



RMHC Board Meeting

September 23, 2025 | 5:30-7PM | RMHC Community Room

Attendees: Tripp Stephens, Karen Jolley, Dr. Merritt Adams, Dr. Laura Hill, Mary Lynn Wilson, Theresa Critchfield, Betsy Conroy (Ashley Johnson's Proxy), Brad Moore, Melanie Farrell,

Staff: Dr. Mike Brown, Ken Cook, Tiffany Commons, Farin Cloyd

I. Call to Order

A. Welcome – Board Chair-Betsy

B. Mission Moment

- Christie Watts from Chickamauga came and spoke to the group about her family's experience at RMHC. Christie's four-year-old grandchild, Josie, was starting pre-K, when shortly after being dropped off by her Mom, she fell in the gym then fell later again in the hallway. By the time Mom got home, teachers called and said something was wrong and they needed to pick her up. She was rushed to Erlanger hospital for weakness in her legs, where doctors began serious testing. By the next day, she couldn't use her arms and hands. By the next day, she couldn't hold her head up and was put on a breathing tube for respiratory distress. Doctors found markers for Guillen Barre on her MRI began treating.
- Christie commends the security of the House – she feels like she was able to safely walk back and forth from Erlanger during night hours.
- Christie is so thankful for their time here, she and her family plan to support the House in the future. She has written letters to the school systems she has been a part of, and she anticipates they will be active as well.

- Josie's breathing tube has been out for a week, and she is making tremendous progress - now walking, coloring, and playing.

II. Consent Items

A. Review of Past minutes for Approval – Betsy

- Motion: Brad
- Second: Tripp
- Motion passes unanimously

After approving the minutes, Keshun recognized Brad Moore as part of our McDonald's O-O Thank You Tour.

III. President/CEO Report

A. WYRE/BCBS

- 7 items left before the contract is finished. We're now in the process of addressing the Gap Analysis. Shows that they have tested the system, trained us on the security policies and procedures to upkeep compliance, and identified potential operational gaps moving forward. They will conduct a penetration test to check the security of our system. October 3rd is when testing begins. The timeline from testing to reimbursement is up to BCBS – they're waiting until our current project is complete. We haven't asked about being paid retroactively once we become compliant but will explore those options.

B. In-house Mental Health Therapist

- Amy Jenkins has joined us as our Family Support Counsellor. She seems to be a great fit and has spent the last couple of weeks getting acclimated with the staff.

C. Strategic Plan (Program Growth & Expansion)

- Tiffany and Carla attended the Social Work Summit in Philadelphia.
- Tiffany, after 17 years working at RMH, was finally able to visit the first Ronald McDonald House! In Philly, they have the Audrey E. Evans Center for Family Support Services. The Family Support Services Team offers compassionate assistance to all families staying at the Ronald McDonald Houses in Philadelphia, where the health and well-being of

the entire family is our number one priority. They offer: Family Services, Family Activities, Social Work, Education/Tutoring.

- We are hoping RMHC of Greater Chattanooga will be able to follow this path of offering even more family support services with our Social Worker on staff - Carla Sewell, Chief Program Officer - and now our Family Support Counselor.

IV. New Business – Chair Report

A. Past Board Chairs

- Past board chairs might be the key to continued engagement for board members after serving. Mike and Betsy agreed that board chairs would be responsible for reaching out to members of their “board class” to encourage them to remain or become reinvolved with their time, talent, and treasure. Betsy asks what everyone thinks, and Mary Lynn, as one of the previous board chairs, thinks it's a great idea to try and keep everyone involved. She suggests a past-chair meeting to get in front of everyone to discuss.

V. Committee Reports

A. Advancement – Laura

- Without Golf, Hope and 35th Anniversary, we have already surpassed fundraising total from 2023, and we are on track to surpass 2024!
- Laura asks the Board to sign up to sponsor our 35th Anniversary Celebration or at least buy a ticket and join us for the evening!
- Focus of Hope365 will be friend raising. More info to come about how to cultivate, not only new donors, but new friends of the House. Hosting a Jeffersonian dinner or event is a great way to “friend raise.” Dr. Hill got involved with the house from a Jeffersonian event that Betsy hosted.
- Another way Advancement is friend raising is our new Tuesday Tea at RMHC - every 3rd Tuesday at 11AM. If you have people that you think Advancement should invite to a Tuesday Tea, please email Ken Cook (ken.cook@rmhchattanooga.com).
- The 35th anniversary celebration is an open guest list – invitations were just sent to past donors, board members, volunteers, etc. Feel free to invite

friends and family! There are 250 total tickets for Casino Night, but we can push that number a little bit if needed.

B. Finance – Tim

- A question was raised regarding the deficit in the fundraising revenue line item. Mike acknowledged it as a good question and committed to investigating further and reporting back. He noted that the shortfall appears to be primarily due to timing and coding inconsistencies, stemming from staff transitions at both WCA and RMHC, as well as changes in the business and budget model.
- Despite these challenges, Mike emphasized that the financial position remains strong, with YTD revenue exceeding budget by \ \$399,953 – Outstanding!
- Tripp wants to highlight that every dollar we save equates to \$10 raised. There are some fees in the budget that could be negotiated/waived to help boost the finances of the House.
- Brad will take the board's concerns to the Finance committee, and Tim and Brad will report back. If you have questions about the August financials, please reach out directly to Tim Vita and Mike.

VI. Unfinished Business

- Conflict of Interest Form
- Board Dashboard

VII. Betsy Conroy adjourned the meeting at 7:23PM

Dates to Remember:

October 20th - Annual Golf Classic (Black Creek) All Day

November 14 35th - B-Day Casino Night (READ House) 7:00-10:00pm

November 18th - 35th Celebration (Time Capsule) TBD

December 14th – RMHC Board/Legacy Circle Christmas Party