



Board Meeting Minutes

November 11, 2019

Call to order: The meeting was called to order at 5pm at St. Timothy's Episcopal Church, 1020 24th St. West Des Moines

Members Present: Jeanie Smith, Larry Anderson, Marty Rathje, Rachel McGrew, Gloria Gray, Harry Swanson, Diane Munns

Consent items:

- a. August 12, 2019 minutes were circulated in advance and approved.
- b. The October 31, 2019 Financial Report and November 8 memo from Larry Anderson were circulated in advance. Both were approved and are attached. As we approach the end of this fiscal year, it looks like 2019 will be a successful one from a financial standpoint. With the Fall newsletter in the mail we should get a good return before year end. We will be watching to see if the tax law changes affect our donors' philanthropy. Larry circulated a copy of the 2018 Form 990 for board review. A signed copy will go in the mail on November 15.
- c. Board manual updates were distributed for board/committee assignments and board terms. A copy of our bylaws was distributed showing the last revision was made in December 2010 setting 3-year terms for four officers Chair, Vice Chair, Treasurer and Secretary elected by the board at the Annual meeting. A copy of the by-laws is attached. Gloria will review the bylaws for possible updates, eg 100% participation is required for email votes.

Reports:

- a. Executive Committee:

Activity

Client data comparison over the last 7 years through September shows we are on pace for our most active year ever.

Grants update

Chrysalis is filed and we have not heard anything back yet. BWA is encouraging us to file again and said they would be willing to consider funding a new truck project. Nothing back from Polk

County. We filed a community betterment grant with the Rotary Club of Des Moines.

Expanded Deliveries

We are allowing a trial use of our trucks by Iowa Homeless Youth. FreeStore drivers made deliveries to CIAC and Luna Marshalltown clients. We'll continue these based on availability of FreeStore volunteer help.

- b. Strategic Planning: Marty circulated the 2019-2020 strategic planning goals showing the top 4 priority items as agreed on August 1, 2019.

Website Development. Pat McDermott joined us for discussion about the Technology Committee decision to select TeamLogic to design our new website. Pat and Marty discussed our needs with a TeamLogic developer and found him knowledgeable and grasped what we wanted. TeamLogic will pick up on the work done by John McManus and complete the site to our design documentation dated 3-20-19. Larry questioned why we need to pay half of the contract price up front. We finally agreed that TeamLogic would give us good value from their quote and authorized Marty to sign the contract. Several board members were pleased to learn the new site will be Mobile optimized as well as designed for desktop computers.

Succession Planning. Succession planning is tied into staffing and better volunteer management.

Review Funding Model. Jeanie is forming a group to help design a funding approach for the FreeStore. She has approached John Claes from Lutheran Services, and will ask Laura Sands and Chris Dean to join the discussion.

Volunteer Recruiting and Management. Diane is asking for help from Amy Jennings at Des Moines Partnership Leadership Academy. Several board members attended the Iowa Non Profit Summit in October and reported hearing a theme to move from volunteer management toward volunteer engagement. Marty thinks we may be burning out our warehouse volunteers

- c. Newsletter update and timing.

Diane said the newsletter will go out this week. This newsletter includes a request for email addresses from the mail recipients.

- d. Dressers for Kids Update.

Marty is tracking the IKEA kits we purchase and which groups are building them for us. Abby Conley will contact corporations who may be interested to buy and build.

e. Report from the Iowa Non Profit Summit

Chris, Jeanie and Marty all presented reports from their sessions. The reports are full of good ideas and are attached. Jeanie said there are many nonprofit associations that we could join to get some help. She bought a membership in Nonprofit Association of the Midlands and hopes to get some leads for funding sources. We could also learn techniques to create good questions for making surveys.

Decision Items:

a. Website Development contract Approved with TeamLogic

b. 2020 Budget Draft

Larry presented a preliminary budget draft which would require reducing a combination of our bank and investment account by \$62,000. We asked Larry to remove funding for a replacement truck and 250 IKEA dresser kits. He will recirculate a 2020 draft for board email approval. Draft budget memo attached.

c. Banking Depository Resolution

We approved a resolution to change our banking depository from Meta Bank to Bankers Trust. Voting for were Gloria Gray, Harry Swanson, Larry Anderson, Marty Rathje, Diane Munns, and Terry Swanson (by phone). Rachel McGrew abstained. The resolution is attached.

d. Authorized Check Writing signatures

Larry has filed documents with Bankers Trust to authorize Jeanie Smith, Larry Anderson, and Diane Munns to sign FreeStore checks.

Discussion Items:

a. Truck Replacement We will continue to explore ways to replace our 2004 Penske. We will not include a request in our grant to Prairie Meadows for the full value of a new truck.

b. Lawyer Review of contracts Tabled. Should it be included in the bylaws?

Deferred Discussion Items:

2020 Board Nominees/ 2020 Planning review/ Pick-up and scheduling

Adjourn:

Next meeting: February 10, 2020

Respectfully submitted,



Harry Swanson, Board Secretary

Attach: Oct 2019 Financial Report and memo, 2020 budget memo, By-laws, Iowa Non Profit Summit reports, Banking Resolution, 2019-2020 Succession Planning goals



Financial Report

As of October 31, 2019



FreeStore, Inc.
2019 Budget Report
 As of October 31, 2019

<u>Description</u>	2019	<u>Actual Amounts</u>	
	<u>Budget</u>	<u>Year 2019</u>	<u>Aug 1 - Oct 31</u>
	<u>Revenue</u>		
<i>Use of Cash on Hand</i>	\$25,715.00	\$7,443.57	\$0.00
<i>Fund Raising Activities</i>			
2018 Fall Newsletter	3,000.00	8,560.00	0.00
2019 Summer Newsletter	7,000.00	9,927.00	1,400.00
2019 Fall Newsletter	10,000.00	0.00	0.00
Birdies for Charity (10% bonus is added in August)	11,000.00	9,050.90	9,050.90
Memorial and "In Honor of" Donations	500.00	865.00	105.00
<i>Fill the Mayflower Event</i>			
Cash Donations	0.00	0.00	0.00
<i>General Donations (Excludes Fill the Mayflower, Amazon Smile & Benevity)</i> (includes donations for Dressers for Kids in 2019)	13,000.00	11,534.24	4,732.07
<i>Grants</i>			
BWA Foundation	5,900.00	3,510.00	0.00
Chrysalis Foundation	7,500.00	7,500.00	0.00
Chrysalis Community Partner Emergency Fund	500.00	500.00	0.00
Polk County Community Betterment	5,000.00	0.00	0.00
Prairie Meadows Foundation	15,000.00	0.00	0.00
Principal Financial Group, Inc. Foundation	0.00	0.00	0.00
United Way of Story County	1,000.00	1,000.00	0.00
West Des Moines Churches Outreach Group	1,000.00	1,000.00	0.00
United Way of Central Iowa	0.00	0.00	0.00
A Community Thrives (Gannett)	0.00	0.00	0.00
The Sammons Group	0.00	15,000.00	15,000.00
<i>Other Sources of Revenue</i>			
Services to Outside Agencies Clients	8,000.00	8,145.00	2,505.00
Polk County Family Enrichment Services Clients	3,000.00	1,640.00	510.00
Sale of FreeStore Clothing	400.00	219.15	129.15
Amazon Smile Foundation	100.00	47.55	0.00
Benevity	0.00	2,065.00	1,685.00
Interest on Checking Account	30.00	162.92	99.37
Return on Investments (Stays in CFGDM Account. See page 4)	0.00	0.00	0.00
Miscellaneous	0.00	149.97	0.00
Total - Revenue	\$117,645.00	\$88,321.30	\$35,216.49



