

# Proposed Agenda for 01-23-2011 Board Meeting with Admins

[Skip to end of metadata](#)

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[Go to start of metadata](#)

Agenda Items for the January 23, 2011 Mickaboo Board of Directors Meeting

Note: These agenda items are follow-ups from our last meeting, topics that weren't covered in the last meeting due to time constraints, and also include volunteer feedback that has come in from the request for agenda items sent to the Admins email list.

Previous Agenda Item Follow-up

## 1. Organizational Structure, Command, and Control

- Where are we on filling out the Organizational Chart?
- How can help volunteers become more empowered to do a better job?
- How can we improve communication within our Administrative group?

## 2. Bottlenecks

- Are we still satisfied with the 45 day Change Process as a way of making changes to Policies and Procedures?
- What else do we feel is still having a slowness problem within the Organization?

## 3. ASM Data Entry and Quality Control

- Discuss solutions for making sure everyone is using ASM and our data tools, and using them correctly.

## 4. Vet Expenditures – See item #2 below on Financial Sustainability.

New Agenda Items

## 1. Morale, Trust, and Recognition

- Can we implement better communication methodologies between the Administration and the Volunteer base to positively affect these issues?
- Recognition of the level of stress and overload that many volunteers are facing.
- Create solutions to alleviate "Coordinator Burnout".
- Coordinator authority needs to be more clearly defined and respected, by other Coordinators and the Administration.

- We need better policies and procedures for handling conflict resolution between Volunteers and/or Administrators.
- We need a better policy for correcting new volunteers on the Discuss list that does not result in discouraging people in the process of learning, preferably privately.

## 2. Financial Sustainability

- What is Mickaboo's plan for 2011 to reduce expenses and increase revenue to keep pace with our increasing vet bills?
- Can we discuss the idea of setting intake criteria and guidelines?
- How are we monitoring the collection of appropriate adoption fees?

## 3. Foster Home Overload

- Too many birds are being put into homes that are already full, and new requests come in daily for "just one more bird". Can we discuss other solutions?
- How can we enforce quarantine policies that not being followed in Foster Homes?
- Are we spending our resources "warehousing" birds vs. focusing on their quality of life and rehabilitation?
- We need to create a Foster Home Rehabilitation team to work on making birds in current foster homes more adoptable.
- We need to dedicate more resources to rehabilitation training for surrenderers to both improve birds' lives and hopefully help more people keep their birds instead of surrendering them.
- Can we set official guidelines for Foster Home bird limits?
- Can we create a system for long-term Foster Home monitoring to insure policies are being followed?

## 4. Policing our System

- How can we insure that Coordinators and Volunteers are following policies and procedures?
- How can we insure that each bird we intake is making it into our system with proper documentation and adoption fees?
- How can we insure data accuracy and prevent corruption without a breakdown of trust?
- We need to implement more thorough procedural documentation for training new volunteers in preparation for joining a species team or administrative role.

## 5. Broken Wing

- We have an "association" with an animal rescue organization that does not have non-profit status, has not received an in-person homecheck, and has resisted having one by Mickaboo volunteers. Can we discuss how this happened?
- We have sent at least 13 large birds to an adopter that has not been checked in person, while knowing that the adopter already had a large number of animals, and without insuring in person that those animals would receive a high quality of care. Can we discuss if this is too many large birds being sent to one home?

- There are discrepancies as to whether or not all the Coordinators that should have been involved in the decision making process were involved and approved of the moves. Can we discuss how we could put in a set of checks and balances to prevent this in the future?
- There are no signed adoption contracts or records of paid adoption fees for any of the birds sent to Broken Wing in ASM. Is this acceptable ASM usage?
- There are many rumors flying around with regards to Greg Kevakian, Mickaboo's association with Broken Wing, Broken Wing's viability as a rescue, and how Mickaboo is handling the responsibility of checking into adopters before sending birds out of state. None of these rumors are being directly addressed by Mickaboo's Administration, nor are resolutions to this issue being communicated clearly back to Mickaboo's concerned volunteer base. Can we talk openly about what the truth is behind these rumors, and what is being done directly about the situation?
- No checks and balances are in place to insure that the right choices are being made for the birds involved, particularly since it involves multiple species and a large number of birds. Can we discuss implementing new policies for moving large numbers of birds to a single home that involves other Administrators?