



# Florence Crittenton

## **Board of Directors Meeting Minutes February 23, 2016**

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, February 23, 2016. 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:** Margie Albert, Jennifer Barefoot, Janita Gordon, Shirley Goldman, Nikki Khraizat, Nona Lee, Jan Lewis, Linda Levin, Tahnia McKeever, Bonnie Mendoza, Kathy Munson, Nina Munson, Maryann Richardson, Kathleen Taddie, and Craig Thatcher

**Absent:** Chris Anderson, Susan Bansak, Bobby George Julie McCollum, Kris Reid, Betty Wald and Kelli Williams

**Staff:** Dr. Kellie Warren, Victoria Aqudelo-Martin, Cindy Davis, Amanda Lasita, Rod Kemp, and Jan Doisher

### **Welcome and Introductions**

**Tahnia McKeever**

Tahnia McKeever, Board Chair, welcomed everyone to the February 2016 Board of Directors meeting and thanked Board members for the following donations: Margie Albert - \$250 off a \$500 Photo Session, Nikki Khraizat – wine for TUF, Nona Lee – wine for TUF, Jan Lewis – 2 (\$50) staff appreciation gift cards, Linda Levin – Guess purse/wallet for TUF, Kathy Munson – 10 cigars, origami owl necklace, and wine for TUF, Nina Munson – wine for TUF, and Maryann Richardson – wine and mystery box item.

### **Community Based Services (CBS) Client Presentation**

Markil a Community Based Services (CBS) client, shared with meeting attendees how appreciative she is for the life skill services she has been receiving from Louise Hurley-Albano, Case Specialist Supervisor since April 2015. Markil expressed the money management, food management, employment, and housing skills have prepared her to face adulthood confident she will be able to live independently.

### **Board Chair Update**

**Tahnia McKeever**

Tahnia thanked Debra Krutz, HR Consultant for her outstanding organization of the Council on Accreditation (COA) site visit and provided an update on the following reaccreditation findings provided at the exit interview on Wednesday, January 27, 2016: 1) The Board is to form an Audit Committee to meet annually. The members of which, must be separate and independent of the Finance Committee and; 2) the Board is required to conduct an annual Risk Management assessment.

### **Review of Year-to-Date Financial Statements**

**Bonnie Mendoza**

Bonnie Mendoza provided an overview of the January 2016 Year-to-Date financials:

- Bonnie shared the Finance Committee met on Tuesday, February 16, 2016.
  - Bonnie led a brief discussion regarding concerns with program revenue continuing to be behind due to the trends in census numbers at the Therapeutic Group Home (TGH), as well as, low referrals in Community Based Services (CBS) and low enrollment at the school.
    - ▶ Grants and contributions continue to be trending higher than budgeted.
  - Bonnie provided an overview of the FY 2016 Budget reforecast.

Nina provided the following updates:

- Nina thanked all Board members who brought bottles of wine for the Teaming Up for Girls Luncheon to today's Board meeting and reminded everyone that the event is only 16 days away!
- To date the Agency has sold 74 tables (9 of which are girls tables) and has reached \$270,502 in sponsorship and underwriting with the overall goal being \$470,000.
- To date the Agency has received \$113,591 in Silent Auction which has exceeded this year's goal of \$104,000.
  - Nina shared the main area of concern remains high dollar items for the Mystery Boxes. To date, the Agency has 60 Mystery Boxes with the goal being set at providing 120.
- Nina shared Thursday, February 25<sup>th</sup> at 3:00 p.m. and Friday, February 26<sup>th</sup> at 10:00 a.m. folks are gathering to help with TUGG preparation to include, assembling the table centerpieces, and preparing Dream Bags and silent auction items.
- Dr. Warren asked if anyone has open seats at their tables to please let Amanda Lasita know so she can review the Agency cultivation list to ensure all seats are filled.
- Tahnia reminded Board members of the need for baskets, tissue paper, and bows to gift wrap silent auction items.

