

**CAUGHLIN RANCH HOMEOWNERS ASSOCIATION
STRATEGIC PLANNING SESSION
March 14, 2009
REPORT**

INTRODUCTION

On March 14, 2009 the Caughlin Ranch Board of Directors held the third Strategic Planning Session. Robert Rowland facilitated the planning session.

A notice for the planning session had been provided to the Association's members. A quorum of Board members was in attendance: Director Bill Magrath, Director Jeannie Cassinelli, Director Millie Burke, Director Chris Simon, Director Gina Pedrini and Director Michael Chern. In addition, Michael Trudell, General Manager, Linda Jussen, Administrative Assistant, Katrina Rehkop, Assistant, and Randy Lisenby, Landscape Supervisor, were also in attendance. Two Association members were also in attendance.

At the beginning of the meeting, Director Bill Magrath, President of the Board, announced that the planning session was not an official meeting of the Board of Directors, although a quorum was present. The purpose of the planning session was to review the progress since the second Strategic Planning session, assess CRHA staff's performance in the implementation of the Board's tasks and goals, and provide additional direction to CRHA staff by evaluating the Board's Goals and Objectives for the next six months and assigning tasks related thereto. There was no intention of the Board to take action on any other item. Director Magrath asked if there were any members' comments. There were none.

Responsibilities of the Association

Mr. Rowland reviewed the responsibilities of the Association:

- 1. Maintain common areas**
- 2. Enforce compliance with CC&Rs**
- 3. Manage the resources of the organization to achieve 1 & 2.**

Role of the CRHA Board of Directors

Mr. Rowland reviewed the role of the Board:

- 1. Financial stewardship**
- 2. Evaluation of the General Manager**
- 3. Determine policies and priorities for the organization**

Overview of the Goals and Objectives of the 2008 Strategic Plan

Mr. Rowland reviewed the Board's Goals –

In 5 Years – Caughlin Ranch will be known for:

- ♦ **Responsiveness to the community**
- ♦ **Responsible financial management**
- ♦ **Strong enforcement of the CC&Rs**

Summary Of Status Of Board Approved Tasks For September 2008

The General Manager reviewed the status of the Board approved tasks in September 2008 to March 2009 period.

Communication

- C1. Develop proposal to the Board for Editorial Function for the Caughlin Rancher.**
- a. **Plan of content. COMPLETED PER AGREEMENT WITH NNBW**
 - b. **Consistent Style COMPLETED PER AGREEMENT WITH NNBW**
 - c. **Educational information to the Association's members. COMPLETED. THREE ISSUES PUBLISHED: SUMMER 2008, FALL 2008 AND WINTER 2009**
 - d. **GM needs to include financial information to the Board for approval COMPLETED WITH APPROVAL OF 2009 BUDGET**
- C2. Develop proposal to the Board for Communication to the Members Electronically.**
- a. **By next planning session (March 2009) the GM shall provide an analysis of items NOT COMPLETED.**

Governance

- G1. Revise the Committee Structure**
- a. **GM to provide the Board with a description of the current status of each committee within 60 days. COMPLETED.**
 - b. **Board will review the status reports of each committee and recommend changes, if any, within 180 days. COMPLETED.**
- G2. Board education protocol developed by November 1, 2008. NOT COMPLETED. ORIENTATION MEETING HELD WITH NEW BOARD MEMBERS, BUT PROTOCOL NOT DOCUMENTED.**

Operations

- O1. Implement GM evaluation protocols developed by the Board. COMPLETED.**

O2. Explore Certified Irrigation Audit. **NOT COMPLETED.**

Financial

F1. GM shall ensure that all Association funds are FDIC insured by a highly rated Financial institution, authorized to do business in the State of Nevada, by September 24, 2008. **COMPLETED.**

F2. GM shall complete and the Board shall approve the Association's 2009 Budget by November 19, 2008. **COMPLETED.**

F3. GM shall implement cash reports in the financial reports provided to the Board. **COMPLETED.**

TASKS COMPLETED NOT ON THE BOARD'S LIST OF TASKS

- 1. INVENTORY OF TREES IN COTTAGES AND MEETINGS TO DEVELOP TREE REPLACEMENT POLICY.**
- 2. REVIEWING PROPOSED LEGISLATION AFFECTING THE OPERATION OF THE ASSOCIATION, PREPARING WRITTEN TESTIMONY AND TESTIFYING AT HEARINGS.**
- 3. ATTENDED MEETINGS WITH HOMEOWNERS IN MAYBERRY MEADOWS.**

The Board noted that the September 2008 Strategic Planning Session did not include the General Manager time at the legislative session.

