

Florence Crittenton Services of Arizona  
120<sup>th</sup> Annual Corporate Board Meeting  
Minutes  
September 27, 2016

The 120<sup>th</sup> Annual Meeting of the Board of Directors of Florence Crittenton Services, Inc. was held at the Paradise Valley Country Club, 7101 North Tatum Boulevard, Paradise Valley, Arizona, 85253, on Tuesday, September 27, 2016. Tahnia McKeever called the meeting to order at 6:42 p.m. Jan Doisher served as recording secretary. Persons attending the meeting were:

**Directors:** Margie Albert, Chris Anderson, Susan Bansak, Jennifer Barefoot, Stacy Derstine (Incoming), Bobby George, Shirley Goldman, Nikki Khraizat, Nona Lee, Tahnia, McKeever, Bonnie Mendoza, Kathy Munson, Nina Munson, Mary O'Connor (Incoming), Kris Reid, Maryann Richardson, Kathleen Taddie, and Craig Thatcher

**Absent:** Janita Gordon, Linda Levin, and Jan Lewis

**Staff:** Kellie M. Warren, Rod Kemp, Amanda Lasita, Jessie Gillam, Penny Visser, Marie Dils, and Jan Doisher

**Special Guests:** Ben Arnold, Mina Claridge, Apryl Erekson, JoAnne George, Howard Goldman, Jeff McKeever, Becky Maifield, Chuck Munson, Ken Schutz, and Steve Taddie

**Welcome and Introductions**

**Tahnia McKeever**

- Tahnia welcomed special guests, members of the Auxiliary Committee, staff, incoming Board members and Board members to the 120<sup>th</sup> Annual Corporate Board meeting.
  - Tahnia expressed her deep appreciation for everyone in attendance, as we celebrate the Agency's accomplishments over the last year.
  - Tahnia announced the year in review slideshow highlighting the events and programs that help support the girls and young women of Florence Crittenton.

**Elect New Incoming Board Members**

**Susan Bansak**

- Susan thanked Tahnia and Jeff McKeever for hosting the 120<sup>th</sup> Annual Corporate Board meeting.
- Susan introduced the following new incoming Board members for election to the Florence Crittenton Board of Directors:
  - Stacy Derstine
  - Mary O'Connor

- A motion was made by Bonnie Mendoza to elect the aforementioned incoming new Board members to the Florence Crittenton Board of Directors. Tahnia McKeever seconded.  
All were in favor.
- Craig Thatcher motioned to adjourn the election of the new incoming board members portion of Florence Crittenton 120<sup>th</sup> Annual Corporate Board meeting. Chris Anderson seconded.  
All were in favor.
- Chris Anderson motioned to reconvene the general election and business portion of the Florence Crittenton 120<sup>th</sup> Annual Corporate Board meeting. Nona Lee seconded.  
All were in favor.

### **2015 – 2016 Elections and Appointments**

**Susan Bansak**

- Susan proposed the election of Tahnia McKeever as Board Chair.
  - Nona Lee motioned to elect Tahnia McKeever as Board Chair. Craig Thatcher seconded.  
All were in favor.
- Susan proposed the election of Chris Anderson as Board Vice-Chair.
  - Craig Thatcher motioned to elect Chris Anderson as Board Vice-Chair. Kris Reid seconded.  
All were in favor.
- Susan proposed the election of Dr. Craig Thatcher as School Board President
  - Bonnie Mendoza motioned to elect Craig Thatcher as School Board President. Nikki Khraizat seconded.  
All were in favor.
- Susan proposed the election of the following Board Committee Chairs
  - Kris Reid, Branding and Marketing Committee
  - Kathleen Taddie and Nikki Khraizat, Development Committee
  - Tahnia McKeever, Executive Committee
  - Bonnie Mendoza, Finance Committee
  - Susan Bansak, Governance Committee
  - Nona Lee motioned to elect the aforementioned Board Committee Chairs. Margie Albert seconded.  
All were in favor.
- Susan proposed the election of the Officers of the Agency
  - Dr. Kellie M. Warren, Chief Executive Officer (CEO)
  - Dawn Woods, Chief Academic Officer (CAO)
  - Jessie Gillam, Chief Compliance Officer (CCO)
  - Rod Kemp, Chief Financial Officer (CFO)
  - Dr. Pilar Vargas, Chief Operations Officer (COO)

- Kathleen Taddie motioned to elect aforementioned as Officers of the Agency. Bonnie Mendoza seconded.  
All were in favor.

■ Susan proposed the election of Second-Term Directors

- Nona Lee
- Bonnie Mendoza
- Kathleen Taddie

- Nikki Khraizat motioned to elect the aforementioned Second-Term Directors. Chris Anderson seconded.  
All were in favor.

