



Florence Crittenton

Board of Directors Meeting Minutes April 25, 2018

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 Wednesday, April 25, 2018. Tahnia McKeever, Past Board Chair called the meeting to order at 3:05 p.m. Jan Doisher served as recording secretary. Persons attending the meeting were:

Directors: Cathy Creswell, Stacy Derstine, Julie Friedly (telephonically), Bobby George Nikki Khraizat, Tahnia McKeever, Layla Ressler, Maryann Richardson, Scott Robison, Cathy Stein and Tiffanie Tallman (Telephonically)

Absent: Chris Anderson, Shirley Goldman, Bonnie Mendoza and Rod Riley

Staff: Dr. Kellie Warren, Rod Kemp, Karen Loftus Dawn Woods and Jan Doisher

Welcome and Introductions

Tahnia McKeever

Tahnia McKeever welcomed everyone to the April 2018 Board of Directors meeting.

- Tahnia made the following announcements: 1) the Open House is scheduled for Tuesday, May 8, 2018 at 8:30 a.m.; and 2) the GLAAZ Graduation is scheduled for Wednesday, May 16, 2018 at 6:00 p.m., at the Bulpitt Auditorium at Phoenix College.

Girls Leadership Academy of Arizona (GLAAZ) Student Presentations

- Damaris Zavala a senior at GLAAZ, shared the care, attention and commitment from the teachers are what helped to motivate her and made attending GLAAZ a good fit for her. Damaris is graduating with 30 college credits and will be attending the University of Arizona, Eller School of Business as an Eller Elite Scholar.
- Michelle Ramirez Tunales a senior at GLAAZ, shared she came to the school as a shy freshman, however, through the caring teachers, small classrooms and leadership she was able to master her public speaking skills. Michelle is graduating with 42 college credits and will be attending Arizona State University as an Obama Scholar and Barrett Honor Scholar where she will study business.

CEO Report

Dr. Kellie Warren

- Dr. Warren shared the Scottsdale Community Development Block Grant (CDBG) monitoring site visit occurred this morning. Florence Crittenton is considered a preferred Agency. During the debriefing meeting it was conveyed the Agency favored well with only a few areas being identified where we are in need of enhancement.
- Dr. Warren shared Bruce Weber, President of Weber Group, and his business partner Charlie Smith facilitated a strategic planning focus group on Monday, April 16, 2018. Following were the 4 focus areas 1) People; 2) Programs; 3) Finance; and 4) Systems.
 - Dr. Warren is to meet with the teachers are their professional development meeting next Wednesday, May 2, 2018 to talk about the next steps in the strategic planning process, to conduct focus meeting with teachers and students to elicit their feedback.
 - Dr. Warren also is beginning to meet with other nonprofit CEO's to discuss their issues and concerns relating to housing referrals.
- Dr. Warren led a brief discussion and shared the Agency continues its work regarding the following Department of Child Safety (DCS) Request for Proposals (RFPs): 1) Family Preservation – the Agency did not receive the award due to being scored incorrectly and have filed a protest – a response from DCS is to be provided in three weeks; 2) Family Reunification/Placement Stabilization (in-home) Services – work is already being completed to be ready to submit the best and final offer

when requested; 3) Supportive Intervention Guidance Counseling was awarded to the Agency; and 4) Parent Aide was awarded and continues to grow – looking at hiring an additional 10 positions and will be asking for new rates.

