



# BOARD MEETING MINUTES

DATE: JUNE 13<sup>TH</sup>, 2024

Mission: We are an organization of performance ensembles creating a diverse and inclusive environment for musical expression that promotes the equity and visibility of people in the LGBTQIA+ community.

Meeting called to order at: 7:05 pm

## APPROVAL OF AGENDA

Agenda approved.

## APPROVAL OF BOARD MEETING MINUTES

- May Board Meeting minutes
  - Aimee Kelly motioned that we approve the May board meeting minutes.
  - Jono Green seconds.
  - Motion is approved.

## REPORTS

### EXECUTIVE DIRECTOR REPORT

- Operations - lots of gigs coming up for marching band. Collaboration performance with Seattle cheer. Getting equipment form ready to go. Having a storage room clean out day. Chamber concert this Friday.
- Development - working to set up an internal fundraiser to support the angel fund. Set up an internal fundraiser for Riot swag that went very well.
- Administration - getting booking keeping system set up to be able to make payments and receive payments and bookkeeping automatically happens. Will eventually need payroll software. Surveys are up and running thanks to our survey's coordinator.
- Marketing - getting the new branding rolled out. Working on the marketing plan for the next season.

Damien has been working on a couple of grants with the grants team. Submitting the BECU grant. Damien has been moved to the second round for the individual volunteer of the year award. Grant applications become stronger when we do big things!!

Damien is leading the budgeting process for the next year. Getting ready to release the 2023-2024 season report. Wanted to have this out by June 1<sup>st</sup> but got behind. We had 296 unique individual members registered for at least a term for this last season. Over the last 4 terms we had on average over 214 members registered each term.

## ARTISTIC DIRECTOR REPORT

- We have two outstanding invoices from JW Pepper. One for \$124.40 from September of 2023, and another for \$86.10 from February of 2024. This totals \$210.50. I plan on paying this to ensure that our account is settled. I don't believe this needs board approval since it is a past due invoice.
- Ensemble Updates
- Benaroya Hall Update

## COMMITTEE REPORTS

### HIRING COMMITTEE

- RCR – have our first applications in for Riot
- RCJB – have interviewed 2 candidates

### RE-ORG COMMITTEE

- Bylaws revision coming along. Should have a rough draft for review by the next board meeting.
- Need updated job descriptions for the new board positions which are:
  - Board Chair
  - Board Vice Chair
  - Treasurer
  - Secretary
  - General Board Member
- Re-org Process: What are our tasks for July?
- Need a board recruitment packet and board agreement and the job descriptions.
- Decided to have a town hall meeting instead of creating the series of videos due to time crunch. Will use the outline of subjects created for the video series as the agenda for the town hall discussion.

## UNFINISHED BUSINESS

none

## NEW BUSINESS

1. Emily Ranta moves to establish the title of Lifetime Member, a classification of membership that is conferred or revoked by vote of the board to an individual and grants participation in all organization activities as well as other benefits defined by policy stems from the Silver Circle. Seconded by Jono Green – motion passes with 4 yes votes and one abstention.
2. Shelly Siegfried moves to establish the title of Director Emeritus, a classification of membership that is conferred or revoked by vote of the board to an individual who has had the title of Ensemble Director or



Artistic Director and grants recognition on our website as well as other benefits defined by policy. Seconded by Emily Ranta.

3. Jono Green moves to amend the motion to include the titles be held at least 5 years. Emily Ranta seconds. Motion passes with 4 yes votes and 1 abstention.
4. Christopher Hanson requests that we approve to spend \$540 for chamber music to provide music so small groups can meet the performance obligations for UCUC.

Emily Ranta moves we approve to spend \$540 for chamber music to meet UCUC obligation. Seconded by Jono Green. Motion passes unanimously.

5. Rainbow City T- Shirts investment

Jono Green moves we approve \$375 to allow the director of membership to set up a public t-shirt sale to promote the new logos. Second by Emily Ranta. For details motion carries unanimously.

Meeting adjourned at: 9:15 pm



# BOARD MEETING MINUTES

DATE: JULY 8<sup>TH</sup>, 2024

Mission: We are an organization of performance ensembles creating a diverse and inclusive environment for musical expression that promotes the equity and visibility of people in the LGBTQIA+ community.