FreeStore, Inc.
2019 Budget Report
 As of October 31, 2019

<u>Description</u>	2019	<u>Actual Amounts</u>	
	<u>Budget</u>	<u>Year 2019</u>	<u>Aug 1 - Oct 31</u>
<u>Operating Expenses, Investments and Capital Expenditures</u>			
<u>Operating Expenses for Client Services</u>			
<u>Warehouse Operation and Maintenance</u>			
Operation			
Utilities (Electricity, Gas, Water, Sewer, Storm Drainage)	\$5,000.00	\$3,993.41	\$738.87
Telephone	1,200.00	940.86	290.10
Waste Disposal	1,900.00	1,739.75	625.46
Pest Control (Monthly)	1,100.00	797.25	240.75
Bed Bug Inspections (Quarterly and Osceola Bedding)	580.00	650.00	0.00
Cleaning - Eleventh Street Warehouse (Monthly)	2,700.00	1,975.00	675.00
Cleaning - Delaware Avenue Warehouse (Odd Numbered Months)	1,200.00	1,275.00	200.00
Warehouse Operation	1,000.00	622.52	144.37
Miscellaneous	200.00	28.90	0.00
Rent			
Eleventh Street (Mark Clark)(\$1,141.25 per month, plus snow removal share)	14,000.00	11,415.50	3,423.75
Delaware Avenue (Iles & McKinney, Inc.)(\$1,200 per month, most months)	14,400.00	12,400.00	4,000.00
Maintenance	300.00	368.41	264.53
Shop Supplies and Tools	300.00	395.14	272.14
<u>Purchase, Pick Up and Deliver Household Items</u>			
<u>Two FreeStore Trucks - Operation and Maintenance</u>			
Operation			
Fuel	3,190.00	2,126.99	531.88
Licenses and Fees	100.00	87.00	0.00
Insurance	2,000.00	2,245.00	531.88
Maintenance	2,800.00	2,139.05	1,154.89
Rental Trucks - Rental and Fuel			
Rental	0.00	467.24	0.00
Fuel	0.00	94.43	0.00
Dressers			
Kids (Costs paid by special donations)(included in General Donations)	0.00	10,714.83	8,092.25
Tool Kits	0.00	105.89	0.00
Adults	0.00	0.00	0.00
Transportation, Protective Wrapping & Miscellaneous	0.00	0.00	0.00
<u>Purchase Items for Clients</u>			
Bed Frames (90 at \$38)	1,900.00	1,279.36	319.84
Children's Bunk Beds (Complete) (25 at \$200)	3,000.00	0.00	0.00
Cribs (50 at \$118.00)	5,900.00	0.00	0.00
Bedding (Sheets and Pillows)	500.00	136.15	136.15
Mattresses, Box Springs and Bed Boards	1,500.00	0.00	0.00
Mattress Covers (300 at \$5)	1,500.00	0.00	0.00
Small Microwaves (200 at \$40)	8,000.00	1,260.00	1,260.00
Kitchen Items (Crock pots, cutlery, utensils, etc.)	1,000.00	564.46	128.19
Small Kitchen Appliances (Toasters, etc.)	900.00	813.94	0.00
Vacuum Cleaners (70 at \$40)	2,800.00	2,592.56	0.00
Clean Start (Cleaning Supplies Baskets) (200 at \$26)	5,200.00	3,469.24	1,022.57
Other Items	500.00	360.64	0.00
<u>Business Insurance</u>			
Property and Casualty	3,400.00	3,352.00	0.00
Total - Operating Expenses for Client Services	\$88,070.00	\$68,410.52	\$23,520.74



FreeStore, Inc.
2019 Budget Report
 As of October 31, 2019

<u>Description</u>	2019	<u>Actual Amounts</u>	
	<u>Budget</u>	<u>Year 2019</u>	<u>Aug 1 - Oct 31</u>
<u>Operating Expenses, Investments and Capital Expenditures</u>			
<u>Other Operating Expenses</u>			
<i>Fund Raising</i>			
Fill the Mayflower Event	\$700.00	\$823.61	0.00
2019 Summer Newsletter	2,200.00	2,539.18	0.00
2019 Fall Newsletter	2,200.00	0.00	0.00
Miscellaneous	100.00	0.00	0.00
<i>Office Operation</i>			
Office Supplies	300.00	663.09	0.00
Publications	100.00	0.00	0.00
Bulk Mail Permit Fee	225.00	235.00	235.00
Postage	350.00	295.00	0.00
Printing and Advertising	1,000.00	135.02	45.00
Clerical Support (St. Timothy's Episcopal Church, WDM)	600.00	0.00	0.00
<i>Business Insurance</i>			
Management Liability	900.00	900.00	0.00
<i>Miscellaneous</i>			
Purchase of FreeStore Clothing	400.00	0.00	0.00
Board of Directors' Expense	400.00	1,258.20	842.49
Refunds	<u>100.00</u>	<u>3.11</u>	<u>0.00</u>
Total - Other Operating Expenses	\$9,575.00	\$6,852.21	\$1,122.49
Total - Operating Expenses	\$97,645.00	\$75,262.73	\$24,643.23
<u>Investment Results</u>			
Community Foundation of Greater Des Moines (CFGDM)	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>
Total - Investments	\$0.00	\$0.00	\$0.00
<u>Capital Expenditures</u>			
Two Warehouse Utility Carts	\$0.00	\$335.58	\$0.00
Shop Equipment	0.00	182.54	0.00
Replacement Truck	<u>\$20,000.00</u>	<u>0.00</u>	<u>0.00</u>
Total - Capital Expenditures	<u>\$20,000.00</u>	<u>\$518.12</u>	<u>\$0.00</u>
Total Operating Expenses, Investments and Capital Expenditures	<u>\$117,645.00</u>	<u>\$75,780.85</u>	<u>\$24,643.23</u>
Results for the Year/This Period	\$0.00	\$12,540.45	\$10,573.26
Per Cent of Operating Expenses Used for Client Benefit:	90.19%	90.90%	

Investment and Other Financial Information

As of July 31, 2019

Investments

Certificates of Deposit

None

FreeStore Charitable Fund

Community Foundation of Greater Des Moines (Long-Term Growth Portfolio)

\$218,772.58	Fund Balance - January 1, 2019	(Total FreeStore Investment: \$165,000.00)	
0.00	Plus Contributions	(\$10,000 "bonus" included in balances)	
0.00	Plus Earnings Allocated to Fund	(credited quarterly)	
-585.22	Less Administrative Fees	(charged quarterly)	
0.00	Plus Other Activity		
27,005.43	Plus Change in Investment Value		YTD Change = 12.08%
\$245,192.79	Equals Fund Balance - July 31, 2019		(Includes Fees & Change in Investment Value)
\$10,938.63	Withdrawable ("spendable") Cash - July 31, 2019 :		
		4.46%	

