



SENIOR
LEADERSHIP
TEAM

Milton W. Matthews
President/
Chief Executive
Officer

Susan Krabbe
Vice President/
Chief Financial Officer

Dan Burns
Director of
Sport and Fitness

Sheri Fanaroff
General Counsel

Janet Loughran
Executive Assistant
to the President/CEO

Dennis Matthey
Director of Open Space
and Facility Services

Monica McMellon-Ajayi
Director of
Human Resources

Michelle Miller
Director of
Community Services

Kristin Russell
Director of Planning
and Community Affairs

Laura Sittler
Chief Marketing
Officer

Chuck Thompson
Chief Information
Officer

Jackie Tuma
Director of
Internal Audit

December 2019 – The Year in Review

Office of the President/CEO

The President/CEO continued his outreach and commitment to community engagement via service on numerous local boards of directors and committees in Columbia and Greater Howard County. These include:

- Boards of Directors
 - Downtown Columbia Arts and Culture Commission
 - Downtown Columbia Partnership
 - Howard County Chamber (formerly Chamber of Commerce)
 - Howard County Economic Development Authority
 - Inner Arbor Trust
- Committees
 - Spending Affordability Advisory Committee of Howard County, Office of the County Executive - the President/CEO has served on this committee since 2015
 - Incentives Committee of the Economic Development Authority
 - Merger Committee for the Downtown Columbia Arts and Culture Groups
 - Executive Committee of the Howard County Chamber - the President/CEO is in his second two-year term on this committee

In addition to attending numerous community events throughout the year, the President/CEO was an invited speaker at the following events in 2019:

- “New Town Entrepreneurship: Early Black Businesses in Columbia” – 11 February
- Howard County Chamber Young Professionals Network (YPN) Workshop – 3 April
- Celebration of Life Ceremony for Jane Dembner – 14 September
- International Downtown Association Visit hosted by the Downtown Columbia Partnership – 28 October
- Veterans Day Parade and Ceremony – 10 November

The President/CEO was named by *The Daily Record* as one of Maryland’s 2019 Most Admired CEOs. The award recognizes talented business and government CEOs and nonprofit executive directors throughout Maryland for their leadership and vision. The winners were selected based on professional accomplishments, community service, and letters of reference submitted by coworkers, board members, and community leaders showing the CEO’s leadership and vision. Mr. Matthews and the other award recipients were honored at a ceremony on 5 November.



Columbia Association Five-Year Strategic Plan

Columbia Association's Board of Directors approved a five-year strategic plan for fiscal years 2020-2024 in June 2019. The approved plan was the culmination of a seven-month process, which began in November 2019. Consultant Griff Hall assembled information from a wide range of perspectives using interviews, surveys, and focus groups with CA Board members, senior leadership team members, other staff members, village board chairs, and other stakeholder groups in the community. Following a series of work sessions from March-May, the final draft of the strategic plan was presented to the Board in May, with final approval given in June.

The approved strategic plan features new mission and vision statements, as well as five strategic priorities (**Identity, Resource Stewardship, Environmental Sustainability, Leadership Development, and Advocacy**), with accompanying goals and objectives.

Mr. Hall, the Board of Directors, and the senior leadership team would like to recognize the contributions to the project by Jane Dembner, former director of the Office of Planning and Community Affairs. As noted by Mr. Hall in the final report, "Ms. Dembner guided process planning, provided essential information, and served as the point of contact and stakeholder liaison during the early phases. She also played a critical role in analyses and decisions in Phases 3 and 4 of the project. Her focus and follow-through contributed immeasurably to the successful conclusion of this strategic plan process."

Department of Administrative Services

Accounting/Finance

The Accounting/Finance team received very favorable feedback from the external auditors on the FY 2019 financial statement audit. The chairs of the CA Board of Directors and the Audit Committee visited the team in person to thank and congratulate them for their commitment to CA.

