

Minutes of the Public Meeting of the HopeWorks Board of Directors

March 20, 2025

Hope Village Conference Room

Board Members present: James Freeman, Marty Mathisen, Bill Miller, Vicky Palmer, Brett Webb-Mitchell

Board Members participating remotely: Mia Maes, Eric Shinamoto,

Excused: Senator Linda Lopez (Advisor), Toni Sanchez-Romero, James Wilkey

Staff: Michele Benavidez, Trish Garcia, Noel Kofoed, Ray Lucero, Joseph Padilla, Heidi Shultz, Julie Yung

The public Board meeting was called to order with a quorum by Vice President Mia Maes at 12:02

The agenda for the public Board meeting were moved, seconded, and approved

The consent agenda were:

1. Reports certified and submitted: Shelter Meals, CoCRA (Continuum of Care Rental Assistance), Building Renovation (Lily B)
2. Board minutes of January 16, 2024
3. Ratification of prior unanimous Board votes by email approving two motions:
 - a. Motion A: To elect Vicky Palmer for a new term as a member of the HopeWorks Board of Directors beginning with our March 2025 meeting.
 - b. Motion B: The HopeWorks Board of Directors hereby combines the functions of its Nominations Committee and its Board Development Committee into a single Board Development Committee. Its initial functions shall be:
 - To identify areas of expertise that should be represented on the Board of Directors
 - To identify, interview, and evaluate candidates to serve on the Board of Directors
 - To nominate suitable candidates for consideration by the full Board
 - To coordinate each Director's service on at least two committees of the Board, and
 - To develop and nominate a slate of officers for election at the annual meeting of the Board.

Hearing no objection, the consent agenda were adopted.

Having no further business to discuss, the public meeting was adjourned by Mia Maes at 12:08

Minutes of the Closed Meeting of the HopeWorks Board of Directors

March 20, 2025

Hope Village Conference Room

Board Members present: James Freeman, Marty Mathisen, Bill Miller, Vicky Palmer, Brett Webb-Mitchell,

Board Members participating remotely: Mia Maes, Eric Shinamoto,

Excused: Senator Linda Lopez (Advisor), Toni Sanchez-Romero, James Wilkey

Staff: Michele Benavidez, Trish Garcia, Noel Kofoed, Ray Lucero, Joseph Padilla, Heidi Shultz, Julie Yung

The closed Board meeting was called to order by Vice President Mia Maes at 12:08

The agenda for the closed meeting were moved, seconded, and approved without additions

Staff reports were received and discussed:

- CEO report – Heidi Shultz began as CEO on January 21 and has reviewed reporting and compliance procedures. A protocol was developed to ensure that all directors are aware of reporting requirements. The staff officially endorse the mission of HopeWorks to be *healing* homelessness (a change from *ending* homelessness) as initiated by Annam Manthiram as CEO some years ago. Heidi has been meeting with community partners and stakeholders. Our agreement was reviewed with Doreen McKnight, the Director of the Wells Park Neighborhood Association. HopeWorks will be an official member of the Coalition to End Homelessness, the Albuquerque Strategic Collaborative, and Karen Navarro's monthly meeting of agencies serving the homeless. We plan a celebration of the 40th anniversary of HopeWorks in September of 2025.
- Development report – Mitchie Benavidez. HopeWorks has suffered about \$4.8 million in lost grants and contracts that were not re-applied for, expired, or not renewed during the prior administration, along with an 85% reduction in private contributions. A meeting was held with the Mortgage Finance Association that administers the City's housing vouchers. The relationship with MFA was fractured during the prior administration and approximately 50 housing vouchers were assigned elsewhere. Efforts are underway to rebuild and renew relationships with community partners and donors. The website has been updated. Mitchie presented a newly developed PowerPoint presentation for community partners and received suggestions from the Board. Sandia has granted \$5,000 to develop the community garden. Community lunches are booked up through the next three months.
- Financials and Accounting report – Ray Lucero and Marty Mathisen. Financial statements are complete for the prior fiscal year, and priority is now being given to completing the audit, which is required for future funding applications. Because HopeWorks did not re-apply for the Hope Village contract, Bernalillo County funding has stopped, and Monarch has notified us that we must also decrease monthly rental charges. President Trump eliminated the US Interagency for Homelessness, and funding is uncertain through Medicaid and HUD. The federal Employee Retention Credit for which we applied has not been received.
- Behavioral Health report – Noel Kofoed. Intake coordination has been reworked to facilitate rapid entry of new clients and avoid wait lists. People awaiting release from Bernalillo County Detention can now be started on services at HopeWorks, whereas many agencies are not accepting new clients without a wait list.
- Housing report – Joseph Padilla. We have accepted 18 new COCRA clients and plan to apply for the Casita Bonita grant. Auditors will return next week to review COCRA. The state Linkages program has

56 vouchers all of which are filled. Hope Village has three new residents scheduled and is moving toward full occupancy. People are on a wait list for several months. We applied for a \$1.2 million City grant and are awaiting feedback.

- Shelter report – Julie Jung took over Shelter direction in September. Emphasis has been on physical clean-up and increasing a sense of safety on property. Camping in front of the property has been cleared, a no smoking policy is in effect, and hanging out in the parking lot is discouraged unless waiting for services. A new spreadsheet began in December to capture data for reporting. Weekly meals are about 1,500, or 300 a day. The City would like us to provide meals and other services on weekends, but has provided no additional funding to do so. Clients must check in now in order to receive a meal ticket, which improves our reporting ability.
- Administration report – Trish Garcia. Administration is almost fully staffed; one receptionist is needed. We have a new cook and two new security officers.

Board committee reports were received and discussed:

Board Development Committee – Bill Miller

- The current membership on Board committees was distributed
- The following committees have not been meeting
 - Advocacy Committee (needs Chair)
 - Bylaws Committee will be chaired by Toni Sanchez-Romero
 - Faith Task Force will be chaired by Mia Maes.
 - Health Services Committee (needs Chair)
- Nominations: Bill contacted Denine Rothman from PNM, who declined to be nominated as a Director at this time, but is interested in volunteering on the Faith Task Force
- We discussed additional areas of expertise that should be represented on the Board. Bill will re-contact Sanjay Engineer as to whether he would re-join the Board, providing expertise in architecture and real-estate. New Board members with medical and behavioral health expertise would be welcome.

Development Committee is now chaired by Michelle Benavidez. Approval/Signature authority has been obtained for COA monitoring results

Finance and Audit Committee – Marty Mathisen

- Signature authorizations have been obtained for the HopeWorks credit card
- Bill has provided Board Secretary personal information regarding applications for Raymond James.

HR Policy Committee – Vicky Palmer is now chairing the HR Policy committee which will be reviewing and updating policies including:

- Personal Relationships
- Overtime
- Remote Work
- Children in the Workplace
- Staff Working/Volunteering at the Day Shelter
- Pet liability

Additional business

- UNM Architecture students may help us with layout of the community garden. Sandia has authorized \$5,000 to purchase needed materials and is ready to send volunteers in April.
- Unhoused people have no source of water after weekday hours and on weekends in our neighborhood. Such a water source would need to be frost-proof and vandalism-resistant. Mia Maes and James Freeman are getting additional information about how to have a public water faucet and will discuss this with the Wells Park Neighborhood Association, who have opposed a local water source as “enabling homelessness.” The Friends Meeting House removed the hydrant on their property after pressure from the neighborhood association.

Having no further business to discuss, the closed meeting was adjourned by Mia Maes at 1:47 pm.

Prepared by Bill Miller, Board Secretary