Statistical Information (included in Budget Report)

		<u>Cumulative</u>	<u>2019</u>
		986 Clients	78 Clients
Services began in July, 2007	Billed	\$67,697.50	\$5,640.00
117 Agencies Served to date	Paid	\$67,672.50	\$5,640.00
	Refunded		\$0.00
Services Provided to Clients of CFI Transitional Housing & Emergency Services Programs			
Services began in January, 2011		35 Clients	0 Clients
	Billed	\$4,900.00	\$0.00
	Paid	\$4,900.00	\$0.00
Services Provided to Clients of Polk County Family Enrichment Center			
Services began in May, 2013		184 Clients	17 Clients
	Billed	\$14,075.00	\$1,130.00
	Paid	\$13,865.00	\$1,130.00
FreeStore Clothing Sales (Cumulative Account Balance and Current Year Sales		(\$4,255.50)	\$90.00

	<u>2018</u>	<u>2019</u>
Grant Funds Received In:	\$34,971.14	\$13,510.00
General Donations Received In: (Excludes Memorial & "In Honor of")	\$16,588.65	\$6,802.17
Number of Donations Received In:	99	36
Birdies for Charity (Sammons bonus: 2018: 10% / 100% of donations; 2019: 10% / 100%)	\$11,365.74	\$0.00
(Transfer to Birdies made in June & July; funds received back, including bonus, in August)	Excludes COG ^^	Excludes COG ^^

Statistical Information (included in Budget Report) (continued)

	<u>2018</u>	<u>2019</u>
Fill the Mayflower		
Cash Donations Received In:	\$0.00	\$0.00
Number of Cash Donations Received In:	0	0
Summer Newsletters (excludes Birdies for Charity, Memorial & "In Honor of" donations)		
Donations Received In:	\$6,975.00	\$9,927.00
Number of Donations Received In:	42	64
Memorial and "In Honor of" Donations		
Donations Received In:	\$335.00	\$865.00
Number of Donations Received In:	7	7
Miscellaneous Revenue (Gift cards, Benevity & Amazon Smile Foundation)	\$175.94	\$2,446.79
Fall Newsletters (excludes memorial and "In Honor of" donations)		
2017	<u>2018</u>	
Donations Received In:	\$2,620.00	
Number of Donations Received In:	21	
2018		<u>2019</u>
Donations Received In:	\$12,722.00	\$9,060.00
Number of Donations Received In:	111	23
2019		
Donations Received In:		\$0.00
Number of Donations Received In:		0
Interest on Checking Account:	\$33.58	\$162.92
Totals of all Donations	<u>2018</u> \$50,606.39	<u>2019</u> \$42,883.93

Revenue Sources			
<u>Sources</u>	<u>2018 (Full Year)</u>	<u>2019 (January - October)</u>	
	<u>Amounts</u>	<u>Per Cent</u>	<u>Amounts</u>
Donations (except Birdies for Charity)	\$39,240.65	40.27	\$33,833.03
Grant Funds	34,971.14	33.94	28,510.00
Birdies for Charity	11,365.74	10.77	9,050.90
Services to Clients of Other Agencies	10,677.50	9.70	8,145.00
Polk County Family Enrichment Center	2,935.00	1.95	1,640.00
Miscellaneous Revenue	175.94	2.91	2,446.79
Sale of FreeStore Clothing	570.00	0.26	219.15
Interest on Checking Account	33.58	0.19	162.92
Cash on Hand	2,501.04	0.00	0.00
Totals	\$102,470.59	100.00	\$84,007.79

Operating Expense Funds Used for Client Benefit:	2018: 89.05%	90.90%
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Check Register

As of October 31, 2019

MetaBank

Check	Date Written	Payee	Description	Amount
2593	January 9, 2019	Genaro Mata	Warehouse Operating Supplies	\$21.02
2594	January 9, 2019	Springer Professional Home Services	Pest Control - December, 2018	79.50
2595	January 9, 2019	BankCard Center	Operating Supplies	1,006.66
2596	January 14, 2019	Larry Anderson (Reimb.)	30 Vacuum Cleaners	1,198.80
2597	January 16, 2019	Aspen Waste Systems, Inc.	Waste Disposal Services - January	144.92
2598	January 16, 2019	Webster Electric, Inc.	Repair Warehouse Lighting	103.88
2599	January 16, 2019	WEX Bank	Truck Fuel	225.03
2600	January 21, 2019	Vonnie Salem (Reimb.)	Thank You Note Postage	50.00
2601	January 29, 2019	Mark Clark	Eleventh Street Warehouse Rent - February	1,141.75
2602	January 29, 2019	Iles & McKinney, Inc.	Delaware Avenue Warehouse Rent - February	1,200.00
2603	January 29, 2019	Genaro Mata	Clean Both Warehouses - January	425.00
2604	January 31, 2019	CenturyLink	Telephone Service	92.54
2605	January 31, 2019	MidAmerican Energy Co.	Eleventh Street Warehouse Electricity and Gas	550.37
2606	January 31, 2019	Des Moines Water Works	Water, Sanitary Sewer, Storm Sewer Service	97.92
2607	February 8, 2019	BankCard Center	Operating Supplies	1,721.75
2608	February 14, 2019	Springer Professional Home Services	Pest Control - January	79.50
2609	February 14, 2019	Aspen Waste Systems, Inc.	Waste Disposal Services - February	143.77
2610	February 14, 2019	Cindy Mata (Reimb.)	Office Supplies	58.08
2611	February 18, 2019	WEX Bank	Truck Fuel (Check lost in mail)	0.00
2612	February 25, 2019	CenturyLink	Telephone Service	92.54
2613	February 25, 2019	Des Moines Water Works	Water, Sanitary Sewer, Storm Sewer Service	97.92
2614	February 25, 2019	MidAmerican Energy Co.	Eleventh Street Warehouse Electricity and Gas	726.43
2615	February 28, 2019	Mark Clark	Eleventh Street Warehouse Rent - March	1,141.75
2616	February 28, 2019	Iles & McKinney, Inc.	Delaware Avenue Warehouse Rent - March	1,200.00
2617	February 28, 2019	Genaro Mata	Eleventh Street Warehouse Cleaning - February	225.00
2618	March 5, 2019	Springer Professional Home Services	Pest Control - February	79.50
2619	March 7, 2019	BankCard Center	Operating Supplies	778.33
2620	March 7, 2019	Treasurer - Polk County, Iowa	Truck License Tags	87.00
2621	March 7, 2019	Aspen Waste Systems, Inc.	Waste Disposal Services - March (Check lost in mail)	0.00
2622	March 14, 2019	Springer Professional Home Services	Quarterly Bed Bug Check	139.50
2623	March 18, 2019	WEX Bank	Truck Fuel (February and March billings)	366.02
2624	March 25, 2019	CenturyLink	Telephone Service	92.54
2625	March 25, 2019	MidAmerican Energy Co.	Eleventh Street Warehouse Electricity and Gas	578.09
2626	March 25, 2019	Des Moines Water Works	Water, Sanitary Sewer, Storm Sewer Service	97.92
2627	March 25, 2019	Mark Clark	Eleventh Street Warehouse Rent - April	1,141.75
2628	March 25, 2019	Iles & McKinney, Inc.	Delaware Avenue Warehouse Rent - April	1,200.00
2629	March 25, 2019	Genaro Mata	Clean Both Warehouses - March	425.00
2630	April 8, 2019	Marty Rathje (Reimb.)	Truck Rental and Gas	95.93
2631	April 8, 2019	BankCard Center	Operating Supplies	598.82
2632	April 8, 2019	Aspen Waste Systems, Inc.	Waste Disposal Services - March and April billings	289.22
2633	April 11, 2019	Cheryl Christie (Reimb.)	Pots and Pans	144.12
2634	April 11, 2019	Springer Professional Home Services	Pest Control - March	79.50
2635	April 23, 2019	Mike Smith (Reimb.)	Truck Repair, Rental and Gas	401.49
2636	April 23, 2019	Des Moines Water Works	Water, Sanitary Sewer, Storm Sewer Service	107.42
2637	April 23, 2019	Mark Clark	Eleventh Street Warehouse Rent - May	1,141.75
2638	April 23, 2019	Iles & McKinney, Inc.	Delaware Avenue Warehouse Rent - May	1,200.00
2639	April 26, 2019	MidAmerican Energy Co.	Eleventh Street Warehouse Electricity and Gas	245.01
2640	April 26, 2019	CenturyLink	Telephone Service	92.44
2641	April 26, 2019	Marty Rathje (Reimb.)	Award Production	90.10
2642	April 30, 2019	WEX Bank	Truck Fuel	148.13
Total Checks Written (January 1 - April 30, 2019)				\$21,443.71
2643	May 2, 2019	U S Postal Service	Renew Postage Due Account	\$60.00
2644	May 2, 2019	Martin Rathje (Reimb.)	Board Planning Meeting Expense	209.41
2645	May 2, 2019	Bob Culbertson (Reimb.)	Landfill Fee	28.00
2646	May 13, 2019	Genaro Mata	Clean 11th Street Warehouse (April) and Truck Repairs	240.00
2647	May 13, 2019	Martin Rathje (Reimb.)	IKEA Dressers Purchase, Truck Rental, Gas, Truck Part	3,030.71
2648	May 13, 2019	BankCard Center	Operating Supplies	535.12
2649	May 13, 2019	Christian Printers, Inc.	Print Advertising for Fill the Mayflower	599.96
2650	May 13, 2019	Aspen Waste Systems, Inc.	Waste Disposal Services - May Billing	145.04
2651	May 14, 2019	Martin Rathje (Reimb.)	Truck Rental	144.32
2652	May 14, 2019	Uline	Two Warehouse Utility Carts	335.58

