



Florence Crittenton

Board of Directors Meeting Minutes February 28, 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, February 28, 2018. Bonnie Mendoza, Board member called the meeting to order at 3:05 p.m. Dr. Kellie Warren served as recording secretary. Persons attending the meeting were:

Directors: Chris Anderson (telephonically), Stacy Derstine, Julie Friedly, Bobby George Nikki Khraizat, Tahnia McKeever (telephonically), Bonnie Mendoza, Layla Ressler, Maryann Richardson (telephonically), Rod Riley, Scott Robison (telephonically) Cathy Stein and Tiffanie Tallman (telephonically)

Absent: Jennifer Barefoot, Shirley Goldman, Linda Levin and Mary O'Connor

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

Welcome and Introductions

Bonnie Mendoza

Bonnie Mendoza, Board member, welcomed everyone to the February 2018 Board of Directors meeting.

Review of Year-to-Date Financials Statements

Bonnie Mendoza

Bonnie Mendoza shared the Finance Committee met on Wednesday, February 14, 2018 and provided an overview of the January 31, 2018 year-to-date financial statements.

- Program revenue, grants and contribution continue to fall below budget.
- Agency expenditures are being kept significantly low.
- Bonnie led a brief discussion and provided a side-by-side comparison handout of the revised Policy Statement. Executive Committee members are being asked to review and provide their feedback to Bonnie. The Executive Committee will make their final review at the April 19, 2018 meeting and the Board of Directors will vote to approve the final revision at the April 25, 2018 meeting.

CEO Report

Dr. Kellie Warren

- Building Capacity
 - Dr. Warren shared the census for TGH is at 33 clients with 9 referrals – the targeted goal is 34; Girls Ranch Scottsdale is at 10 clients with a targeted goal of 15. The Agency is experiencing an increase in referrals and expects to remain close to 30 clients for the remainder of this fiscal year.
 - Dr. Warren led a brief discussion regarding the Department of Child Safety (DCS) Compliance Audit conducted in December 2017. One of the leading observations addressed was a misconception that Florence Crittenton was mixing populations. Historical documentation was provided to DCS and it was determined that the Agency was simply using the wrong terminology with regards to referring to “emergency placements as shelter placements.”
 - ▶ Dr. Warren expects to see an increase in referrals now that this issue has been resolved.
 - Dr. Warren led a brief discussion and shared the Agency continues to be in negotiations with the Department of Child Safety with regards to the following Request for Proposal (RFP) submissions: 1) Family Preservation; 2) Family Reunification/Placement Stabilization (in-home) Services; and 3) Supportive Intervention Guidance Counseling.
 - ▶ Dr. Warren shared the Agency hired a seasoned Parent Aide supervisor and has already realized an increase in referrals. The FY 2019 Budget will reflect the new contracts.

- Dr. Warren shared the Agency continues to prepare for the new fiscal year budget projections and continues to keep expenses down.
- Dr. Warren gave a shout out to Board member, Rod Riley and the Valley Leadership Class 39 who toured the Agency on Tuesday, February 27, 2018.
- Dr. Warren shared Bruce Weber, President of Weber Group requested she participate in a panel discussion at the Valley Leadership Institute Class 39 on Friday, March 2, 2018 on the topic of “Nonprofit Organizations and Government Agencies.”
- Dr. Warren announced several staff from the Administrative Office of the Courts (AOC) and the Arizona Department of Juvenile Corrections are here today conducting a Correctional Program Checklist (CPC) Assessment. The CPC is used to assess correctional intervention programs and will look at the Agency’s ability to respond to the criminogenic needs of the clients by interviewing staff, observing groups and reviewing client files.
- Dr. Warren provided the following GLAAZ updates:
 - The Arizona Department of Education (ADE) completed their Average Daily Membership (ADM) audit on January 24, 2018 for fiscal years 2015, 2016 and 2017. The audit resulted in the Agency having to repay approximately \$5,000.
 - The Annual ADE Site visit is scheduled for Tuesday, March 13, 2018, representative from ADE will be conducting teacher observations and student focus groups.
- Dr. Warren shared she is working with members of the Branding & Marketing committee to put together focus groups with the school and parents to see what draws them to GLAAZ in an effort to increase the enrollment to 134.
 - Additional questions are being added to the family surveys and will be provided to parents during the student led conferences on Thursday, March 15, 2018.
- Dr. Warren shared Bruce Weber, President of Weber Group will be conducting a strategic planning focus group on Monday, March 26, 2018.