Beginning with the second quarter FY 2020 financial reports, new profit and loss categories, as requested by CA's Board and management, will more clearly identify and more logically group CA's operating expenses.

The team updated CA's Ten-Year Economic Model within the Power Plan budget and forecast system in time for use in the FY 2021/2022 budget process. The updated model, which is embedded in the system, will provide the capability to quickly compare actual progress against forecasted annual results and modify future periods, as necessary.

The Treasury team within Accounting/Finance completed a two-year rolling monthly cash forecast to better predict borrowing requirements, interest expense and interest income.

The Annual Charge team continually evaluates the customer-facing aspects of the annual charge process, resulting in ongoing improvements in the annual charge customer experience over the past few years. This year, the team enhanced the annual charge credit processing software to streamline the entry, review and release of credit refunds, and providing better access to account information needed to answer resident inquiries while credits are in various stages of processing.

Human Resources and Learning & Organizational Development

Dayforce, CA's new Human Resources Information System (HRIS), was successfully brought online in June 2019. Overall, Dayforce features:

- Payroll
- Scheduling
- Time and Attendance
- Learning and Development
- Recruiting and Onboarding
- Performance Management
- Document Management
- Benefits Management
- Reporting and Analytics
- Employee Self Service

Performance Management, Document Management, and Reporting and Analytics are scheduled to be operational by the end of FY 2020. Dayforce has integrated all of the HR functions into one system with easy reporting capabilities that will provide managers with real-time data that impact operations. Dayforce allows an individual to view all of his/her information in one system from a mobile device for ease and convenience. Team members are using Dayforce to obtain their personal data, such as pay-stubs, tax information, and for other functions that previously required a paper process.

Monica McMellon-Ajayi, director of Human Resources, was appointed to the board of directors of the Howard County Chapter of the Society of Human Resource Management (SHRM). Ms. McMellon-Ajayi will lead the Workforce Development Committee, where she will work with community partners to provide consultation on interviewing skills and preparing high school and college students, as well as veterans, to enter the workforce. She also will partner with other Howard County SHRM committees to leverage all facets of human resources (HR) to enhance the community and demonstrate the value that HR adds in making businesses successful.

Information Technology

The Information Technology (IT) team was actively engaged in the Dayforce implementation, providing data conversion, security and hardware deployment.

IT replaced the CA-wide, on-premise phone system with Voice over IP as a service. The upgrade resulted in lower telecommunications costs and predictable monthly costs per user, and will eliminate the annual maintenance costs for supporting communications hardware.

Purchasing

The Purchasing Division assumed responsibility for all non-procurement contracts. Moving this responsibility to the Purchasing Division further reduces the number of steps involved in the review and approval processes for all contractual matters.

The Purchasing Division implemented numerous improvements to the control and oversight of the procurement card program. The team also successfully transitioned to the secure, electronic distribution of procurement card statements. This process is intended to improve the security of distributing statements, as well as being a more effective step in reconciling them.



The Purchasing Director participated with local, state and federal agencies in several Minority Business Enterprise (MBE) firm outreach events, with additional events planned in Calendar Year 2020. Such events are an invaluable tool for meeting with MBE firms to ensure that they are aware of CA procurement opportunities.

Approximately 250 CA team members will participate in a mandatory purchasing training refresher course beginning in December 2019. In collaboration with the Learning and Organizational Development team, the Purchasing Division developed a new training module that will be deployed through Dayforce. In addition to the training module, these CA team members will have the opportunity to participate in an in-person purchasing training forum, which will provide a deeper understanding of procurement policies and procedures.

Department of Sport and Fitness

Sport and Fitness Director Dan Burns was appointed to the Visit Howard County Board of Directors in fall 2019. Mr. Burns, who will serve a three-year term, recently joined other board members in a half-day retreat to develop a three-year strategic plan for the organization.