Meeting called to order at: 7:05 pm

## APPROVAL OF AGENDA

Agenda approved.

## NEW BUSINESS

1. Proposal of adoption of Cyber Insurance

Michael Palacioz moves that we adapt the cyber insurance policy from the Collation for the cost of \$975.00 Ivan Liu seconds. Motion passes unanimously.

2. Proposal of adoption of Bloomerang Volunteer

Shelly Siegfried moves that we adapt the proposal to use the Bloomerang volunteer hours tracking solution to track volunteer hours at the cost of \$1430 per year. Eliminating Sign Up Genius saving \$250 per year. Emily Ranta seconds. Motion passes unanimously.

Meeting adjourned at: 7:41 pm

# BOARD REPORT

REPORT CREATED BY: DAMIEN HALL, EXECUTIVE DIRECTOR

DATE: JUNE, 2024

## DEPARTMENTAL MILESTONES

### OPERATIONS

- Performance Coordinator is rocking it on bookings
- Getting data ready for equipment form and cleaning storage

### ADMINISTRATION

- New Contractor payments, bill payments, and invoice payments through QuickBooks – eases bookkeeping for little extra cost
- Surveys released and prepped

### DEVELOPMENT

- Successful ensemble fundraiser – RCR Swag
- Preparing for member auction for remaining items from March
- Season ticket page is complete and ready
- Sponsorship page

### MARKETING

- New brand is launched

## DEPARTMENTAL CHALLENGES

### OPERATIONS

- UCUC contract negotiations
- Data Coordinator – new role
- Music Coordinator stepped down, reforming process

### ADMINISTRATION

- Exploring volunteer software
- Behind on bookkeeping
- Forms are taking time to implement – looking to website for most

### DEVELOPMENT

- Grant committee could use more brain power
- Little interest in most roles in department

### MARKETING

- Still assisting volunteers to be oriented
- Envisioning next season's marketing campaigns
- Volunteers needed for social media
- Additional budgeted spend on print materials for Pride coming



## MAJOR WORK MILESTONES

- Once-in-a-generation rebrand project is a success
- Created first PowerPoint video release
- Submitted Symphony Stages Grant application
- Submitted BECU People Helping People Volunteer Member of the Year stage two materials
- Connecting with new volunteers who are not active members

## UPCOMING WORK

- Budgeting for Q4
- Task Management for Departments
- Guiding Departmental Plans
- Preparing inaugural 23-24 Season Report for June 1 release
- Developing board recruitment portal and materials
- Onboarding and recruiting staff
- Leadership and work on hiring committee
- Connecting with partners
- Continuing work on bookkeeping
- Continuing brand implementation
- Grant team support
- Recruiting a Development Manager
- Helping to set up new managers for success and control over their departments

## PROPOSAL FOR ADOPTION OF BLOOMERANG VOLUNTEER

Volunteers are the backbone of our operations and yet they are the only stakeholder group that does not have a platform and processes to draw them into our community. Many of our patrons and potential playing members first become interested in volunteering before joining on a deeper level. One stint of volunteering could lead to a lifelong commitment to the org, but we do not have a platform to support their inclusion and belonging. Bloomerang Volunteer is a balanced solution with the synergy of its connection to our current donor database.

### CURRENT CHALLENGES

Our organization currently faces several volunteer management issues:

- Inadequate Tracking: We lack a systematic way to record volunteer hours, leading to inefficient tracking of contributions.
- Absence of Analysis Tools: Without analysis tools, we're unable to measure volunteer engagement or program effectiveness.
- Disconnected Systems: Our volunteers are the heart of our community, yet we have no integrated system recognizing and connecting them to our donors or members.
- Inefficient Shift Management: Posting and finding shifts is cumbersome, making it challenging for volunteers to participate.
- Communication Barriers: Retaining volunteers is difficult due to inadequate communication channels.

