

**STEP, Inc. Board Meeting Minutes**  
**4:00 p.m., Monday, November 20, 2023**  
**2138 Boyd Street, Williamsport PA**

**Board Attendance:** Aron Carter, Tia Hillyer, Brenda Nichols, Jacqueline Oliva, Matthew Rickard, Jeffrey Snyder, Lindsay Stamm, Patti Wylie

**Board Members Not Attending:** Randall Allison, Joanne Ludwikowski, Scott Metzger, Mary George Rhone, Abigail Roberts

**Staff Attending:** Rachelle Abbott, Carrie Bruning, Patricia Kiessling, Jim Plankenhorn, Jamey Williams

1. The meeting was called to order at 4:00 p.m. by Chairperson Brenda Nichols.
2. Roll call was taken to verify members present. No other members of the public were present.
3. On motion of Lindsay Stamm and second by Patti Wylie, the minutes of the October 23, 2023, STEP Board of Directors meeting were approved.
4. The STEP Board of Directors Fundraising activity was introduced. Members were encouraged to personalize solicitation letters to past and possible donors.
5. Patricia Kiessling presented the financial reports for September 2023, including an organization-wide report on revenue and expenditures categorized by program and a consolidated statement of activities and statement of financial position. On motion of Lindsay Stamm and second by Tia Hillyer, the financial reports were approved.
6. Rachelle Abbott presented the programmatic reports from October 2023. On motion of Tia Hillyer and Patti Wylie, the programmatic reports were approved.
7. Rachelle provided a summary of the 2024-2025 Head Start Selection Priorities. On motion of Patti Wylie and second by Aron Carter, the selection priorities were approved.
8. Jamey Williams presented the proposed 2024 STEP Board of Directors meeting schedule. On motion of Lindsay Stamm and second by Tia Hillyer, the schedule was approved.
9. Jim Plankenhorn provided a summary of the 2023 Employee Net Promoter Survey (eNPS) results. The score rose to 22.06, from 21.94 in 2022, with a total of 204 respondents.
10. Carrie Bruning, STEP AmeriCorps Program Manager, provided a programmatic update for STEP AmeriCorps. The update included highlights of recruitment strategies, grant processes, and future developments.
11. Jamey Williams led the board through the Continuous Improvement module of CAP Infinity for Boards.
12. Jim Plankenhorn provided an update on the STEP Transportation garage/facility project.
13. Rachelle Abbott provided an update for the STEP Social Justice Task Force. Dream Week 2024 plans are being finalized. The SJTF will be participating in a fundraising day with Chipotle. Activity in connection with the SparkTank grant to revitalize the Beloved Community Council is continuing.
14. In other business: Patti Kiessling announced that the STEP Controller has submitted her resignation. Jim Plankenhorn reminded the board of the Santa's Seniors and Head Start Mitten Tree drives currently underway. Jim Plankenhorn also provided a summary of the Administration Group retreat that was held on November 17.

The next STEP Board of Directors meeting will be on Monday, December 18, 2023, at 2138 Boyd Street, Williamsport.

15. There being no further business, the meeting was adjourned on motion of Lindsay Stamm and second by Patti Wylie at 5:05 p.m.