Development Update

Nikki Khraizat

- Nikki shared the collateral and sponsorship packet has been approved by Chrissy Metz and Jennifer Caraway. This year’s luncheon invitation has also been approved and should be hitting everyone’s mailboxes next week.
 - The next Committee meeting is scheduled for Thursday, March 8, 2018 at 8:30 a.m.
 - \$430,000 targeted goal – to date the Agency has realized \$216,900 in sponsorship and underwriting which is 71% of the pre-event goal.
 - To date the Agency has realized \$47,852 in in-kind, silent auction and mystery box donations, which is 55% of the targeted goal.
 - ▶ Solicitation for sponsorships, silent auction and mystery box items are ongoing.
 - Dr. Warren thanked Board members for all their efforts thus far.

Governance Update

Stacy Derstine

- Stacy shared Rod Riley has agreed to be the GLAAZ School Governing Board President.
- Stacy announced the resignation of Amanda Stolee from the GLAAZ Governing School Board.
- Stacy announced the resignation of Jennifer Barefoot from the Board due to personal and professional reasons.
- Stacy led a brief discussion and asked that Board members who have not completed their annual commitment forms to please do so to ensure the Agency is in compliance.
- Stacy shared the Governance Committee is committed to conducting a reset for 2018. The following top three focus areas have been identified:
 - 1) Recruitment – Focusing on Board diversity – identified skill sets to include legal, real estate, retail, health and human services, connections with foundations, Education from Title I schools, IT, marketing with focus on digital, and strategic partners/donor.
 - 2) Board Development – ensure Board members are armed with correct information, tools and resources to be ambassadors for Florence Crittenton.

- 3) Succession Planning – the Bylaws require the Board to have a 3-year succession plan.
- Stacy asked committee's to report out on their identified areas of focus:
 - Finance Committee – Bonnie shared the Finance Committee will take the next 10 months to review investment management companies and be prepared to make a decision by December 2018. Conduct long range planning – to maintain a 3-year financial projection. Look into banking relationships, review auditors and create an Audit Committee to meet once a year.
 - Development Committee – Nikki shared they are committed to focus on increasing Crittenton Society membership and will be working on redefining the definition of being a Crittenton Society member.
 - Branding and Marketing Committee – Dr. Warren shared the committee met on January 23, 2018 and identified the following top three priorities: Education (GLAAZ), permanent supportive housing and outpatient/in-home care.

Call to Action

Bonnie Mendoza

Bonnie shared the following Call to Action items:

- Bottles of Wine for TUFG
- Mystery Box and Silent Auction Items

Consent Agenda

Bonnie Mendoza

Bonnie Mendoza asked for a motion to accept and approve the following: the January 2018 YTD Financial Statements; the February 2018 Board Committee Report; the December 20, 2017 Board meeting minutes, Rod Riley as President of GLAAZ School Governing Board, and the resignation of Amanda Stolee from the GLAAZ School Governing Board member.

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

VOTE Results: All were in favor

Other Business/Adjournment

Bonnie Mendoza

The following donations were brought in: Layla Ressler - 2 bottles of wine for TUFG; 2) Bobby George – 2 Bottles of Wine for TUFG and 2-\$50 Amazon Gift Cards; 3) Julie Friedly – 2 bottles of Wine for TUFG and a \$50 Total Wine gift card and 4) Stacy Derstine - Bottle of wine for TUFG

With no further business, a motion to adjourn the meeting at 4:15 p.m. was made by Stacy Derstine and seconded by Julie Friedly.

All were in favor.

Respectfully Submitted,

Bonnie Mendoza, Finance Committee Chair