Fitness

TRIBE Team Training officially launched at the Athletic Club and Supreme Sports Club. TRIBE Team Training is a progressive, small group training that promotes getting results as a group. The programs include TRIBE Core, TRIBE Life and TRIBE Fit, all with varying levels of intensity and focus.

While the Athletic Club reopened on November 30, 2018, the official Grand Re-opening celebration was held on 12 January. The reopening featured day-long festivities and programming, a ribbon-cutting ceremony, and showcased the new TRIBE program, TRX MAPS, CACycle, BodyFlow and Cardio Tone & Barre.

Phases 1 and 2 of a planned three-phase renovation project at the Supreme Sports Club were completed in 2019. Phase 1 included a complete renovation of the upstairs locker rooms, updates to the pool area, replacement of the indoor track, and refinishing of the arena floor. Phase 2 included a complete renovation of the upstairs fitness center, highlighted by the removal of the “Package Plan Plus” wall to create more space and for a better experience for the club’s members and guests.

Health Planet, Healthy You

Sport & Fitness introduced its newest green initiative, *Healthy Planet, Healthy You*. The initiative will focus on reducing single use paper and plastic items in the fitness clubs, Swim Center and Haven on the Lake. Members were able to earn a reusable water bottle or swim suit bag in October by registering and using the facilities. The introduction period for the initiative ended in November; the facilities will now begin phasing out single-use water cups and wet bags.

Haven on the Lake

Haven on the Lake began offering Aerial Yoga, a form of yoga which uses a soft fabric hammock, capable of supporting up to 1,000 pounds, to suspend the user into inversions two to three inches off the ground. The aerial hammock moves participants through traditional poses and assists the body to take on more challenging poses without strain, force, or effort.

Aquatics

Upgrades to outdoor pools included:

- Dasher Green Pool – Renovated bathhouse, concrete deck repair, installation of shade canopies over the wading pool and spa, and a new bean bag toss area.
- Hawthorn Pool – New ADA wading pool, shade canopies over the wading pool and spa, and concrete deck replacement. Hawthorn is now the 5th ADA compliant outdoor pool.
- Running Book Pool – Wading pool replacement, including a new Water Journey™ Labyrinth & Race.

Golf Courses

- Hobbit's Glen Golf Club introduced a new league for young professionals entitled "The Young Exec Association @ Hobbit's (Y.E.A.H.)."
- Joan Lovelace, Hobbit's Glen LPGA Golf professional, participated in a Pro Am tournament at the Port Royal Golf Club in Bermuda on 8-14 March, and placed 10th in the professional division. Joan also was named the 2019 LPGA Golf Professional of the Year for the Northeast section.
- Fairway Hills Golf Course hosted the First Tee of Howard County 18th Annual Golf Tournament sponsored by Chesapeake Systems.

Office of Planning and Community Affairs

Staffing

In 2019 the Office of Planning and Community Affairs faced unexpected challenges with the loss of its Director, Jane Dembner. In her absence, Jessica Bellah, Community Planner, served as Acting Director until a new full-time director, Kristin Russell, was hired in October. While some projects were delayed, day-to-day operations were maintained during this transition. It is expected that, with full staffing in the Office, a larger number of planning initiatives will be pursued in Calendar Year 2020.

Planning and Development

The Office of Planning and Community Affairs reviewed draft plans, commented on development proposals, and attended planning-related public meetings during 2019. Each month, staff prepared and distributed the *Development Tracker*, which is used by CA's Board of Directors and the community to monitor development proposals and associated public meetings. The *Development Tracker* consolidates a list of upcoming public meetings, summarizes the outcomes of prior meetings and tracks plan submissions currently under review by various County agencies.

Millennials Advisory Committee

The Office of Planning and Community Affairs organized the recruitment of volunteers from the community and held the kickoff meeting for the newly formed Millennials Advisory Committee. Staff continues to provide technical assistance and advisory services to the Committee. The Committee is tackling three pre-approved charges set by the CA Board of Directors to develop priorities for improving CA's communications and messaging its value proposition to Columbia's youngest adults. The Committee also will assist in the implementation of recommendations from the "*Exploring Ways to Better Serve Millennials*" report, produced by the Millennials Work Group and accepted by the Board of Directors in early 2019.

