



# COMMUNITY BOARD ELEVEN

BOROUGH OF MANHATTAN  
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Nilsa Orama  
Chair

Angel D. Mescain  
District Manager

## Office Oversight Committee

April 17, 2019– 6:30 pm

Board Office

\*\*\* Minutes \*\*\*

**Present:** Adem Brija, Melanee Farrah, Shantal Sparks, Jonathan Winstone, Angel Mescain (staff)

**Excused:** Candy Vives-Vasquez

**Absent:** None

**Guests:** Steven Villanueva

1. Call to Order/Adoption of Agenda
  - a. Called to order at 7:01pm. Motion by Melanee Farrah to adopt the agenda, seconded by Adem Brija. Approved unanimously.
2. Announcements: None
3. Presentations/Discussions
  - a. Constituent Relationship Management
    - i. BetaNYC has submitted a proposed contract to create a constituent relationship management (CRM) system for CB11M at a proposed cost of \$10,000. The District Manager is reviewing the contract and will propose edits to ensure the resulting product meets CB11M's constituent service needs.
    - ii. Google was also considered as a possible service provider. However, given BetaNYC's familiarity with community boards, BetaNYC is better suited to provide for CB11M's needs.
  - b. Consultants
    - i. A solicitation will be issued for Special Projects Consultants to complete various project in the CB11M office. A copy of the solicitation will be circulated to the Board for its awareness.
      1. The District Manager will vet the potential candidates and present a recommendation to the Office Oversight Committee.
      2. The Office Oversight Committee will present a final recommendation to the Board.

#### 4. Old Business

##### a. Staffing

- i. Continued discussion on staffing needs:
  1. The CB11M office is currently operating with two staff members:
    - a. District Manager
    - b. Assistant District Manager
- ii. After discussion, the Committee determined that given the continued need for constituent services, the CB11M office should include a third staff member to focus on such services.
  1. Minimum education requirement: Masters in Social Work
- iii. CB11M will issue a job posting for a third CB11M employee:
  1. The District Manager will draft a job description and posting. The job description will be circulated to the Board for its awareness.
  2. The District Manager will vet the potential candidates and present a recommendation to the Office Oversight Committee.
  3. The Office Oversight Committee will present a final recommendation to the Board.
- iv. Consultant(s) can be used to fill interim needs of the CB11M board office

##### b. Employee Handbook

- i. The Committee is seeking input from the Human Resources Director of the Manhattan Borough President's Office (MBPO) and the MBPO General Counsel on a CB11M Employee Handbook. The CB11M Employee Handbook outlines office policies and procedures for CB11M personnel.

##### c. Budget

- i. Current fiscal year ends June 30, 2019.
  1. Expense categories which may be included this fiscal year:
  2. CRM
  3. Consultant(s), including additional expense for design of POA sites
  4. Livestreaming services
  5. Server upgrade
  6. Marketing
  7. Digitization of records
  8. Office Audit
  9. Staff trainings

##### d. Statement of District Needs: Discussion tabled.

#### 5. New Business

##### a. Discussion in Executive Session

- i. The Committee voted to refer a matter concerning compliance with Chapter 68 of the New York City Charter to the Executive Committee for further action.

#### 6. Adjournment

- a. The meeting was adjourned at 8:40 pm. Next quarterly meeting: July 2019, or sooner if needed.