Check Register

As of October 31, 2019

MetaBank

<u>Check</u>	<u>Date Written</u>	<u>Payer</u>	<u>Description</u>	<u>Amount</u>
2653	May 20, 2019	WEX Bank	Truck Fuel	\$236.66
2654	May 20, 2019	MacDonald Letter Service	Print and Mail Spring Newsletter (2,995 copies)	2,439.18
2655	May 20, 2019	Springer Professional Home Services	Bed Bug Inspection - Osceola Motel Mattresses	350.00
2656	May 28, 2019	MidAmerican Energy Co.	Eleventh Street Warehouse Electricity and Gas	154.19
2657	May 28, 2019	CenturyLink	Telephone Service	92.44
2658	May 28, 2019	Des Moines Water Works	Water, Sanitary Sewer, Storm Sewer Service	97.92
2659	May 28, 2019	Mark Clark	Eleventh Street Warehouse Rent - June	1,141.75
2660	May 28, 2019	Iles & McKinney, Inc.	Delaware Avenue Warehouse Rent - June	1,200.00
2661		Void		0.00
2662	June 3, 2019	Genaro Mata	Clean Both Warehouses - May	440.00
2663	June 13, 2019	Springer Professional Home Services	Sales Tax (Chk 2657), Apr & May Pests, June Bed Bug Inspect	319.50
2664	June 13, 2019	Aspen Waste Systems, Inc.	Waste Disposal Services - June Billing	146.14
2665	June 13, 2019	BankCard Center	Operating Supplies	2,581.39
2666	June 24, 2019	Vonnie Salem (Reimb.)	Thank You Note Postage	55.00
2667	June 24, 2019	Angela Griner	Newsletter Production Assistance	100.00
2668	June 24, 2019	WEX Bank	Truck Fuel	371.77
2669	June 24, 2019	CenturyLink	Telephone Service	92.44
2670	June 25, 2019	Judy Bloom (Reimb.)	Ten Toasters and a 24 pack of Bottled Water	115.45
2671	June 25, 2019	Des Moines Water Works	Water, Sanitary Sewer, Storm Sewer Service	107.42
2672	June 25, 2019	MidAmerican Energy Co.	Eleventh Street Warehouse Electricity and Gas	151.09
2673	June 25, 2019	Jester Insurance Services	All Insurance - Mid-June 2019 to Mid-June 2020	6,497.00
2674	June 25, 2019	Mark Clark	Eleventh Street Warehouse Rent - July	1,141.75
2675	June 25, 2019	Iles & McKinney, Inc.	Delaware Avenue Warehouse Rent - July	1,200.00
BC	July 2, 2019	Bank Charges	New Checks	29.75
2676	July 5, 2019	Genaro Mata	Eleventh Street Warehouse Cleaning - June	225.00
2677	July 5, 2019	MacDonald Letter Service	500 Thank You Notes and 500 Envelopes	450.50
2678	July 9, 2019	Springer Professional Home Services	Pest Control - June	79.50
2679	July 9, 2019	Aspen Waste Systems, Inc.	Waste Disposal Services - July Billing	147.10
2680	July 22, 2019	BankCard Center	Operating Supplies	1,050.32
2681	July 22, 2019	WEX Bank	Truck Fuel	247.50
2682	July 23, 2019	CenturyLink	Telephone Service	95.82
2683	July 23, 2019	MidAmerican Energy Co.	Eleventh Street Warehouse Electricity and Gas	144.06
2684		Void		
2685	July 29, 2019	Principal Charity Classic	Transfer to Birdies for Charity - 2019 Spring Newsletter	8,487.00
2686		Void		
2687	July 29, 2019	Principal Charity Classic	Transfer to Birdies for Charity - 2018 Summer Newsletter	100.00
2688	July 29, 2019	Principal Charity Classic	Transfer to Birdies for Charity - 2018 Fall Newsletter	21,782.00
2689	July 29, 2019	Principal Charity Classic	Transfer to Birdies for Charity - WDM COG	1,000.00
2690	July 29, 2019	Principal Charity Classic	Transfer to Birdies for Charity - 2018 General Donations	7,128.28
2691	July 29, 2019	Principal Charity Classic	Transfer to Birdies for Charity - 2019 General Donations	7,241.76
2692	July 29, 2019	Des Moines Water Works	Water, Sanitary Sewer, Storm Sewer Service	98.78
2693	July 29, 2019	Mark Clark	Eleventh Street Warehouse Rent - August	1,141.25
2694	July 29, 2019	Iles & McKinney, Inc.	Delaware Avenue Warehouse Rent - August	1,200.00
2695	July 31, 2019	Genaro Mata	Clean Both Warehouses - July	425.00
<i>Total Checks Written (May 1 - July 31, 2019)</i>				\$75,432.85
<i>Less Total Transferred to Birdies for Charity</i>				<u>45,739.04</u>
<i>Total Expense (May 1 - July 31, 2019)</i>				\$29,693.81
 <i>Total Checks Written (January 1 - July 31, 2019)</i>				\$96,876.56
<i>Less Total Transferred to Birdies for Charity</i>				<u>45,739.04</u>
<i>Total Expense (January 1 - July 31, 2019)</i>				\$51,137.52
2696	August 12, 2019	Judy Bloom (Reimb.)	Tips for TMT people for AIB move	\$180.00
2697	August 12, 2019	Springer Prof Home Svs, Inc.	Pest Control - July	80.25
2698	August 12, 2019	Craig Miller (Reimb.)	Truck Repair	372.47
2699	August 12, 2019	BankCard Center	Operating Supplies	2,434.18
2700	August 12, 2019	Aspen Waste Systems, Inc.	Waste Disposal Services - August Billing	146.93
2701	August 26, 2019	WEX Bank	Truck Fuel	145.43
2702	August 26, 2019	MidAmerican Energy Co.	Eleventh Street Warehouse Electricity and Gas	147.90
2703	August 26, 2019	Mark Clark	Eleventh Street Warehouse Rent - September	1,141.25
2704	August 26, 2019	Iles & McKinney, Inc.	Delaware Avenue Warehouse Rent - September	1,400.00
2705	August 26, 2019	Des Moines Water Works	Water, Sanitary Sewer, Storm Sewer Service	98.78
2706	August 26, 2019	CenturyLink	Telephone Service	97.03