The Committee has met monthly since June, providing feedback and input on upcoming social activities aimed at serving younger generations of Columbians. Members of the Committee have used their first meetings to better understand CA's membership structure and communications strategy. The Committee will soon select three primary recommendations from the "Exploring Ways to Better Serve Millennials" report to focus on how CA may go about implementing these recommended improvements.

Complete Streets and E-Scooters

At the invitation of the Howard County Office of Transportation, Planning staff participated as a voting member of the Complete Streets Implementation Team to assist in developing a Complete Street policy that ensures Howard County's streets and transportation systems serve all users. The Implementation Team met in spring and summer of 2019 to ensure that the draft policy included best practices and was responsive to the unique needs of the greater Howard County community. The policy was adopted in August by the County Council.

CA will continue to partner in the County's efforts to implement Complete Streets and support efforts to update the Design Manual.

CA is in the early stages of coordination with the County, Howard Hughes Corporation, Howard Community College, The Mall in Columbia, and Howard County General Hospital in anticipation of the arrival of e-Scooters in early- to mid-2020.

Annual Bicycle and Pedestrian Count Program

Planning staff successfully conducted the sixth annual Bicycle and Pedestrian Count Program. Annually, CA Planning staff organizes a volunteer effort to capture a time stamp of the growing demand for and use of Columbia's trail system, especially at locations where new pathways have been constructed or improved. This year, the total number of count locations was reduced, with a focus on capturing user data ahead of planned improvements at key intersections throughout the Columbia community.

Efforts are still underway to summarize count data and produce a final report. It is expected that the report will be completed winter 2019/2020. This information will provide CA and the Howard County Office of Transportation a better understanding of the number and demographics of people who walk and cycle along these routes; thereby, validating the impact of past improvements and providing more information for future infrastructure investments.

Office of General Counsel

The Office of General Counsel ("Office") drafted, reviewed, revised, negotiated and finalized approximately 180 contracts and other legal agreements.

The Office is currently handling 47 active covenant enforcement cases, of which 10 are in litigation and 37 are in pre-litigation. The Architectural Resource Committee ("ARC"), which is chaired by the General Counsel and of which CA's Covenants Administrator is a member, met 9 times and reviewed 26 cases, of which 20 were accepted. The remaining 6 were declined or withdrawn. Twenty-six (26) old cases were closed.

In the area of covenant enforcement, the Office also:

- Completed implementation of the system interface of Docuware to allow CA and the villages to share information regarding covenant cases. The use of Docuware has greatly streamlined the

process for the villages' delivery of information on new ARC cases to CA and eliminated the need, in most circumstances, for the exchange of documents in paper form.

- Shared with the covenant advisors a proposed architectural guideline for ramps and other accessory structures. Two villages have incorporated the guideline into their architectural guidelines document, and the other eight villages have advised the Office that they will incorporate it in their next guideline revision.
- Completed the update (last done in 1998) of the ARC manual and distributed copies to each village covenant advisor and ARC member.
- Conducted a Covenant Legal training session for village board members, village architectural committee members and covenant advisors, which was attended by approximately 50 people.

The Office analyzed the impact of and determined appropriate CA positions on 29 pieces of state legislation, and monitored other proposed Howard County State Delegation bills, as well as Howard County Council bills.

In collaboration with the Department of Open Space and Facility Services, the Office continued to develop and implement the process to abate encroachments, including a legal process to address encroachments in circumstances in which Open Space had been unsuccessful in reaching a resolution with the encroaching property owner. The Office met with the village covenant advisors to discuss assistance by the villages in this process and the drafting of language that can be incorporated by the villages into their letters of compliance and non-compliance when a known or suspected encroachment exists.

