



Florence Crittenton

Board of Directors Meeting Minutes April 25, 2017

A meeting of the Board of Directors of Florence Crittenton Services, Inc. was held at Florence Crittenton, 715 West Mariposa Street, Phoenix, AZ, 85013 on Tuesday, April 25, 2017. Tahnia McKeever, Board Chair called the meeting to order at 11:48 a.m. Jan Doisher served as recording secretary. Persons attending the meeting were:

- Directors:** Chris Anderson, Susan Bansak, Jennifer Barefoot, Stacy Derstine, Bobby George, Shirley Goldman, Nikki Khraizat (telephonically), Linda Levin, Tahnia McKeever, Bonnie Mendoza, Maryann Richardson, Layla Ressler Kathleen, Taddie and Craig Thatcher
- Absent:** Margie Albert, Nona Lee, Jan Lewis, Mary O'Connor, and Kris Reid
- Staff:** Dr. Kellie Warren, Rod Kemp, Jessie Gillam, Dawn Woods and Jan Doisher

Welcome and Introductions

Tahnia McKeever

Tahnia McKeever, Board Chair, welcomed new Board member Layla Ressler to her first Board meeting and all others to the April Board meeting.

Dr. Warren thanked Board members Tahnia McKeever, Bonnie Mendoza, Nikki Khraizat and Stacy Derstine for their assistance in the process of searching for a new Human Resources Director.

Dr. Warren thanked Board member Susan Bansak and the Dorrance Foundation for their gracious donation of the funds needed to install new fencing, cameras, and other safety efforts at UPLIFT.

Development Dashboard Presentation

Dr. Kellie Warren

- Dr. Warren led a discussion and presented a PowerPoint presentation entitled “*How can we build a stronger Fund Development Plan.*” Meeting attendees were provided with a handout of the Agency’s Fund Development Plan along with a note taking page to help elicit discussion and provide feedback.
 - Dr. Warren addressed the following funding areas:
 - ▶ FY 2017 Donations
 - ▶ FY 2017 Grants
 - ▶ FY 2017 Special Event Giving
 - ▶ Responses to “*How Can the Board Help?*” discussion:
 - Look in to partnering with private colleges and trade schools.
 - The Agency’s Open House tours are a great way to make new connections.
 - Conduct a workshop on the outlook of the child welfare system over the next 10 years with stakeholders
 - Conduct the Raising Resilient Girls Conference to address young women’s issues
 - Look into bringing back the Arizona Girls Roundtable training opportunity to bring together professional colleagues who work in the industry.
 - Board members written feedback will be gathered and provided at the June 20, 2017 Board meeting.

Development Update

Nikki Khraizat

- Nikki led a discussion and presented a PowerPoint presentation entitled “*What can you do to increase membership and rebuild the Development Committee.*” Meeting attendees were provided with a note taking page to elicit discussion and provide feedback.

- Board members written feedback will be gathered and provided at the June 20, 2017 Board meeting.
- Nikki shared the TLC Dance is scheduled to occur on Saturday, May 20, 2017 at the Desert Botanical Gardens. To date the Agency has raised \$9,500 – the targeted goal is \$50,000.
 - ▶ Dr. Warren announced the GLAAZ School Board purchased a table for the students to attend this year's event.
 - ▶ Dr. Warren shared Amanda is meeting with Damir Karaman of EuroRythm on Thursday, April 27, 2017 to talk about sponsorships and table sales, results will be shared at the Development Committee meeting on Thursday, May 11, 2017.
- Nikki shared the Development committee is busy brainstorming on how to restructure the committee and looking at conducting meetings over the summer months to get a jump start on event planning.
- Nikki led a brief discussion on the Agency's Wish List - it was determined that it would be helpful to provide Board members with the amount needed of each of the requested items.
 - ▶ Jan Doisher to email Board members the Wish List.
- Nikki shared the next Open House is Tuesday, May 9, 2017 at 8:30 a.m. and offered up a Board challenge to have all Board members commit to attend one Open House per year with a guest to help create a new connection.

Review of Year-to-Date Financials Statements

Bonnie Mendoza

Bonnie Mendoza shared the Finance Committee met on Tuesday, April 18, 2017 and provided an overview of the March 31, 2017 year-to-date financial statements.

