



Board of Directors Meeting Minutes April 13, 2020

Approved 5.11.20

- I. **Welcome** – Beth Kuchenreuther
 - A. Meeting call to order
Beth called the meeting to order at 6:07 PT.
 - B. Roll Call
 1. Board Members Present: Beth Kutchenreuther, Lisa Krystosek, Marian Heyink, Misty Baker, and Wanda Whittlesey-Jerome
 2. Excused: Ric Jerez (work-related, then connectivity issues)
 3. Executive Officers Present: Lynn Thomas, CEO
 - C. Mindfulness Minute – Wanda
Wanda shared a quote from Brené Brown about courage and vulnerability. A brief discussion about other mindfulness resources followed. Wanda will continue to provide a “mindfulness minute” for future board meetings, and share resources she finds in email attachments when appropriate and hopefully helpful.
- II. **New business** - Beth Kuchenreuther
 - A. Review and Vote - minutes from Lexington KY BOD meeting 2/25/2020-2/26/2020
Lisa moved and Marian seconded the motion to approve the February 25 & 26, 2020 minutes. The motion carried unanimously.
 - B. Vote to appoint Marian Heyink to a 2nd term as board member
Wanda moved and Misty seconded the motion to re-appoint Marian to a 2nd term as board member. The motion carried unanimously.
 - C. Governance Committee Chair 2020 - nominate chair
Wanda moved and Lisa seconded the motion to nominate Marian as Governance Chair. The motion carried unanimously. Thanks Marian!
 - D. Lexington KY and Conference 2020 recap discussion and takeaways
Lynn brought the board up-to-date on remaining conference funding issues. Eagala is still waiting to receive funds from the Hyatt Hotel that are due. A brief discussion followed of how our “why’s” became so meaningful during the conference and now afterward our “why” continues to help propel us forward. Timing is everything!!!
 - E. Impact of Covid-19 -- Operations and Training
This issue is of the utmost concern. Fortunately, as Lynn shared, Eagala operations and training, as well as communications and connections, were stepped up during the immediate period following the conference and prior to feeling the full-blown impact of the ongoing pandemic. Lynn reminded the board that the pandemic’s financial impact can be mitigated with government assistance for which Eagala has already applied.

The Member Connect calls, Regional and ES Connect calls are growing in popularity and their timeliness cannot be understated. Eagala is learning about, and developing, telehealth guidelines and tools for fidelity to the Eagala Model. One such project under development uses photos of horses to indicate SPUd’s. Another project is the electronic Informed Consent form being developed. Eagala is offering free emotional support calls at a global level and offering free telehealth sessions for members to practice and grow telehealth skills using the Eagala Model. Eagala continues to learn about, and share information on, the diversity of telehealth/mental health IT products with the board and



Board of Directors Meeting Minutes April 13, 2020

Approved 5.11.20

with members.

Lynn shared that her Leadership Team is asking how they can use online tools in more ways to connect with members, as their feelings of connections continue to inspire beyond the conference in very supportive ways. Board members mused once again about how asking the “why” question moved us into the arena for what would be our next, unpredictable steps of not only surviving but functioning *and* growing during a global pandemic. We feel blessed to have had that experience. Thanks Ric – for bringing that “why” question to us at the conference in the first place!

F. Mitigations to Risk – Training structure/format and SBA loan

Lynn discussed how various tech-based ideas for connection and training are being considered. Eagala will now wait to hear as to our standing on the Small Business Association loan for which Eagala applied.

G. Update on VA grant and farm/rural task force

Eagala asked for the full \$750,000.00 in the VA grant for next year. This was the maximum allowable. Telehealth was approved as a vehicle for funding mental health for veterans by the VA. This grant importantly asked for funds to reimburse training costs – which would also allow veterans to receive Eagala certifications and move into program development and implementation. Lynn anticipates hearing about that funding in the Fall of 2020.

H. Strategic Plan 2020 – Review and discussion of latest (KY) draft of Strategic Plan

Lynn shared the latest draft of our Strategic Plan (SP). A brief discussion focused on next steps. Beth asked Wanda to consider how she might lead the board in using her Total Quality Management (TQM) Coaching skills to help the board and Lynn further develop, hone, and prioritize the objectives, key indicators, and measurable outcomes in the updated SP.

Considering the unpredictable nature of the global pandemic, the board decided to postpone the development and implementation of further specific components of the SP – possibly until the Fall Advance – where we all can be together in person and do this important work effectively, efficiently, and collectively. Just the idea of being able to come together in person again is enlivening and joyful. And hopeful!