The Office worked extensively with the Department of Administrative Services to develop and implement a policy and procedures for filing liens under the Maryland Contract Lien Act for property accounts with overdue/unpaid Annual Charge amounts. Many property owners responded to our notifications of intent to file liens and paid their outstanding charges. Out of the 145 properties that were part of the lien process, only 98 liens were filed. After the recording of the liens, additional payments were made, and there are now only 84 liens outstanding, which represent approximately \$515,000 in unpaid Annual Charge amounts.

General Counsel served as a leader of the Small Law Department Committee of the Association of Corporate Counsel (ACC), the national association of in-house attorneys, and served as a speaker at ACC's annual meeting.

Department of Communications and Marketing

Communications and Media

In 2019, we provided comprehensive communications and marketing support for the Community Benefit Association proposal and assisted with other major initiatives, including CA's strategic planning process and multiple phases of renovations and closures at Supreme Sports Club.

While many printed communications are still available, we note a transition in how our community receives information, including more digital channels, such as e-newsletters and the website. As a result, CA's Activities Guide is now leaner and will be printed twice a year instead of three times a year, providing a catalog of classes and programs while directing readers to CA's website for up-to-date information about dates, times, and pricing.

CA solicited coverage through contacts and by sending more than 15 press releases, including the Community Benefit Association proposal; major events such as Dog Day, the Lakefront Summer Festival, CA's annual Veterans Day ceremony, and Columbia BikeAbout; and an award CA received from the Environmental Protection Agency and the Department of Energy.

Website Redevelopment and Launch

The first eight months were spent planning, developing, testing and implementing a new website. Goals for this redevelopment were focused on improving the user experience, including class and program registration, and creating a useful resource for the community. Numerous communications went out to the community starting three weeks before the website went live in August. New users to the website are up 19% vs. last year; we have improved the navigation and class registration and added a new events calendar. The website also obtained ADA compliance, an important step to ensure that we serve our entire community. More work will continue as we optimize page loading times and search engine optimization (SEO).

Advertising and Digital Media

In 2019, the Department made a strategic shift from mainly traditional media (print ads, direct mail pieces) to digital media options that are more effective in reaching our target audiences in specific geographic areas. A new advertising and media agency, GKV, was brought onboard to advertise CA and Haven on the Lake memberships with a focus in digital channels. Additionally, more funds were allocated to social media advertising, as well as pay-per-click ads.

Advertising campaigns included geo-targeted banner ads on various sites, including USA Today, Amazon, Sports Illustrated, Baltimore Sun, and others. Numerous targeted eblasts and geo-targeted mobile ad campaigns also ran to support CA, golf memberships and summer camps. Results from these efforts have been positive. FY20 Q1 and Q2 numbers are up compared to FY19 Q1 and Q2 numbers: total webpage visits to our membership-related webpages are up 48,666 and lead form submissions are higher by 1,183.

Events

Communications & Marketing planned and hosted many community events, including CA's annual KidsDay and Dog Day events and our Veterans Day ceremony. We also sponsored a new event this year for millennials called *Party in the Park*, which featured live music, food trucks, drinks and games. In addition to these events, the Department promoted and supported other CA events, such as the Healthy Eating Series and Columbia BikeAbout.

Department of Open Space and Facility Services

Construction Services

Completion of major improvements to the Supreme Sports Club was at the forefront of Construction Services projects in 2019. Nevertheless, many other projects - large and small ones - were completed at CA facilities and sites including:

Hawthorn Pool: Replacement of the wading pool and major portions of the deck.

Running Brook Pool: Replacement of the wading pool with a new interactive play pad as well as major portions of the deck.

Horse Center: Installed the first of two modular homes for on-site caretakers.