### BLOOMERANG VOLUNTEER OVERVIEW

Bloomerang Volunteer is a comprehensive volunteer management system designed to address the very challenges we face. Here are some key features:

- Time Tracking: An intuitive interface for volunteers to log hours with ease.
- Data Analysis: Robust tools to analyze volunteer data and generate actionable insights.
- CRM Integration: Seamless connection with our donor and member database, enhancing relationship management.
- Shift Coordination: Simplified posting and searching of volunteer opportunities.
- Communication Tools: Effective channels to keep in touch with volunteers, improving retention.



Read more here:

<https://bloomerang.co/product/volunteer-management/>

There are numerous uses we will put it towards:

- Collecting of volunteer hours for all volunteers and Guild members
- Data analysis – constituent profiles match with donor/patron data
- Contact – email any/all volunteers using their data to tailor your messaging and continue engaging them
- Live leaderboard
- Embed volunteer portal on rainbowcity.org and share opportunities to social media
- Post non-Guild volunteer opportunities
- Volunteer job classifications for existing event-related slots (Signup Genius replacement)
- New job classifications for regular support, clerical, and media capturing slots (unmet needs)
- Included waiver and other forms for volunteers
- Mobile app for onsite management and for ongoing volunteers to add hours

## **IMPACT ON RAINBOW CITY PERFORMING ARTS**

Adopting Bloomerang Volunteer would revolutionize our operations:

- **Enhanced Efficiency:** Streamlined processes would save time and resources, allowing us to focus on our mission.
- **Empowers Staff:** Establishes process and culture for engaging more to volunteers rather than feeling the need to do all the work alone
- **Data-Driven Decisions:** With better data, we can make informed decisions to improve volunteer satisfaction and engagement.
- **Improved Revenue:** Engaged volunteers become donors and this software will help us track and encourage that behavior.
- **Increased Participation:** An easier way to manage shifts would encourage more volunteers to get involved.
- **Improved Retention:** Effective communication means volunteers feel valued and are more likely to stay with us.



## **COSTS AND IMPLEMENTATION**

This module costs a total of \$1,428 per year or \$119 per month.

This is about middle-of-the-road for volunteer management solutions. Signup Genius is one quarter the cost, but only includes a small part of what this software offers. Other less expensive solutions such as Volgistics can compare in feature set, but the design is more clunky and there is no integration with our current Donor CRM. Solutions with more features can cost hundreds of dollars more while still not having the data tools available in Bloomerang.

This software would impact over 80 people currently volunteering monthly, and that number will grow significantly with expected changes coming to our structure. Many new people will use this software in some of their first interactions with us, and it will be used by our board members as well. The total cost seems high until you consider the number of people this is providing services to within our organization.

The portal will be primarily operated by our Guild Coordinator, but Managers across the org will be able to post volunteer shifts and contact volunteers. Our intent would be a full launch in September.

## **CONCLUSION**

Volunteer work is core to our operations and tracking volunteer time is required on our tax forms. It is also our biggest argument for why we deserve funding, yet we have no data to promote this to the public. Adoption of software of this nature is key to our future and aligns with our strategic plan to ensure our volunteer stakeholders are properly engaged and supported.

Bloomerang Volunteer is an ideal solution for us since it is already home to much of our data allowing an integrated solution used widely across the sector. I recommend we establish a budget to allow subscription to this software as soon as possible.

## PROPOSAL FOR ADOPTION OF CYBER INSURANCE

Rainbow City Performing Arts (RCPA) faces increasing cyber threats, and our limited IT resources make it challenging to respond effectively. To address this, we propose Coalition's comprehensive cyber insurance, which covers a range of risks and provides expert incident response services.

### CURRENT CHALLENGES

#### RISING CYBER THREATS:

- As a nonprofit, RCPA is vulnerable to data breaches, unauthorized access, and denial-of-service attacks.
- Limited resources hinder our ability to monitor and respond proactively.

#### ATTACK VECTORS:

- Our website faces constant bot attacks to break into WordPress and take over our website and any breach vectors connected to that platform
- We have countless unsecure passwords not managed by a password manager or with any system to change passwords when staff depart.
- Our social media profiles face constant scam attacks and are operated by untrained volunteers
- We receive phishing emails daily disguised as all sorts of things which are likely sent by bots scraping public information. We also have seen coordinated attacks on various accounts on our domain that are a human-derived pattern. This puts our Microsoft 365 Account at risk and it would lock out our essential operations including email and Teams.