III. Committee Reports

A. Finance Committee – Ric Jerez

The board thanked Ric for the one-pager that detailed the budget bottom line. It was very helpful, and gave each of us a clear view and a good, solid summary. Thanks Ric!

1. SBA loan application update

For a few brief seconds, Ric was on the call; originally he could not join the meeting due to a work-related situation, but once he joined, he had sporadic internet connectivity, so he had to step out. Lynn shared that Eagala submitted the SBA loan application and was one of the first to do so. Now the waiting begins. Hopefully, the SBA loan will be funded sooner than later.

2. Discussion of Financial Reports – training adjustments and impact on budget/projections



Board of Directors Meeting Minutes April 13, 2020

Approved 5.11.20

Lynn shared that we should be able to do a revised budget once we find out about the SBA loan. Then, we can revise the budget. Meanwhile, the lack of trainings in April and May continues to impact the budget. Fortunately, the current budget was on track through March 2020.

3. Review Insurance Coverage

The Finance Committee met, and everything appears in good order, including all insurances: D&O, General Liability, Equine Liability, Foreign, and Worker's Compensation.

B. Governance Committee - Marian Heyink

1. Welcome and thank our new committee chair

Marian was welcomed to the board and as the Governance Committee chair! Thanks Marian!

2. Update on committee business

After a brief discussion, the board decided to give more time to the search for new board members, considering the global pandemic and its unpredictable impact.

IV. Executive Officer Report - Lynn Thomas

Lynn shared that Eagala has a lot to celebrate – a lot of positive movement. Member Connect calls are growing in number, and are being appreciated. ES Member Connect calls should also be positively received. Live streaming videos from the conference are being edited. A focus on “Vision 360° - Success Around the World” is uplifting and supportive. Eagala is offering free CEUs and free video access. The T-shirts from American Equus are exciting, and the Veterans' Video continues to inspire.

There is also some positive movement from universities who are reaching out to Eagala asking to incorporate the Eagala Model Training Curriculum into their human-animal-related coursework. This is a fairly untapped marketing opportunity, and we are glad to see movement in this area. As more and more universities move to online education, this may be a good fit with the newly developing online training curricula.

Our marketing “guru” Lee reminded us, “Having a consistent message is the #1 way to increase revenues.” Eagala is working on that daily! Thanks Lee! Misty shared that a local news station came out to her program and video-taped a veteran's EAP session. Thanks to that tape being shared on local TV, one particular individual who had not had success in mental health treatment for many years decided that the Eagala EAP Model might work for them! Thanks Misty for sharing that story!

Lynn suggested we wait to discuss the farm/rural task force, as the global pandemic is having a disruptive influence on so much in that area right now – we will follow-up later.

V. Other Business - Full Board

The board and Lynn discussed staff roles, work-loads, and how we can support the hourly staff during the pandemic. Various ideas were explored. It is important to remember that the SBA loan requires stability in all staff positions in order for funding to be secured. We support Marilee and Stephanie!



**Board of Directors Meeting Minutes
April 13, 2020**

Approved 5.11.20

Special Note: The following are Beth’s notes from the Lexington 20/20 conference that unfortunately did not make it into the March meeting minutes. Members of the board brainstormed our various “whys” around the table, and here is the list of our responses for possible further discussion:

- Make the world a better place
- Allow people and horses to be who they are
- We have a heart for people who are suffering
- We have compassion for the people who are hurting/suffering
- We appreciate the depth of the human experience
- Healing organization
- We invest in miracles
- We provide Hope

Beth reminded the board to review the May calendar so the Finance and Governance Committees could begin to prepare to present that work at the next board meeting in May 2020. The calendar tasks follow:

April 2020 Eagala Board Committee Calendar Action Items (To report during May Full Board Meeting)	
Finance Committee	Governance Committee
Review 1st quarter financials and prepare report for May vote	Review and update the Board’s statement of its role, responsibilities, and expectations.
Check with CFO on status of Audit and 990	Review board member expense reimbursement policy and process.
Review Insurance Coverage - Business, Property, D&O, Workers Comp, and Foreign	Review and know what is in Eagala’s articles and bylaws
	Assess current needs for board composition and recruitment.

VI. **Adjourn** – Full Board
Wanda moved and Lisa seconded the motion to adjourn the meeting at 7:54 pm PT. The motion carried unanimously.

**Next Board of Directors Meetings:
Monday, May 11, 2020 via Zoom @ 6pm PT; 7pm MT; 8pm CT; 9pm ET**

Minutes respectfully submitted,

Wanda Whittlesey - Jerome

Eagala Secretary of the Board, 2020 – 2021