Check Register

As of October 31, 2019

MetaBank

<u>Check</u>	<u>Date Written</u>	<u>Payee</u>	<u>Description</u>	<u>Amount</u>
2707	August 26, 2019	U S Postal Service	Permit Mailing Fee - One Year	\$235.00
2708	August 31, 2019	Genaro Mata	Eleventh Street Warehouse Cleaning - August	225.00
2709	September 11, 2019	Beverly Blaha (Reimb.)	Warehouse Operating Supplies	64.10
2710	September 11, 2019	Martin Rathje (Reimb.)	126 IKEA Dressers for Kids	8,092.25
2711	September 11, 2019	Springer Prof Home Svs, Inc.	Pest Control - August	80.25
2712	September 11, 2019	Aspen Waste Systems, Inc.	Waste Disposal Services - September Billing	219.36
2713	September 11, 2019	BankCard Center	Operating Supplies	1,387.27
2714	September 16, 2019	Mike Smith (Reimb.)	20 Truck Keys	53.50
2715	September 20, 2019	WEX Bank	Truck Fuel	214.05
2716	September 30, 2019	Webster Electric, Inc.	Repair Warehouse Lighting	264.53
2717	September 30, 2019	CenturyLink	Telephone Service	96.56
2718	September 30, 2019	Des Moines Water Works	Water, Sanitary Sewer, Storm Sewer Service	98.78
2719	September 30, 2019	MidAmerican Energy Co.	Eleventh Street Warehouse Electricity and Gas	152.11
2720	September 30, 2019	October, 2019	Eleventh Street Warehouse Rent - October	1,141.25
2721	September 30, 2019	2019	Delaware Avenue Warehouse Rent - October	1,400.00
2722	September 30, 2019	Genaro Mata	Clean Both Warehouses - September	425.00
2723	October 7, 2019	Springer Prof Home Svs, Inc.	Pest Control - September	80.25
2724	October 7, 2019	BankCard Center	Operating Supplies	660.52
2725	October 7, 2019	Aspen Waste Systems, Inc.	Waste Disposal Services - October Billing	147.17
2726	October 14, 2019	Martin Rathje (Reimb.)	3 Registrations - Non - Profit Summit	390.00
2727	October 22, 2019	Bob Culbertson (Reimb.)	Landfill Fee	8.00
2728	October 22, 2019	MidAmerican Energy Co.	Eleventh Street Warehouse Electricity and Gas	132.79
2729	October 22, 2019	Costco Membership	One-Year Membership	60.00
2730	October 30, 2019	CenturyLink	Telephone Service	96.51
2731	October 30, 2019	Des Moines Water Works	Water, Sanitary Sewer, Storm Sewer Service	108.51
2732	October 30, 2019	Mark Clark	Eleventh Street Warehouse Rent - November	1,141.25
2733	October 30, 2019	Iles & McKinney, Inc.	Delaware Avenue Warehouse Rent - November	1,200.00
2734	October 30, 2019	- Sep.	Eleventh Street Warehouse Cleaning - October	225.00
<i>Total Checks Written (August 1 - October 31, 2019)</i>				\$24,643.23
<i>Total Checks Written (January 1 - October 31, 2019)</i>				\$121,519.79
<i>Less Total Transferred to Birdies for Charity</i>				<u>45,739.04</u>
<i>Total Expense (January 1 - October 31, 2019)</i>				\$75,780.75

Comparison of Checking and Investment Account Balances

As of 7/31/2019

As of October 31, 2019

	<u>Location of Funds:</u>	
\$62,726.69	MetaBank Checking Account (Checkbook Balance Reconciled to Bank)	\$66,386.78
<u>241,969.23</u>	Community Foundation of Greater Des Moines (FreeStore Charitable Fund)	<u>247,352.50</u>
\$304,695.92		\$313,739.28
Difference, August 1, 2019 - October 31, 2019: \$ 9,043.76	The principal amount of funds held in the Community Foundation of Greater Des Moines is subject to market fluctuations. The original contribution of \$100,000 was made by The FreeStore on December 11, 2012. Additional contributions of \$50,000 on May 7, 2013 and \$15,000 on November 7, 2017 have also been made by The FreeStore. The Foundation added a \$10,000 "bonus" in August, 2013, on which The FreeStore receives investment income. The \$10,000 bonus cannot be withdrawn by The FreeStore.	

FreeStore Memorial Fund

Fund Balance on October 31, 2019: \$10,260.01

(Memorial and "In Honor of" donations totaling \$865.00 have been received during 2019)

Comparison of Checking and Investment Account Balances

As of 7/31/2019

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MEMO

To: FreeStore Board of Directors

From: Larry Anderson

Date: November 8, 2019

Subject: October 31, 2019 Financial Report

Here is your copy of the financial report as of October 31, 2019.

Page 1 - Revenue

During these three months, we raised \$35,216.49, including \$1,400.00 from the 2019 Summer Newsletter, \$15,000 in an unexpected grant from The Sammons Group and \$2,505 from services provided to non-domestic violence clients brought to us by the various partner agencies. General donations during this time totaled \$4,732.07.

Page 2 - Client Expenses and

Page 3 - Other Expenses and Capital Expenditures

The expense for utilities has dropped as expected during this time of the year. We purchased nearly \$8,100 worth of dressers for kids and assembled – with the great help of many volunteers many of them. Marty has kept track of the details on these numbers and has included a report in your Board packets. Most of the other expenses were quite low, so we ended the three months with a year to date surplus of \$10,573.26, as shown at the bottom of page 3.

Page 4 - Other Financial Information

The good news on this page continues to be the change in the value of our investment account with the Community Foundation of Greater Des Moines. We've benefited by the favorable stock market conditions so far in 2019. The Birdies for Charity results are shown at the bottom of this page at \$9,050.90, down somewhat from last year's total of \$11,588.65.

