

# Onboarding Committee Meeting

**Meeting date:** Tuesday, September 6, 2022

**Meeting time:** 4:04pm – 4:59pm

**Meeting location:** 2 Oak Street, Norwalk, OH 44857

## Committee Members Present:

X	Sandy Hovest	X	Erin Bohne
X	Silvia Hernandez	X	Nora Knople

## Board Staff Present:

X	Kristen Cardone, Executive Director	Ashley Morrow, Community Engagement and Resource Manager
X	Cari Williamson, Office and Fiscal Manager	Devin Pollick, Prevention Coordinator

## Discussion Items:

- Ms. Sandy Hovest recapped the take aways and actionable steps from the prior Onboarding Committee Meeting.
  - Create an outline and timeline of new Board member onboarding process.
    - Ms. Hovest shared an outline she created.
      - The input and participation of the Board staff is important to new Board member training. This training can also be available to current Board members.
      - The third and fourth meetings should be at the five or six month period and the nine or ten month period.
  - Create an abridged form of the operations manual.
  - Create a glossary of terms and acronyms that are used often in behavioral health.
    - Board staff shared a document listing the acronyms of common funding sources.
  - Create a flow chart of what the onboarding process would look like.
    - Board staff will create a flow chart.
  - Educate Board members on the cultural issues in language when it comes to behavioral health terminology.
  - Implement hot questions to be asked during committee meetings to ensure complete understanding of what will be presented at Board meetings.
  - Ensure new Board members have multiple and continued meetings with their Mentor.
  - Achieve comfort level in the Board setting and between Board members.
    - Ms. Nora Knople commended the Board staff for introducing Board members on social media, this is helpful in getting to know other Board members.
- Other thoughts
  - Ms. Knople expressed the concern of not having comfortability to ask questions and speak out in meetings.
    - Ms. Hovest shared there must be a way to feel confident to vote and ask questions. What can be improved to get members to a level of comfort, and not just in onboarding. Every voice on the Board needs to be heard.
    - Ms. Kristen Cardone shared the goal of committee meetings are to thoroughly discuss what will be presented at the Board meeting. She sends committee meeting minutes and meeting agenda four to five days before the Board meeting. This gives time to ensure members have time to review these items and ask questions prior to Board meeting.

Board members need to have accountability as a Board member by asking questions if they do not understand something. Ms. Cardone provided committee members with list which includes ways information is currently shared, current ways Board members can ask questions outside of public meetings, and current ways/opportunities for Board members to get to know one another.

- Ms. Hovest suggested allowing for dead air space, giving Board members time to process the decision. Additionally, she suggested setting a culture amongst Board members to allow members to speak freely without judgment. Be more encouraging to other members.
- Ms. Silvia Hernandez agrees with working on relationship as a Board to expand beyond a business relationship. She also suggested highlighting important information on the minutes to bring attention to them.
  - She shared having an ice breaker at the beginning of meetings would be helpful.
  - Ms. Knople shared we can not control other people's comfortability level. What we can do is have the space to allow questions to formulate, respect opinions, and be open, welcoming, and willing to help when people have questions.
  - Attend Board events to get to know Board staff, agencies, and other members.
- Action Plan
  - Go through manual and create a glossary of terms members may not understand.
  - Work on language document.
  - Create abridged form of the manual.
  - Create a graphic flow chart of onboarding process.
  - Go over outline
    - Encourage Mentor to build a relationship with Mentee by reaching out often.
    - Ms. Cardone shared documents that were previously emailed. The goal is to work with what already exists, share where documents can be referenced, use these resources to learn more and gather information when needed, and walk them through what this process looks like. Encourage them to use the resources and read the minutes from all meetings.
    - Ms. Hernandez shared one objective is to break down barriers by giving the Mentor this detailed list of expectations.
  - Continue Board staff education.
    - Taking some time a few times a year in committee meetings to allow for open discussion and questions.
- Next meeting dates, first Tuesday of the month:
  - October 4, 2022, 4pm-5:30pm.
  - November 1, 2022, 4pm-5:30pm.