts on all social media platforms.
Forward BIAV Annual Appeal email to contacts, colleagues, family, & friends.

Grants Administrator's Report – Victoria Kercado

Update for last quarter: Still getting a grasp on this new position. Started my 6 month Salesforce training and have so far learned more about the administrative side of Salesforce. I have been working on a better system for data/ documentation as it relates to Information & Referral as well as events.

Feedback from I&R survey last quarter-- A **person with brain injury** said "I appreciate your help, the young lady was outgoing and went above and beyond when it came down to contacting me. Thank you."

Feedback from I&R survey last quarter-- A **caregiver** said "Appreciate the help finding a doctor who can help. Who says angels don't exist?"

Looking Ahead Next quarter: My goal is to finish up the Salesforce training and work on finalizing a data collection process that works for the organization. I would like to revisit our texting platform to see how we can better use this feature to do more I&R, gain more memberships, etc. My plan is to also have monthly meetings with RCG to review all grant information. Looking forward to the next quarter!