Page 5 - Other Financial Information

AS we approach the end of this fiscal year, it looks like it will be a successful one from a financial standpoint. With the Fall newsletter in the mail, we should receive a reasonably good return before year's end. It will be interesting to learn how the changes in tax law affects donors' willingness to continue their philanthropy. Hopefully

people will continue to believe in our cause, rather than the deductibility of their donation.

Pages 6, 7 and 8 - Check Register

These pages show the checks written so far this year. Those written for these three months start on page 7, with number 2696.

Page 8 - Other Financial Information

There's a table showing the results of this year's Dressers for Kids project. I'll welcome your thoughts on how to make the table as informative as you'd like.

Page 9 – Comparison of Checking and Investment Account Balances

The table shows the balances in our accounts as of the beginning and end of this reporting period. It shows that our value increased slightly more than \$9,000 between August and October.

MEMO

To: FreeStore Board of Directors

From: Larry Anderson

Date: November 8, 2019

Subject: Draft Budget for 2020

Here's a copy of a first draft of a budget for next year.

Look first at pages two and three, since those two pages set out goals for us for next year. Then, we'll talk about the revenue (page one) needed to accomplish those goals.

Page 2

Warehouse Operation and Maintenance

This section is substantially unchanged from 2019. We continue renting warehouse space in both locations, including six bays on Delaware Avenue, both at the same monthly rent costs as this year.

Purchase, Pick Up and Deliver Household Items

The cost of gasoline for the trucks is estimated at \$3.25 per gallon, a slight increase from 2019. A new item is to include estimated costs for renting a truck for two days. The rent includes the base cost, plus mileage in central Iowa.

Dressers for Kids continues with our purchasing 250 IKEA dressers at \$60 each and 50 tool kits at \$8 each. (I've not identified a separate revenue source for them, however.) Adult dressers are included: 40 of them at \$80 each from Iowa Prison Industries.

In Purchase Items for Clients, the numbers of each of these items remains the same, except for small microwaves, which increase from 200 to 250. The other changes in this section are to allow for anticipated price increases or changes that have already occurred.

Page 3

Fund Raising includes an allowance (\$5,000) for consulting assistance to increase our fund raising "prowess" and an allowance for the costs associated with sponsoring some type of an additional fund raising event or program (\$3,000).

Office Operation includes \$1,000 for maintaining and/or upgrading our technology, particularly the website.

Under Budgeted Capital Expenditures, the allowance for truck replacement is shown at \$40,000.

Page 1

This ambitious budget can be accomplished by revenue from these sources, as shown on page 1:

Fund Raising Activities

This section anticipates Spring and Fall newsletters like we have published in prior years, as well as continued participation in the Birdies for Charity program. New this year is a third fund raising activity of a type to be determined, through assistance from the consulting person/firm mentioned earlier in this memo. I'm guestimating such a project could raise \$15,000 gross or \$12,000 after expenses.

Grants and Other Sources of Revenue

The other revenue sources are anticipated to be nearly the same as earlier years, with one notable exception: Use of Cash on Hand, or the "plug" figure needed to balance the budget. To adopt the budget without changes or cuts, we'd need to reduce a combination of our bank balance and investment accounts by approximately \$62,000.

I welcome your comments, thoughts, corrections and wonderment at our Monday meeting. So, bring your red pens and be prepared to offer suggestions, advice and your ideas of how we can move forward.

Bylaws of the FreeStore

ARTICLE I - NAME, PURPOSE

Section 1. The name of the organization shall be FreeStore, Inc.

Section 2. The FreeStore supports children and families who have escaped abusive situations. The FreeStore picks up household goods donated by members of the community and gives them (at no cost) to clients of the Children and Families of Iowa Family Violence Center as they move from the Center and begin new independent, productive lives in a safe environment.

Section 3. Clients of other organizations may be served as determined by the Board of Directors or its appointee.

ARTICLE II – MEMBERSHIP

Section 1. The Board of Directors shall constitute the organization's membership.

ARTICLE III - BOARD OF DIRECTORS

Section 1. The Board of Directors (hereinafter "the Board") is responsible for overall policy and direction of the FreeStore. Responsibility for day-to-day operations may be delegated to officers of the organization, specific members of the organization, or committees appointed by the Board.

Section 2. The Board shall have no less than 5 members, nor more than 14 members.

Section 3. The Board shall receive no compensation.

Section 4. Election of new members of the Board or reelection of members of the Board to another term will occur as the first item of business at the Annual Meeting of the organization. Elections shall be decided by a majority vote of the sitting members.

Section 5. Initially the Board shall consist of five members and two board members shall be elected for 3 years, two for 2 years, and one for 1 year. Thereafter, directors will be elected for 3-year terms. All board members are eligible for re-election.

Section 6. Two board members will be members of St Timothy's Church.

Section 7. A quorum of at least 51 percent of board members shall be present, in person, at a meeting before any business can be transacted or motions made or passed.

Section 8 There shall be four officers of the Board: Chair, Vice Chair, Secretary, and Treasurer. They shall serve for three years and be elected by the Board at the Annual

Meeting. If an officer's term is up during this time, it shall be automatically extended to the end of the three-year period. All officers shall be eligible for re-election.

Section 9. The Chair, Vice-Chair, and Secretary shall be members of the Board. The Treasurer shall be appointed by the Board and does not have to be a member of the Board.

Section 10. The Chair shall preside at all Board meetings, or arrange for other members of the Board to preside in the following order: Vice-Chair, Secretary and treasurer.

The Board shall appoint chairpersons and committees. The Secretary shall be responsible for keeping records of The Board actions, including taking of minutes at all board meetings and assuring that corporate records are maintained.

The Treasurer shall make a report at each Board meeting. Treasurer shall assist in the preparation of the budget, help develop fundraising plans, make financial information available to Board members and the public, and arrange for a yearly audit. The Treasurer shall be adequately bonded.

Section 11. The Chair shall fill all Board vacancies with the approval of the remaining Board members.

Section 12. Resignation from the Board must be in writing and received by the Secretary. A Board member shall be dropped from the Board if s/he has three unexcused absences from Board meetings in any 12 month period. A Board member may be removed for other reasons by a three-fourths vote of the remaining directors.

ARTICLE IV - ANNUAL MEETING

Section 1. The Board shall meet regularly, at least quarterly, on dates and at times and places of its choosing. The first regular board meeting in May of each year shall be its annual meeting.

Section 2. Special meetings of the Board shall be called upon the request of the Chair or one-third of the Board.

Section 3. Notice of each annual or regular meeting shall be given to each board member, by mail or email, not less than ten days before the meeting.

Section 4. Notice of each special meeting shall be given to each board member, electronically, not less than twenty-four hours before the meeting.

ARTICLE V – DIRECTOR CONFLICTS OF INTEREST

Section 1. If a transaction is fair to the corporation at the time it is authorized, approved, or ratified, the fact that a director of the corporation is directly or indirectly a party to the transaction is not grounds for invalidating the transaction.