#### LIABILITIES:

- We have no backups for a collection of data that includes most recent sheet music purchases which were digital-only
- We post images of people without permission and clips of performances without permission from rights holders (both common practice), leaving open potential liability
- Our information security is operated by mostly untrained volunteers with no skills to manage a crisis like a ransomware attack which would cripple our ability to operate and risk complete failure of the org.
- If our bank account is drained, we have no recourse to recover the funds if the bank was not at fault (like a breach of QuickBooks)



## PRODUCT OVERVIEW

### COALITION'S CYBER INSURANCE

Proactive Alerts on Threats:

- Coalition's solution provides real-time alerts to help RCPA stay ahead of emerging cyber threats.
- Early detection allows for timely action to prevent or mitigate potential incidents.

Vulnerability Reduction Support:

- RCPA receives guidance on identifying and addressing vulnerabilities in its systems.
- Proactive measures help reduce the risk of successful cyber-attacks.

Incident Response Services:

- In the event of a cyber incident, Coalition offers expert assistance.
- From forensics to legal support, RCPA benefits from a comprehensive incident response plan.

### COVERAGE DETAILS

Our coverage would include liability up to \$1,000,000 in each of the following areas. These are ways that we currently have not managed our risks with any coverage. They include:

1. Network and Information Security Liability:
  - Coverage for legal expenses and damages resulting from data breaches, unauthorized access, or denial-of-service attacks.
  - Includes costs related to investigations, notifications, and credit monitoring for affected individuals.
2. Regulatory Defense and Penalties:
  - Protection against fines and penalties imposed by regulatory bodies due to non-compliance with data protection laws.
  - Legal representation and defense costs in case of regulatory investigations.
3. Multimedia Content Liability:
  - Coverage for claims related to defamation, copyright infringement, or privacy violations arising from RCPA's online content.
  - Includes legal defense costs and damages.
4. PCI Fines and Assessments:

- Reimbursement for fines imposed by the Payment Card Industry (PCI) for non-compliance with data security standards.
  - Assistance in achieving PCI compliance.
5. Breach Response:
- Rapid incident response services, including forensics, legal guidance, and communication strategies.
  - Covers costs associated with notifying affected parties and managing the breach.
6. Crisis Management and Public Relations:
- Support in managing reputational damage after a cyber incident.
  - PR services to mitigate negative publicity and maintain stakeholder trust.
7. Cyber Extortion:
- Coverage for ransom payments in case of ransomware attacks.
  - Assistance in negotiating with cybercriminals.
8. Business Interruption:
- Compensation for lost revenue and extra expenses due to cyber-related disruptions.
  - Includes coverage for system downtime and recovery costs.
9. Digital Asset Restoration:
- Reimbursement for costs incurred in restoring or recreating digital assets (data, software, etc.) after a cyber event.
10. Funds Transfer Fraud (Up to \$250,000):
- Protection against fraudulent transfers of funds due to cybercrime.
  - Covers losses resulting from unauthorized transactions.

## **IMPACT ON RAINBOW CITY PERFORMING ARTS**

- **Enhanced Security Posture:** With Coalition's capabilities, RCPA can strengthen its defense against cyber threats.
- **Supportive Incident Response:** Access to expert assistance in the event of a cyber incident, ensuring minimal disruption to RCPA's services.



- Enhanced Legal Liability: Extends the coverage for more areas of legal liability relating to online activity

## **COSTS AND IMPLEMENTATION**

Annual Premium	\$754.00
Broker Fee	\$200.00
Total including taxes	\$974.03

Aggregate Policy Limit of Liability: \$1,000,000

This coverage is managed by our current broker and would be folded into our existing annual premium or could be prorated if added later. This is managed by our Operations Manager.

Cyber security management and incident response internally is led by our Technology Coordinator. We have no current external contractors or resources for this work.

## **CONCLUSION**

Rainbow City Performing Arts faces growing cyber threats, and our limited resources make it challenging to protect against these risks effectively. Coalition's comprehensive cyber insurance offers proactive alerts, vulnerability reduction support, and expert incident response services. By investing in risk management, RCPA can safeguard its operations, data, and reputation, ensuring a resilient and secure future.