Board List of Objectives for the Next 12-24 Months

The Board developed the following list of objectives for the coming year or two.

Communication

- C1. Implement One-way Electronic Communication**
- C2. Improve Website**
- C3. Provide mechanism for input for articles in the *Caughlin Rancher* (quarterly newsletter)**

Governance

- G1. Develop more specific Strategic Plan (Business Outline) for the Association**
- G2. Implement New Procedures for More Board Meetings with Time Limits on Agendas**
- G3. Resolve the Role of the Landscape Committee**
- G4. Finance Oversight Committee**
- G5. Encourage more Board training – Financial Training -- Educational DCAL Seminars**
- G6. Inventory and Review Current Board Policies**

Operations

- O1. Involve members in the Legislative process**
- O2. Resolve New Billing Procedures – Complete Research and Prepare Plan for Lock Box**
- O3. Evaluate Alternatives to Improve Irrigation Efficiency**
- O4. Policy to prohibit providing alcohol to employees at Association sponsored functions**
- O5. Consider hiring a CC&R Enforcement person in lieu of an Assistant Manager**
- O6. Develop Staff Evaluation Protocols**

Financial

- F1. Develop Financial and Operational Reporting Protocols – Summarize Financial Reports**
- F2. Research and Provide Recommendations to the Board to Increase Fines for CC&R Violations**

Priority Objectives for Action

From the list of objectives shown above the Board identified the following priorities for action in the coming six months.

- C1. Implement One-way Electronic Communication**
- C2. Improve Website**

- O2. Resolve New Billing Procedures – Complete Research and Prepare Plan for Lock Box**
- O3. Evaluate Alternatives to Improve Irrigation Efficiency**
- O6. Develop Staff Evaluation Protocols**

- G2. Implement New Procedures for More Board Meetings with Time Limits on Agendas**
- G3. Resolve the Role of the Landscape Committee**
- G6. Inventory and Review Current Board Policies**

- F2. Research and Provide Recommendations to the Board to Increase Fines for CC&R Violations**

Task List to Complete Objectives in the Next Six Months for March 2009-August 2009

<u>Task</u>	<u>Target Date</u>	<u>Accountable Person(s)</u>
<u>C-1. One-way Electronic Communication</u> Develop recommendation to implement plan Research Legal Issues prior to implement plan	May 6 Board Meeting	General Manager Michael Chern Gina Pedrini

Task	Target Date	Accountable Person(s)
<u>C-2. Improve Website</u>		
Review Content	May 6-Board Meeting	Gina Pedrini
Make Recommendation to Board		Michael Chern
Form Plan for Board Approval		General Manager
<u>O-2. Resolve New Billing Procedures – Complete Research and Prepare Plan for Lock Box</u>		
Complete research Prepare Plan	May 6-Board Meeting	General Manager
Develop recommendations		
Communicate to CRHA members		
<u>O-3. Evaluate Alternatives to Improve Irrigation Efficiency</u>		
Analyze alternatives	May 6-Board Meeting	Landscape Supervisor
Develop recommendations on cost savings & consequences		
Board Approval		
<u>0-6. Develop Staff Evaluation Protocols</u>		
GM to develop staff evaluations	November 2009	General Manager
Evaluation Form		
Specific Evaluation Criteria		
Goals and Objectives		
General Manager to verify work completed		
Evaluations to be completed in November 2009		
<u>G2. Implement New Procedures for More Board Meetings with Time Limits on Agendas</u>		
Increase the number of Board meetings	6 months	Jeannie Cassinelli
Set time limits on Board Agendas		Gail Sande
		General Manager
<u>G3. Resolve the Role of the Landscape Committee</u>		
Landscape Committee Role	6 months	Michael Chern
		General Manager
<u>G6. Inventory and Review Current Board Policies</u>		
Review Historical Record of the Board Policy	6 months	General Manager
Research with Board members & staff		
Prepare initial lists with updates		
<u>F2. Research and Provide Recommendations to the Board to Increase Fines for CC&R Violations</u>		
Recommendations to the Board	May 6-Board Meeting	General Manager
Board Approval/ Send to membership		

The next Strategic Planning Session will be held on August 29, 2009

Parking Lot

- O1. Involve members in the Legislative process
- C3. Provide mechanism for input for articles in the *Caughlin Rancher* (quarterly newsletter)
- C4. Focus on ways to communicate CC&R issues to members
- C5. Notification of Sub-associations regarding ACC review and approval of projects
- G1. Develop more specific Strategic Plan
- G4. Finance Oversight Committee
- G5. Encourage more Board training – Financial Training -- Educational DCAL Seminars
- F1. Develop Financial and Operational Reporting Protocols – Summarize Financial Reports