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
         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

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.