

## Oct 1, 2024 | Board Meeting Minutes

Attendees: Chris Holdgraf Danielle Robinson Jochai Ben-Avie Elizabeth Eagen  
Kena Mayberry Susan Brooks Terri Easter Patti Dorsey Alexandra Schwartz

Apologies: Cormekki Whitley Shannon Dosemagen

### Opening Business

- Danielle called the meeting to order at 9:02 AM PT.

### Organizational Assessment Review

- Terri Easter of The Easter Consulting introduced the Organizational Assessment.
  - Terri asked the Board how the Assessment should be published.
  - The agreement is to have them send the assessment to Dave, and the board will determine the distribution.
- Susan Brooks (The Easter Consulting) began the Organizational Assessment review.
  - Reviewed the Assessment's Methodology
    - Reviewed the Approach
      - People, Process, and Technology
      - Future State Development Process
  - Reviewed Findings and Recommendations.
  - Terri reviewed the Overview of Feedback.
  - Susan reviewed the Desired Actions of FSPs interviewed.

Break at 10:03 AM PT.

Resumed meeting at 10:08 AM PT.

- Patti Dorsey (The Easter Consulting) reviewed FSP Customer Service Overview.
- Susan reviewed HR Audit Insights and suggestions.
- Terri reviewed Insights on Human Resources Management, Financial Management, and Technology Management and suggested benchmarks.
- Susan began discussing People, Processes, Outsourcing, Technology, Data & Reporting recommendations, and Next Steps.
- Organization Assessment Review finished at 11:14 AM PT.
- Danielle shared the next steps with board members, who then offered suggestions.
- TEC asked for communication from Chris and CS&S regarding how to bring back feedback to the FSPs.

## Closing Business

- The meeting adjourned at 11:23 AM PT.