Section 2. In a proceeding contesting the validity of a transaction described in Section 1 of this Article, the person asserting validity has the burden of proving fairness unless the material facts of the transaction and the director's interest or relationship were disclosed or known to the Board and the Board or committee authorized, approved, or ratified the transaction by the affirmative votes of a majority of disinterested directors even though the disinterested directors were less than a quorum.

Section 3. The presence of a director who is directly or indirectly a party to the transaction described in Section 1 of this Article or a director who is otherwise not disinterested may be counted in determining whether a quorum is present but may not be counted when the Board or a committee then takes action on the transaction.

Section 4. For purposes of this Article, a director is "indirectly" a party to a transaction if the other party to the transaction is an entity in which the director has a material financial interest or of which the director is an officer, director, or general partner.

ARTICLE VI - COMMITTEES

Section 1. The Board may create committees as needed.

ARTICLE VII – AMENDMENTS

Section 1. These Bylaws may be amended by a two-thirds majority vote of the Board. Proposed amendments must be submitted to the Secretary and sent out with regular Board announcements.

ARTICLE VIII- NONDISCRIMINATION POLICY

The FreeStore is committed to equal opportunity for all persons without regard to sex, age, race, color, religion, creed, national origin, marital status, disability or sexual orientation. It is the policy of the Free Store to comply with all federal, state and local laws and regulations regarding equal opportunity. The FreeStore has no employees and is operated and maintained entirely by volunteers. The FreeStore is committed to maintaining an environment for all volunteers and clients that is free of discrimination and harassment. Accordingly, the FreeStore will not tolerate discrimination against or harassment of any of our volunteers, clients, or others present at our facilities.

Discrimination and Harassment:

Harassment consists of unwelcome or unwanted conduct, whether verbal, physical or visual, that is based upon a person's protected status. Examples of unlawful harassment include words, gestures, stories, jokes or nicknames that are derogatory, demeaning or insulting to a person based upon his or her race, national origin, sex, disability, age, religion or other protected attribute.

Sexual harassment deserves special mention. Sexual harassment consists of:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, or offensive work environment.

The FreeStore will not tolerate conduct that would constitute unlawful sexual harassment. Examples include, but are not limited to the following conduct by any volunteer, whether male or female: Unwanted sexual advances or propositions, offering benefits in exchange for sexual favors, making or threatening reprisals after a negative response to sexual advances, sexual innuendo, suggestive comments, sexually oriented "kidding" or "teasing," jokes about gender-specific traits, making sexual gestures or comments, displaying sexually suggestive objects, pictures, cartoons or postures, impeding or blocking another's movement, physical contact, such as patting, pinching, or brushing against another's body, and continued requests for a date after a rejection.

These Bylaws were originally approved at a meeting of the Board of Directors of FreeStore on May 5, 2005.

These Bylaws were amended and approved at a meeting of the Board on January 4, 2008.

These Bylaws were amended and approved at a meeting of the Board on May 11, 2009 (Article VI)

These Bylaws were amended and approved at a meeting of the Board on May 11, 2009 (Article III Section 2)

These Bylaws were amended and approved at a meeting of the Board on Sept. 2010 (Article VIII)

These Bylaws were amended and approved at a meeting of the Board on December 17, 2010 (Article III Section 8)

Iowa Nonprofit Summit: October 29-30, 2019
Notes from Jeanie Smith

The following are the key takeaways from the sessions that I attended at the Iowa Nonprofit Summit.

Keynote: The keynoter was Beth Steinhorn who stressed the changing nature of the volunteer base. She emphasized the need to move from “volunteer management” to “volunteer engagement.” In particular, for the FreeStore, our approach to volunteers has been built primarily on retirees. In order to build volunteers for the present and the future, we will need to

- understand the different motivations that engage people of differing generations;
- rely more and more on volunteer positions that are short-term or easily fit into people’s schedules who have limited time;
- position our volunteer roles in a “resume building” way.

I attended three sessions that related primarily to fundraising. From these, I gleaned the following:

- the FreeStore will need to collect and manage data on our donors much more rigorously.
- To do that, we’ll probably need some good donor tracking database software. Where that software will live is another great question.
- We need to segment our donors – that is, we need to have separate messages that go to first-time donors, annual donors, volunteer donors, etc.
- We need to work hard to put the donor, not the organization, at the center of our funding appeals – Our appeals should show the organization as the glue that connects the donor to the beneficiary. We need to show the impact of whatever we are doing on the lives of our beneficiaries. “Here’s what your dollar does for a domestic violence victim.”
- We should consider and evaluate if we want to move our fundraising from grants and individual appeals to those plus business partnerships and/or events.
- Create a fundraising calendar and use it consistently
- We need to know our donor retention rate and work zealously to move it up
- It’s all about creating and maintaining relationships with our donors.
- We need to work to move the first-time level donors into the middle-level donors
- We need to know who our donors are and appeal to why they care about our beneficiaries.

I also attended a session on nonprofit law. Much of that session doesn’t relate to us (employment and compensation issues), but there were a couple of takeaways:

- Form 990 is an important source of information for funders. Consider using Part III, Lines 1 (“Briefly describe the organization’s mission”) and 4 (“Describe the organization’s program service accomplishments”) to promote the organization with

an eye to grantors. Usually these are completed by the CPA firm as briefly as possible, but it's a good idea to look at what is said here from the eye of grantors.

- Luckily, Iowa is not a state where charitable organizations need to register, but our surrounding states are. Are we sending any solicitations into other states?
- Lots of info on quid pro quo rules, whistleblower policies, conflict of interest policies.

Iowa Non-Profit Summit Summary Oct. 29-30 2019

Marty Rathje

Sat 11/2/2019 10:48 AM

To: Jean Smith <jeanie4816@yahoo.com>; Christopher Dean <CDean@bankerstrust.com>

Cc: Marty Rathje <RATHJEM@msn.com>

Attended with Jeanie Smith and Chris Dean. Felt it was a good experience overall. Need to find ways to put the ideas into practice!

See Jeanie's excellent notes for Keynote speaker summary. Notes from the breakout sessions I attended follow.

Block A - Plan the work and work the plan - Beth Steinhorn (was also the keynote speaker).

In many respects this was a tag-on to the key note address. It was about committing to volunteer engagement as an organizational strategy.

Why:

- Folds into the organizations strategic plan.
- Recognizes the changing volunteer landscape (for example, more corporate involvement but beyond a one day, here is a t-shirt and pizza event).
- Better leverage volunteer talent.

Process

- Assessment
- Analysis and report with recommendations
- Cross divisional retreat
- Finalize the plan
- Implement

Block B - The human side of recruitment - Beth Steinhorn

People volunteer because someone asked them. Can't use the spray and pray method!

Need to equip people to recruit. Use a "pitch" to help with recruitment.

Block C - Engaging and recruiting diverse volunteer populations - Marissa Casillas

Need to start with diversity at the board level.

Messaging across all platforms should be reviewed. (ie. pictures on web page or mailings)

Block D - Improving results with data and feedback - Patti Fields

Recommends calculating a return on volunteer investment (ROVI).

Seems like a way to keep the idea of volunteer engagement top of mind.

Suggested looking at some of the work done by Tony Goodrow with Better Impact.

Block E - Creating a Roadmap - How to facilitate effective strategic planning - Cassandra Halls

This was a practical session on how to do strategic planning. Nothing particularly new, it seemed like a good process to follow and pretty much matches what we have done: Plan, review, modify, implement, track, plan.... Recommended a strategic review every 2-3 years with annual planning between the strategic sessions.