**Other Business**

**Tahnia McKeever**

■ Tahnia McKeever requested an approval of the of following action items:

- 1) Approval of Dawn Woods, CAO to serve as the Agency representative to the Arizona State Board for Charter Schools and remove Cindy Davis as a representative of the Arizona State Board of Charter Schools
  - 2) Accept resignations of Janita Gordon from the Board of Directors (Janita will continue to serve on the GLAAZ School Board) and C. Ryan Joyce from the GLAAZ School Board
  - 3) Approval of the 2015 Florence Crittenton 119<sup>th</sup> Annual Corporate Board Meeting Minutes
- Tahnia McKeever motioned to approve the aforementioned action items. Nikki Khraizat seconded.  
All were in favor.

**Recognition of Outgoing Board Members**

**Susan Bansak**

- Susan recognized the following outgoing Board members for their commitment, guidance, and dedicated service, sharing it has been an honor to serve with them on the Board of Directors:
- Kathy Munson (Completed Board Term – Kathy will remain on the Branding & Marketing Committee)
  - Nina Munson (Completed Board Term - Nina will continue to serve on the GLAAZ School Board and Governance Committee)

**Treasurers Report**

**Bonnie Mendoza**

- Bonnie Mendoza, Finance Committee Chair, provided the following Treasurer's Report:
- Bonnie provided an overview of the FY 2016 year-end financial documents and shared Henry & Horne will begin the FY 2016 Audit preliminary field work during the month of October 2016. The results of the audit are expected to be presented at the Board of Directors meeting scheduled for Tuesday, December 20, 2016.

- Dr. Kellie Warren thanked the following guests:
  - Members of the Auxiliary Committee for being so very special to the girls of Florence Crittenton; special guest Apryl Erekson and the INSPIRE team for sharing their stories of resiliency and hope with the girls we serve; Tahnia McKeever, Board Chair for her heart and dedication; Kathy and Nina Munson for their passion, guidance and generosity over the years; and the Agency staff for their continued hard work.
- Dr. Warren shared she received a call from a previous TGH client who struggled with her self-worth due to being exploited as a young girl. She wanted to thank Dr. Warren for the services she received while at Florence Crittenton that helped her become successful and have purpose. She is now enrolled in college and is working.
- Dr. Warren provided meeting attendees with an overview and handout of the final FY 2016 Key Performance Indicators (KPIs). The KPIs allow the Agency to monitor trend analysis and identify areas in which the Agency is performing well and also identifies those areas in which it needs to improve upon. Red represents the need to take action, yellow represents the need to monitor, and green represents celebration. The KPIs focus on the following four key areas of the strategic plan:
  - Gender Responsive & Culturally Competent Services (GRCCS)
    - ▶ At the end of FY 2016 the Agency realized a 93% completion rate of GRCCS identified tasks and training.
  - Building Capacity
    - ▶ Dr. Warren shared due to the commitment, support and vision of the GLAAZ School Board members, the full Board of Directors, and the dedicated GLAAZ staff, the 2016 - 2017 school year began with 133 enrolled students.
      - Dr. Warren shared all 16 of the 2016 graduating seniors were accepted to college and reminded meeting attendees that the entire 2015 graduating class of 33 seniors were all accepted to college, as well.
      - Dr. Warren shared she received an email from the father of the 2016 GLAAZ valedictorian, Sakilae White, notifying her that Sakilae is now attending North Carolina A&T, where she is in the honors program and is enjoying the opportunities and challenges of college life.
    - ▶ Dr. Warren shared the Agency's lower census numbers at the Therapeutic Group Home (TGH) are impacted by the state budget and a shift to state government deprioritizing congregate care and out-of-home placement.
      - The Agency's internal strategy is to begin to look at outpatient, shelter and in-home services as means to help build capacity.
  - Fiscal Responsibility
    - ▶ Dr. Warren shared the Agency implemented the Fund Development Plan and may need to submit an additional budget reforecast due to the lower census numbers.
  - Employee Development and Retention
    - ▶ Dr. Warren shared the Council of Human Services Providers recently organized a task force that is helping to identify the struggles human service providing agencies are experiencing regarding employee turnover.

## **Closing Remarks/Adjournment**

**Tahnia McKeever**

- Dr. Warren announced Tahnia McKeever has graciously agreed to serve as the 15<sup>th</sup> Annual Teaming Up For Girls (TUGF) Co-Chair. The event is scheduled for Thursday, March 16, 2017 at the Scottsdale Camelback Inn.
- Tahnia shared she is truly humbled to serve as the Board Chair and recognized Dr. Kellie Warren for being a talented and innovative CEO, the Board of Directors and the Agency staff who each day ensure the girls experience safety, hope and opportunity in their lives.
- Tahnia closed the meeting with the following quote from Muhammad Ali: "The service you do for others is the rent you pay for your room here on Earth."
  - ▶ Tahnia thanked everyone in attendance and shared she is looking forward to another great year together.

With no further business, a motion to adjourn the meeting at 7:33 p.m. was made by Susan Bansak and seconded by Bonnie Mendoza.

All were in favor.

Respectfully Submitted,

A handwritten signature in black ink, reading "Tahnia McKeever". The signature is written in a cursive, flowing style with a long horizontal flourish extending to the right.

Tahnia McKeever, Board Chair