Tot Lots: Renovations including new swing structures performed at (Dorsey Search) DS-05 Manor Hill; (Hickory Ridge) HR-16 White Cord Way; (Kings Contrivance) KC-09 White Spring Way, KC-19 Second Time lane, KC-22 Shaker Drive, KC-24 Deer Chase; (Long Reach) LR-09 Goldamber Garth, LR-18 Oak Brush; and (River Hill) RH-18 Whistling Winds.

Boardwalks: Replaced (Long Reach) LRBR-36, LRBR-49 and LRBR-50.

Bridges: Replaced Harpers Choice-HCBR-03, HCBR-07; Hickory Ridge-HRBR-05, HRBR-08, HRBR-10, HRBR-26, HRBR-26; Long Reach-LRBR-48; Oakland Mills-OMBR-22, OMBR-28; Oakland Ridge Industrial Park-ORIPBR-24; RiverHill-RHBR-05, RHBR-45, RHBR-27; and Wilde Lake-WLBR-07.

16026 linear feet (lf) of Pathways: Dorsey Search (1,117lf), Hickory Ridge (386lf), Kings Contrivance (4,700lf), Owen Brown (1,129lf), Oakland Mills (2,435lf), River Hill (1,496lf), Long Reach (4,391) and Town Center (372lf).

Tennis & Basketball Courts: Renovated at Dorsey Pool, Hopewell Pool, Leaf Treader, Locust Park Pool, Longfellow Pool, Owen Brown Ridge, Red Branch Road and Vantage Point Road.

Parking Lots: Improvements were made at Oakland Manor, Running Brook and Gerwig Lane.

Ponds: Sediment was removed from Pushcart Pond, Donleigh Pond, Wayover Way Pond and Jackson Pond.

Open Space Operations

Major activities included clean-up after two major storm events in early summer and hosting the “Exploring Columbia on Foot” series. Other notable initiatives include:

- Implementation of a process to collect data on forest management in order to better assess ongoing tree maintenance and strategic tree replacement. Sustainable tree management practices included leaving tall stumps or snags, where appropriate.
- Eliminated the use of Glyphosate and continued our efforts to research and test safer alternatives for weed control using mechanical removal strategies and reduced risk/naturally occurring products.
- Invasive species management bamboo projects utilizing new strategies such as forestry mulcher.
- Revamped the Open Space Work Order System to improve data collection and implement new metrics.
- Integrated the use of technology through Ipads and Smartsheet forms to improve data collection and results. One example is the sign inspection program and form.
- Installed lawn alternative/ meadow test plots as a step in ongoing efforts to reduce our overall carbon footprint through reduced mowing and increasing the number of pollinator habitats.
- Revamped our weekly tot lot maintenance program, resulting in better tot lot conditions.

The infrastructure management plan for Merriweather Park at Symphony Woods (“Park”) was implemented, providing the Inner Arbor Trust and CA a proactive and needed tool to better protect the Park during events.

Energy and Sustainability

In 2019, CA's energy management program continued to advance our commitment to environmental sustainability. These efforts are an important part of CA's broader leadership in corporate social responsibility. Notable energy management projects completed include:

- Installation of a solar photovoltaic system at Kahler Hall and upgrading an existing system at the River Hill Meeting Room;
- Completion of LED lighting retrofits at Lake Elkhorn, Owen Brown Tennis Club, and Hopewell Pool;
- Installation of ENERGY STAR® HVAC units at Supreme Sports Club, Longfellow Neighborhood Center, Kahler Hall, and the Columbia Athletic Club; and
- Continuing to offset 100 percent of our electricity usage with clean solar and wind sources.

CA's efforts received national recognition with a 2019 ENERGY STAR Excellence Award from the U.S. Environmental Protection Agency and an Interior Lighting Campaign Award from the U.S. Department of Energy. CA has reduced its energy usage by more than 20 percent and its carbon footprint by 55 percent since 2012.

CA continued its efforts to engage the community in clean energy activities through its quarterly energy meetings and outreach to promote solar and residential energy efficiency. More than 100 residents participated in the energy meetings, and CA participated in 24 different community events/fairs throughout the Columbia community to promote environmental sustainability.