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NonProfit Summit Summary

Christopher Dean <CDean@bankerstrust.com>

Fri 11/1/2019 2:08 PM

To: 'Marty Rathje' <rathjem@msn.com>

Cc: Jeanie Smith <jeanie4816@yahoo.com>

Marty and Jeanie,

Here is my summary of workshops attended and how it may be applied to the FreeStore:

Block A

The Basics of being an Effective Board Member

- This session was hosted by the Community Foundation which has plenty of material on their website including toolkits which can be found here:
<https://www.desmoinesfoundation.org/about-us/news/community-foundation-toolkit-the-basics-of-being-an-effective-board-member>
- The make-up of a board consists of the Door Openers, the Donors and the Doers. When building or adding to a board its important to decide which area is needed and recruit accordingly
- Its suggested that new board members have a board buddy/mentor to help learn the ropes initially
- Important to spell out expectations of a new/prospective board member
- Its tough to just recruit for a board position as the most effect members must be passionate for the cause. "Dating" is suggested, as each party know what they are getting.

Suggestion for the FreeStore – may be worth exploring the site and looking at the tool kit, especially for succession planning.

Block B

Collaboration Conundrums

I found this one to be least interesting or applicable to us.

- Discussed Types of collaborations amongst non-profits such as Philanthropic, Transactional and Integrative. Of which, I'm guess any collaborations we will have in the future will be transactional unless we find someone to collaborate on a warehouse space!
- Most of the discussion hinged on sharing of resourses, having common agenda, collective impact, open communication....etc.

Block C

The Guidelines and Principles

I strongly encourage we look into this. It was hosted by the Nonprofit Association of the Midlands. It is an association for nonprofits as the name would suggest which requires a membership fee but is based on annual budget.

Great resources for best practices, etc:

- <https://www.guidelinesandprinciples.org/>
- <https://www.councilofnonprofits.org/>

Areas it could help us with

- Communication, including social media plan, PR, branding, etc.
- Evaluation Tool – Data collection methods/results and sharing.
- Financial Management – Document retention, use of funds
- Fundraising
- Governance
- HR – Volunteer Management
- IT

Block D

Conflict, Communication & Appreciation

This one was different and felt a little like a marriage counseling session.

- Discussed conflict and 90% of all conflict is the result of a breakdown in communication
- Once a conflict arises its human nature to get defensive; the key is to stay calm.
- Start of conflict resolution is to define the problem – what's your role/responsibility, etc. For example, is the question/communication misunderstood/interpreted.....does it need to be asked/restated in a different way.
- Talked about Communication – Written vs Verbal; when its appropriate to use and email/text and content vs a phone call or face-to-face.
- Are we Visual/Auditory/kinesthetic when describing a situation.
- Discussed 5 areas of appreciation (similar to the 5 languages of love)
 - o Words of Affirmation
 - o Tangible Gifts
 - o Quality Time
 - o Acts of Service
 - o Physical Touch

This session was geared more towards HR Managers and Executive Directors, clearly. It brought my back to my college psychology classes.

Please let me know if there are questions or if you need more details or need me to run with anything.

Thanks

Christopher A. Dean | VP Commercial Relationship Mgr | Commercial Lending
Bankers Trust | 453 7th Street | Des Moines, IA 50309

Direct: 515-245-5271 | Cell: 563-580-6549 | Fax: 515-245-5216
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www.bankerstrust.com

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RESOLUTION

A RESOLUTION DESIGNATING AN OFFICIAL DEPOSITORY AND DESIGNATING PERSONS TO SIGN CHECKS AND OTHER BANKING DOCUMENTS

WHEREAS, management of FreeStore, Inc. is vested in its Board of Directors and,

WHEREAS, said Board desires to establish an official depository for the purpose of depositing all funds received and for paying all bills,

NOW, THEREFORE, IT IS RESOLVED BY THE BOARD OF DIRECTORS OF FREESTORE, INC. AS FOLLOWS:

1. The official depository of FreeStore, Inc. for depositing all funds and paying all bills is hereby established as Bankers Trust Company, whose principal office is located at 753 Seventh Street, Des Moines, Iowa 50309.
2. That a suitable business checking account, and such other accounts as may be determined by said Board to be necessary from time to time in the normal course of its business, shall be opened and maintained at said bank. It is understood that this provision includes receiving and dispersing funds by secure electronic means, as approved separately by this Board.
3. That any withdrawal of funds from any of these accounts, including checks and similar instruments, shall be signed by any two of these persons: Lawrence Anderson, Diane Munns and Jean Smith.
4. This Resolution shall be effective on the date of passage and supersedes previous Resolutions and Board meeting minutes pertaining to these matters.

PASSED AND APPROVED THIS 11th DAY OF NOVEMBER, 2019.

BOARD OF DIRECTORS OF FREESTORE, INC.

By Martin J. Rathje
Martin J. Rathje
Chair

ATTEST:

Harold J. Swanson
Harold J. Swanson
Secretary

Category	Priority Number	Person accountable	Item
Assets	1	Pat McDermott	Web-site development • Finish new FreeStore website. • Incorporate into overall technology plan ○ Review of processes ○ Social media
		Ongoing operations	Dressers For Kids • Develop ways to replace dressers donated by United Way
		Ongoing operations	Replace/Repair trucks • Decide to either replace one or more existing trucks and repair to good working order one or both trucks • Clean and finish box beds
		Operations	Warehouse plan (Build/Buy/Rent) • Explore with existing landlord their plans for site, if any. • Resurface parking lot (Split Cost?)
		Defer	Inventory management • Find ways to better match donations to warehouse space and client flow. • Establish guidelines on how to deal with excess inventory.
		Defer	Procedures for access to building and trucks • Determine who has keys and access • Determine who should have keys and access
Financial Stability		Part of succession planning	Review of financial procedures • Conduct informal audit
	3	Jeanie Smith	Review funding model and identify new approaches • Corporate sponsor? • Additional grantors? • Ways to encourage donors of goods to also give money • Replacement for charges to agencies
		Defer	Follow-up on driver (truck) training and requirements • Required training? •

Category	Priority Number	Action by me to accomplish	Item
Operations		Part of succession planning	Identify and communicate responsible persons (Fix or replace committee structure)
	4	Dianne Munns Marty Rathje (Part of succession planning)	Better volunteer management • Emergency contacts identified • Volunteer coordinator position? • Background checks • Service Enterprise certification from Volunteer Iowa?
		Ongoing Operations	Set and communicate volunteer-client boundaries and set interaction guidelines
	2	Marty Rathje	Succession planning
		Defer	Evaluate need for paid staff
		Defer	Construct a marketing/communication plan • Identify audiences • Develop plan for each audience • Develop appropriate technologies if needed
		Defer	Volunteer record keeping • Communicate importance of accurate records • Identify responsible person (succession planning) • Technology option?
		Ongoing operations	Process for recording incidents at warehouse, pick-ups or deliveries
Strategic Growth		Defer	Expand our client base • Are there ways to better serve existing clients? • Are there needy individuals/families in the metro we could assist? • Is there a way to expand to a larger central iowa geographical area? ie. Dallas county? Story county?