- The Investment Policy Statement revision is still in the works and will be reviewed at the June 20, 2017 Board meeting. Bonnie would like to provide Board members with a comparison view by providing them with both the original Policy Statement and the revised version.
 - Bonnie shared Tier III funds need further discussion. Dr. Warren shared the Agency will be looking at conducting a mini capitol campaign in 2018 – 2019 regarding the vacant property on Pierson Street.
 - Chris Anderson shared economists are predicting a slowdown in the economy in 2018.
- Bonnie provided an overview of the FY 2017 Budget Reforecast which identifies the Agency shifting client referrals to the Therapeutic Group Home (TGH) and Girls Ranch Scottsdale to consolidate and better use existing resources until the census numbers increase.
 - Dr. Warren shared the Agency's census is at 36 clients at TGH and 13 clients at Girls Ranch Scottsdale.

FY 2018 Budget Assumptions

Dr. Kellie Warren

- Dr. Warren led a discussion and provided a PowerPoint presentation of the "Agency's FY 2018 Budget Assumptions." Meeting attendees were provided with a note taking page to elicit discussion and provide feedback. Board members written feedback will be gathered and provided at the June 20, 2017 Board meeting.
- Dr. Warren provided an overview of the FY 2017 – 2018 Agency and GLAAZ Budget timelines.
- Dr. Warren shared the FY 2018 Budget will be very conservative and led discussions on the budget assumptions for the following areas within the Agency:
 - ▶ The Therapeutic Group Home will be budgeted at 33.
 - ▶ Community Based Services program revenue will not realize an increase in block payment from Mercy Maricopa Integrated Care.
 - ▶ Outpatient program revenue will be based on the FY 2016/2017 trends and will be very conservative.
 - ▶ Girls Ranch program revenue will continue to house clients at TGH and Girls Ranch Scottsdale until such time as the census warrants using the Girls Ranch Phoenix location.

- ▶ Permanent Supportive Housing program revenue will not see a change in revenue. The Agency is planning to increase rent at the duplex and is working with the City of Phoenix to obtain a special use permit to address zoning issues.
- ▶ GLAAZ budgeted enrollment is 135 students.
- ▶ Flo's on 7th will be budgeted at \$390,000 with a strong marketing plan and task force being established over the summer months.
- ▶ Dr. Warren shared the following additional assumptions: 1) Strong focus on Behavioral Health Technicians (BHTs), teachers and direct care staff; 2) an investment in human resources and staff development; 3) cross training and job sharing opportunities; 4) consolidation of administrative duties and positions and; 5) look in to opportunities to conserve and decrease utility costs.
- How can the board help? Dr. Warren requested Board members as they begin to review the FY 2018 Budget to please provide her with their feedback.

Governance Update

Susan Bansak

- Susan shared she is meeting with the following five potential new Board members:
 - Julie Friedly, Lovitt & Touche
 - Scott Robison, North & Company Real Estate
 - Tiffanie Tallman, AZ Diamondbacks
 - Cathy Stein, Concorde Travel Management
- Bonnie will be reaching out to Ken Burns, Arizona Commerce Authority and Artem Tretiakov, BOD who are interested in joining the Finance Committee.
- Amanda Stolee is ready to be voted on to the GLAAZ School Board and Anjolie Morse will be joining in either June or August 2017.

Call to Action

Tahnia McKeever

Tahnia shared the following Call to Action items:

- TLC Dance Sponsorship's and ticket sales

Consent Agenda

Tahnia McKeever

Tahnia McKeever asked for a motion to accept and approve the following: The March 31, 2017 YTD Financial Statements; Margie Albert's resignation from the Board, the April 2017 Board Committee Report; and the February 28, 2017 Board meeting minutes.

A motion was made by Craig Thatcher and seconded by Susan Bansak.

VOTE Results: All were in favor

Other Business/Adjournment

Tahnia McKeever

Tahnia announced that Margie Albert will remain on the Branding and Marketing committee.

Dr. Warren shared she will be a guest on Sonoran Living, on Thursday, April 27, 2017, promoting the TLC Dance.

With no further business, the meeting was adjourned at 1:18 p.m.

Respectfully Submitted,



Tahnia McKeever, Board Chair