Watershed

Major activities included improving our open spaces by treating stormwater runoff at several locations and further reducing streambank erosion by addressing several badly eroding sites. Specific projects included:

Bioretention facilities: Built at the Maintenance Facility, Faulkner Ridge Circle and Lake Elkhorn and bioswale in Deering Woods.

Stream Stabilization: Constructed imbricated walls and plunge pools to stabilize the second and third weirs above Jackson Pond, and stabilized stream banks behind Flowerstock Row and Short Wheel Way.

Rain Gardens: Built fourteen rain gardens in 2019, bringing the total number to 429.

Resident Engagement: Held nine "Bugs that Bite" meetings, two Weed Warrior training programs, and four Weed Warrior "Pull and Plants" events; constructed six pollinator gardens with volunteers; and held a plant swap in the Village of Owen Brown, a plant swap and tree planting in the Village of Wilde Lake, and one volunteer appreciation event.

Department of Community Services

Columbia's Promise

More than 300 people attended the Preview Screening for Columbia's Promise Documentary at Smith Theatre in April 2019. The documentary was commissioned as part of Columbia's 50th Birthday celebration, which officially was held in 2017.

Camps

New camps targeting middle school and elementary youth, including Basketball and Camp C.O.O.K, were offered in 2019. More than 250 individual campers, who otherwise may not have participated, were provided the opportunity to experience summer camp through the reduced rate program.

Columbia Art Center

Columbia Art Center hosted the “*Color Columbia Plein Air Paint Out*”, with over 40 artists painting outdoor scenes at Lake Kittamaqundi and Wilde Lake. The Art Center also hosted many exhibitions, art classes, camps, and workshops in 2019.

Columbia Archives

Columbia Archives hosted its inaugural Black History Month program “*New Town Entrepreneurship: Early Black-Owned Businesses in Columbia, 1967-1977*”. The Archives partnered with the Downtown Columbia Arts and Culture Commission to highlight archives history month by sponsoring “*Music and Memories: Recording the Community’s Legacy*”, which celebrated the history of the Columbia community and the Merriweather Post Pavilion.

Columbia Community Exchange

Columbia Community Exchange Time Bank presented two peer-led educational seminars about service animals, plus a Koudi quilt making workshop. The ongoing Time Bank Skill Shares, held in collaboration with Transition Howard County and Repair Cafe, now incorporates project tables on do-it-yourself tasks to create a hands-on experience to practice new skills. Technology consulting was added to the Skill Share sessions in September 2019.

International Exchange and Multicultural Programs

International Exchange and Multicultural Programs hosted a visit by 14 Chinese middle and high school students from Liyang, China to its annual European summer teen exchanges in FY20. The monthly World Languages Cafe and International Book Club continued to attract new participants, as well as several new multicultural events. Events in 2019 included an *Africa CultureFest*; the second annual Explore Columbia’s Sister Cities program; three Sister Cities Cuisine Classes (Haitian, French and Ghanaian); and “Let’s Talk”, an event commemorating 400 years since the first enslaved people were brought to Virginia.

Youth and Teen Center (YTC)

The Youth and Teen Center (YTC), in collaboration with the Howard County Health Department, hosted *Sources of Strength*, an evidence-based suicide prevention program. The program involves peer leaders who are trained to enhance protective factors associated with reducing suicide at the school population level.

School Age Services

School Age Services (“SAS”) partnered with Columbia Archives in February 2019 to celebrate Black History Month. Each of the 20 SAS programs designed their own quilt patch based on “*What does Black History Month Mean to You?*” Once all the pieces were completed, the quilt was put together and displayed at the Columbia Archives inaugural Black History Month program.

Thought of the Month

*“Making the simple complicated is commonplace;
making the complicated simple, awesomely simple, that is Creativity.”*

Charles Mingus
Jazz Musician

Happy and Healthy Holidays from CA