**Governance Update****Dr. Kellie Warren (in Susan Bansak's absence)**

- Dr. Warren led a discussion on the revised Board member Annual Commitment and Annual Evaluation forms included in the meeting packets. Both forms were vetted by the Governance and Executive Committee members.
  - The goal is to ensure a completed commitment form is received by all Board members. To date, only eight completed forms have been received.
- Dr. Warren shared efforts are underway to improve upon Board governance and Board member development.
  - COA and grant awarding organizations are looking at Board member involvement, requiring the Agency to report on Board commitment and also Board meeting attendance.

**CEO Update****Dr. Kellie Warren**

- Dr. Warren shared the following COA exit interview findings:
  - General Comments:
    - ▶ Your staff are incredible; the program is wonderful; the facilities are beautiful; incredible hospitality was provided; and it is obvious Board members and staff live the Agency's mission
  - Commendable Performance
    - ▶ Mentor Program – provides an opportunity to make a difference, a mentor shared she would change her schedule to meet her student's need; Board Governance – Board members are committed to Agency's mission; the Agency's Finance department has sound and capable practices; Agency Staff – keep their promises to girls, the facilities are comfortable and staff are the Agency's biggest strength
  - Opportunities to Improve Upon
    - ▶ The Human Resources annual training plan; the analysis of employee practice; conduct a formal annual review of contractors; have an independent attorney perform an annual review of policy and procedures; and conduct an annual satisfaction survey
- Dr. Warren shared the following census updates: The Therapeutic Group Home (TGH) has 35 residents, with 4 approvals; both Girls Ranch Phoenix and Scottsdale are at full capacity with 25 residents; UPLIFT is at full capacity; and GLAAZ enrollment is at 117.
- Dr. Warren shared the Agency is partnering with Experience Matters Active8 program to help expand its Volunteer Services Program and fill gaps at no cost to the Agency. Currently, staff are focusing on identifying the needs within the Agency to match with the skills sets of the career professionals.

- Dr. Warren announced FY 2017 Budget planning has begun – a draft version is due mid-April 2016.
- Dr. Warren spoke on the new Department of Child Safety (DCS) Consulting and Counseling Services contract. This contract will allow the Agency to expand its behavioral health services, realize increased program revenue, and help provide in-home and outpatient individual/group/ family services to the over 17,000 youth in out-of-home placement.
- Dr. Warren announced the Agency is conducting the following Open House Tours: Tuesday, April 12, 2016, at 8:30 a.m. and Tuesday, May 3, 2016 at 8:30 a.m.
- Dr. Warren shared the Agency has exceeded the FY 2016 grant goal of \$560,000 by being awarded over \$600,00 in grant awards thus far. To date, the Agency has \$65,000 in submitted grants out for review.
  - Emily Giannone, Grant Manager, resigned effective Friday, February 18, 2016. The Agency will utilize Emily and other grant consultants while working to fill the vacancy.

### **Branding & Marketing Update**

**Kathy Munson**

Kathy Munson shared the RFPs has been provided to Dr. Warren and Amanda Lasita for review. She is confident the June 2016 deadline will be met and thanked Board member Jennifer Barefoot for drafting the documents.

### **Call to Action**

**Tahnia McKeever**

Tahnia thanked everyone for being in attendance and shared the following Call to Action items:

- Teaming Up For Girls sponsorships and Mystery Box items of \$100 or more in value.
  - Tahnia is donating an Amazon Echo to be included in a Mystery Box.
  - The next TUGF Committee meeting is Tuesday, March 2, 2016 at 8:30 a.m.

### **Consent Agenda**

**Tahnia McKeever**

Tahnia McKeever asked for a motion to accept and approve the following: Valley of the Sun United Way Grant submission; the January 2016 Year-to-Date Financial Statements, the December 15, 2015 Board minutes; and the February 2016 BOD Committee Report.

A motion was made by Nina Munson and seconded by Jan Lewis.

***VOTE Results: All were in favor***

### **Other Business/Adjournment**

**Tahnia McKeever**

Tahnia shared she and Board member Jan Lewis met with representatives from Saks 5<sup>th</sup> Avenue and thanked them for their donation of 120 boxes (to be used as Mystery Boxes) with ribbon, 10 - \$100 gift cards, a table sponsorship, and a Brunello Cucinelli handbag with a retail value of \$3,050.

With no further business, the meeting was adjourned at 12:28 p.m.

Respectfully Submitted,

Tahnia McKeever, Board Chair