

PINE CREEK COMMUNITY LONG TERM RECOVERY GROUP
BOARD OF DIRECTORS MEETING MINUTES | PUBLIC MEETING
Wednesday, January 20, 2021 at 7pm PST via Zoom

Board Attendance: Heather Van Dyke, Vanessa Place, Janell Turner, Dan Harwood, Chance Backest, Tonya Nelson, Rachel Blakely, Heather Smith, Misty Herriman (*Quorum established*)

I. Call to Order

- a. Misty Herriman called meeting to order at 7:10pm.

II. Visitor Greeting & Community Q&A

- a. Mayor Carleen Anders – executive director for Okanogan County Long Term Recovery Group (Carlton Complex Rebuild 2014-2015)
- b. Question about case management process – how this will work moving forward:
 - i. Hank Cramer: 84 lost homes to work our way through. Right now each case manager is actively handling one case and has second cases lined up for next week. They’ve been doing round tables every Friday. Case managers will contact the clients. There’s a great deal of documentation that has to come together. It will take a while to work through all of the cases – a slow process.
 - ii. What is the timeframe for case managers to work through one household?
 - 1. Case managers are new to the process/UMCOR forms, working on the most difficult cases. The case manager ultimately will have to present each case to the unmet needs roundtable, so they will never let go of a case once they start until they’ve been to the unmet needs roundtable. The time it takes to work on a given case is unknown since cases vary (1 day, 2 days, 1 week, etc.).
 - iii. Community and board concerns about not hearing back from case managers or lack of outreach, feeling skipped in case management and wanting clarification. Did not know case managers would be working with one member at a time. Other related concerns:
 - 1. Routing every process through trailer. Shouldn’t have to go to the trailer for everything.
 - 2. Board not sharing accurate information with community – disconnect with information board receives and what is actually realized.
 - 3. Board/LTRG not operating in the interest of the fire victims.
 - 4. People feel stuck in limbo for months – that people have forgotten about them. Not sure what forms to fill out. There’s a lack of clarity/communication.
- c. Vanessa requested to move into work group to have more in-depth discussions about these concerns in order to provide answers that the board can share with the community.

III. Dismissal of Guests – Break out into work group

IV. Roll Call

V. Minutes – Regular Meeting, January 13, 2021

- a. Heather Van Dyke moved to approve meeting minutes as printed. Vanessa & Rachel second. All ayes from the board, with the exception of Misty who cannot vote as chair of this meeting.

VI. Discussion Items – some items were not discussed since Scott is out sick and have been tabled for a future meeting.

- a. Board Role: why we are here and what our role is
 - i. Need to identify what our role is – since it has evolved from how it started. We need to decide what we want our group to be/where we want it to go, and this is what we communicate to Scott. We as a board need to say where we want to go, and Scott’s role is to execute that vision.
 - ii. We have not been able to have into in-depth conversations about this, Scott needs to be here for this conversation. Could table this for next week.
 - iii. Communication needs to be improved with the board – a feeling of being in the dark about the case management process, as an example.
- b. Case Manager lists/cases: including case management process, how people are chosen for immediate case management
 - i. Need clear information on the case management process. Concerns expressed by board members about the pace at which case management is moving forward, including a disconnect between expectations/what board members were told would happen and what is actually happening.
 - ii. How were people initially suggested for case management? What’s the process? There is a need for clarification.
 - iii. Need to meet case managers in-person or virtually.
 - iv. Hank Cramer: 4 part-time case managers who started in December. There is a difference between case intake and case management. Case management is where you get their income, etc. Case managers need to get their “Feet under them”/make sure they are doing things the right way.
 - v. Mayor Carleen Anders has offered to bring in lead disaster case manager to show them the process. Still willing to do this. They have their rebuild specialist as well. We’d be happy to come back and meet in person to help with this if this is still what’s wanted.
 - vi. Members of the board want case managers to reach out to survivors, let them know who they are and that they will be working with them so that people don’t feel forgotten/left out.
 - vii. Case List(s): There are multiple lists that need to be combined and vetted for accuracy. Hank has a list that is still not perfect that he is willing to share. He saw about 4-5 databases of survivors, but not one of them was fully accurate.
 1. Need to develop a comprehensive, single, accurate database.
 2. Could construct a spreadsheet so that it is protected – only allowing board members to see the information they need to see to make sure the list is as comprehensive as possible.
 3. Concerns about board members collecting this information and vetting this information. Hesitation in collecting this information as a board; but we can try to gather information that would be useful starting points for cases managers – understanding that they will need to go back through and do their due diligence.
- c. Need to have clarity, answers, and clear communication with board about what’ is going on. Some board members feel foolish in that they cannot provide answers to questions to people in

the community. We need to be informed about what is going on on a regular basis. This undermines credibility.

