



Board of Directors Meeting

Toronto, Canada

April 10-11, 2024

Board Members

Brett Jackson, CASP - President
LaNiece Tyree, CASP – President Elect
Scott Seagren, CASP – Vice President
Jared Ceja, CASP - Treasurer
Neil Markley – Past President
Kim Rademacher, CASP - Central Rep (virtual)
Monica Rattigan - East Rep
Esmeralda Valdez, CASP - South Rep
Andy Lachman, CASP – West Rep
Kristy Vienne, CASP - Member At – Large
J. Rex Tolliver, CASP – Foundation President
* Jennifer Gray – Member At-Large (not in attendance)

Staff

Rich Steele – NACAS CEO
Sheena Majette – CLO (virtual)
Artem Mulitsa - CSMO
Matt Portner - Sr Director of Finance and Administration
Beverly Hastings - Exec Asst & Office Operations

Wednesday April 10, 2024

Ms. Jackson called the meeting to order at 9:00am ET.

Land Acknowledgement was presented and read to the group.

Approval of the March 20, 2024, minutes.

*MSP Tyree/ Seagren to “approve the minutes as presented”
11 “yes”, zero “no”, zero abstentions*

CEO, 60 Day Progress Report

Mr. Steele reported on his first 60 days, noting goals of member and volunteer engagement, aligning roles and responsibilities and strategic priorities, financial planning, and an overall review of policies and guidelines to ensure compliance. This will continue throughout the year and regular updates will be provided.

Member Satisfaction Survey Report

NACAS Staff presented survey results leading to a discussion on potential new initiatives/programs to meet the needs of all members, as well as noting what current initiatives are working well.

Budget Discussion

Led by Treasurer Jared Ceja and Matt Portner, Senior Director of Finance and Administration, the group reviewed the impact of the 2023 C3X contracts, and the deficit created related to these contracts.

Mr. Portner presented tactics to ensure 2024 will remain on budget and staff are working in very budget conscious ways to keep on track. With input and review of the finance committee, a multiyear budget plan is in place, with the goal of rebuilding the reserves over the next few years

Strategic Plan Action Item KPIs

- ELT Staff presented on the Key Performance indicators for their areas of responsibility.

Volunteer Engagement

Ms. Jackson and Ms. Tyree provided a presentation on volunteer engagement. The group then broke into discussion groups and brainstormed ideas to answer the following questions:

- How is NACAS doing in this area? What are we doing well, what are we not doing well?
- What are some ideas that could help us improve in each area and ultimately improve our volunteer engagement?

A lengthy list of ideas was compiled.

Individual Reports

- Mr. Ceja reported that the finance committee has been meeting on a regular schedule in review of the finances and will continue to do so as recovery continues.
- Ms. Tyree reported on the work of the Policy Task Force as they review the manual, bylaws and employee handbook for compliance. This is an ongoing project.
- Ms. Rattigan provided an update on the Central Region and noting excitement for the upcoming Central CX conference.
- Ms. Rademacher provided an update on the East Region noting items for discussion and their excitement for the upcoming East CX conference.
- Ms. Valdez provided an update on the South Region and expressed excitement for their upcoming South CX conference to be held this month in Orlando. She made the Board aware that the South would be voting on a Bylaws change to add 12 non-voting state directors to the South Board.
- Mr. Lachman reviewed the state of the West Region, noting their upcoming West CX conference in June.

ELT Updates

- ELT Staff provided updates on their areas of responsibility.

Regional Review and Discussion

Ms. Jackson led a robust discussion on regional engagement, and it was determined that more time and attention to this topic is required.

A Regional Engagement Task Force was established, to be chaired by Scott Seagren. Membership of the task force was discussed. The first effort of this task force will be to define the charge and goals.

Staff excused

Executive Session

MSP Ceja/ Markley to "move into executive session"

11 "yes", zero "no", zero abstentions