- Dr. Warren shared she attended the Health Plan presentations on April 16 – 17, 2018 provided by the AZ Council of Human Service Providers of the agencies who were awarded the AHCCCS Complete care contracts for the new Regional Behavioral Health Authority (RBHA). The Agency will be obtaining contracts with the following companies to ensure we are in a position to provide services: 1) Mercy Care; 2) United Health Care; 3) Care 1st; 4) Banner University Health Plan; 5) Centene; 6) Magellan; and 7) Health Choice AZ.
- Dr. Warren shared the National Crittenton Foundation is involved in the Family First Prevention Services Act, H.R. 5456. This legislation only allows federal reimbursement for congregate care for the first 14 days of placement unless certain criteria are met.
- Dr. Warren led a discussion and provided a PowerPoint presentation on the Agency's program areas and budget assumptions, sharing the first draft resulted in a \$600,000 deficit and the second draft came in at a \$400,000 deficit. The work continues to lower the deficit and a draft will be ready for the Finance Committee to review next week.
- Dr. Warren shared through the Complex Trauma Treatment Network grant partnership, the Agency will be having a 2-day Attachment, Regulation and Competency (ARC) Training on Monday April 30, 2018 and Tuesday, May 1, 2018. At this time there are 29 BHTs scheduled to attend day 1 and 16 members of the Implementation Team on day 2.

Review of Year-to-Date Financials Statements Rod Kemp (In Bonnie Mendoza's Absence)

Rod shared the Finance Committee met on Wednesday, April 17, 2018 and provided an overview of the March 31, 2018 year-to-date financial statements.

- Cash flow continues to be a concern for the Agency.
- Program revenue, grants and contributions continue to fall below budget.
- The Parent Aide contract skews the budget by making the revenue look better and expenditures worse due the cost of mileage.
- Rod led a brief discussion and provided a side-by-side comparison handout of the revised Policy Statement, sharing the significant changes are reflective in the responsibility areas relating to the Finance Committee, staff and investment advisor.

Development Update Nikki Khraizat

- Nikki shared the Development Committee met on Thursday, May 10, 2018.
- Nikki shared Teaming Up For Girls Luncheon raised nearly \$370,000 with \$117,000 being raised at the event - the targeted goal was \$430,000.
 - A survey has been sent out to elicit feedback about the event.
- Heals for Healing is scheduled to occur on Saturday, September 29, 2018. Donation drives are scheduled to take place over the summer months and the Agency is looking for sponsorships.
- The Transformation, Love, Connection (TLC) Dance has been rescheduled to take place, Monday, October 22, 2018.

Governance Update Stacy Derstine

- Stacy announced Mary O'Connor and Jennifer Barefoot have resigned from the Board of Directors for personal and work related issues. Janita Gordon also resigned from the GLAAZ School Board, however will continue to support the Agency.
 - Work has already begun on identifying a new Board Chair.
- Stacy shared the following top focus areas 1) Recruitment; 2) Board Development; and 3) Succession Planning.

- The Governance Committee would like to identify at least four new Board members to join for the 2018 – 2019 Board year. At this time there are 3 great candidates and Board member Bobby George shared he also has a candidate who is interested in joining the Board.
 - ▶ Stacy shared the Call to Action is to have each Board member provide one name of a potential Board or Committee member.
- Stacy shared a special Brainstorming Session is scheduled to take place after today's Board meeting and stated if schedules permit, you are all welcome to stay. The focus will be on recruitment opportunities, reaching out to past Board members, TUGF volunteers, and organizations that donate and support the Agency.
- Stacy provided attendees with a copy of the Board Source ¹² Twelve Principles of Governance That Power Exceptional Boards booklet.

Call to Action

Tahnia McKeever

Tahnia shared the following Call to Action items:

- Employee Incentive Gift Cards

Consent Agenda

Tahnia McKeever

Tahnia McKeever asked for a motion to accept and approve the following: the March 2018 YTD Financial Statements; the revised Investment Policy Statement; the February 28, 2018 Board meeting minutes, Mary O'Connor's resignation as Board Chair, Jennifer Barefoot's resignation from the Board of Directors; Janita Gordon's resignation from the GLAAZ School Governing Board.

A motion was made by Stacy Derstine and seconded by Nikki Khraizat.

VOTE Results: All were in favor

Other Business/Adjournment

Tahnia McKeever

Niiki Khraizat donated a Giftly gift card in the amount of \$50.00

With no further business, a motion to adjourn the meeting at 4:10 p.m. was made by Stacy Derstine and seconded by Nikki Khraizat.

All were in favor.

Respectfully Submitted,

Tahnia McKeever, Past Board Chair