- i. Returning to discussion about hiring someone to answer questions from members of the community, but how do we hire someone for this role when members of the board don't even have all of the answers?
 - ii. Some board members shared that we need to stop telling people to go to the trailer when we don't always know what is happening.
- d. Decision to have an executive meeting prior to next week's meeting to meet with Scott and hash out these concerns. This will take place on Tuesday at 7pm PST. We will need key partners present as well.

VII. Action Items – Disbursement Application & Chair/Vice Chair Determination

- a. *Disbursement application approval* – must write policy for disbursements for the board. They made a decision on how they wanted it to go, but the concern is who is going to make sure everyone who applies was in the path of the fire. Is the board doing operations? Or will the board be responsible for the decision part? Depending on this, the board will need to determine the vetting process.
 - i. Paul Kimmel: Reasons for change in form from Heather's version: Given need to distribute form immediately, quickly, and efficiently, we wanted to put something together that was an expeditious design. Trying to condense the amount of information requested to what was absolutely necessary.
 - 1. Working from best list we have available, although it's not perfect. We will continue to build on this/fact check.
 - 2. In this updated form, we asked for signatures and for applicants to stand by all of the facts stated. This was one idea for expediting the process.
 - 3. We added a fourth tier since not everyone will fit into Tiers 1-3. We provide an opportunity for people to write-in and explain their circumstance as an additional factor for putting them into one of the tiers.
 - 4. Board members still expressed concerns about who is vetting at the United Way.
 - a. Paul: Wildfire Recovery Committee that meets on a weekly basis will aid in this. However, they do not have an intimate knowledge of all residents. "That's why the disaster case management process and the unmet needs table is the best kind of process we can hope for, because again, they do get vetted and there is fact checking. When you try and do these immediate needs distributions, you're not going to get it right, but you're going to get it mostly right."
 - ii. United Way will put this form live on their website and the LTRG website as a fillable PDF. People can fill it in and send it in as an email to United Way or they can drop it by the trailer, or they can mail it directly to United Way. Paul will have a final form to the board by tomorrow (1/22/21). Board members will vote yay/nay on this via email in order to expedite the process. If approved, it will go live on the United Way and LTRG website.
 - iii. Other ideas: Ask people to please return within 10 days but not make it a hard due date or, you know, so I think we need to encourage them to return it quickly. But I thought we agreed as a board, not to have a hard and fast deadline. Give people opportunity to

explain their circumstance – asking them to give us information they think we need to make a proper decision.

1. Add an option where people can fill in information even if they aren't requesting this funding. This will enable them to be on our comprehensive list even if they don't apply for funds.
- iv. Building a comprehensive list: Paul suggested working from the list that the disaster case managers are working off of and having board members make comments/additions. Then we can use this to work with the United Way. Need to get the form out as quickly as possible and have the list vetted as quickly as possible. **Vet the list before opening up applications for the form.**
- b. *Vice Chair Position* – Discussion regarding who wants to participate as Vice Chair and Chair given concerns about time, availability, and commitment needed to carry out this role. Different names were suggested for Chair/Vice Chair, but board ultimately decided to nominate Chance as Chair, with Misty as Vice Chair.
 - i. Motion to approve Chance as board chair. Heather Smith moves to appoint Chance Backest as Chair. Vanessa seconds. Call for vote: All ayes. Chance is now Chair. Misty remains Vice Chair.

VIII. New Business

- a. Need to finalize release form for tool distribution. We cannot loan out tools until we have this form.
 - i. Paul will pursue that with **Mandy Braun**. We are also securing director's and officers liability insurance for the board. Paul will talk to her about how to be able to handle tool check outs re: tools that belong to LTRO.
- b. Paul able to secure another \$75k for the building fund via Northern Trust for the first two builds. (\$150k in that fund now or discretionary needs).
 - i. Need to keep funds coming in – identifying grants/opportunities. Paul spoke with Whitman County to hire a part time grant writer for LTRO. It was a great conversation with Commissioner Swan regarding a dedicated grant writer working on our behalf. Someone writing applications, managing grants, etc. Paul will have more information by next Tuesday.
 - ii. According to Treasurer's report, we have roughly \$50k for operations. This could be used to hire someone part time down at the trailer, for grant writing, administration etc.
- c. Develop FAQ/process of communication (internally to the board and externally to the community).
 - i. We need to know about volunteers/when they are coming, so that we can have a process in place for saying thank you. This goes back to the need for consistent, clear communication to us as a board.
 - ii. We need to also explain to the community who is involved in these builds (ex. Mennonite builds) and that this is not a decision from the LTRG.
 - iii. Call for improved communications, including updates not limited to meetings.

IX. Adjournment

- a. Heather Van Dyke motions to adjourn. Rachel Blakely seconded. Motion made to adjourn and seconded. All ayes.