



# Florence Crittenton

## **Board of Directors Meeting Minutes September 27, 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 Wednesday, September 27, 2017. Mary O'Connor, Board Chair called the meeting to order at 3:05 p.m. Jan Doisher served as recording secretary. Persons attending the meeting were:

**Directors:** Chris Anderson, Jennifer Barefoot, Kathy Creswell, Julie Friedly, Bobby George, Nikki Khraizat, Bonnie Mendoza, Mary O'Connor, Maryann Richardson (telephonically), Kris Reid, Cathy Stein (telephonically) and Tiffanie Tallman

**Absent:** Stacy Derstine, Shirley Goldman, Linda Levin, Tahnia McKeever, Layla Ressler, Rod Riley and Scott Robison

**Staff:** Dr. Kellie Warren, Amanda Lasita, Armando Gomez, Rod Kemp Karen Loftus, Dawn Woods and Jan Doisher

### **Welcome and Introductions**

**Mary O'Connor**

Mary O'Connor, Board Chair, welcomed everyone to the September Board of Directors meeting.

### **Board Chair Updates**

**Mary O'Connor**

- Mary shared she and Dr. Warren met regarding the 2017 – 2018 Annual Commitment to Service forms which were emailed to Board member and also are provided in today's meeting packets, as a handout. Board members were asked to please complete the forms and return them to Jan Doisher.
  - Mary also shared she will be scheduling individual meetings with each Board member in the near future to conduct the 2017 – 2018 Board Member Annual Review.
- Mary announced Board member Linda Levin is taking a one-year leave of absence due to personal reasons.
- Dr. Warren shared dates towards the end of November 2017 have been identified by Bruce Weber, President of Greater Boards for conducting the upcoming Board Retreat. An email will be going out to all Board members to provide them with a survey of date and time scenarios.

### **CEO Report**

**Dr. Kellie Warren**

- Dr. Warren shared the Crittenton Cornerstone is a good way for the Agency to share with Board members and outside stakeholders all the great things happening at Florence Crittenton.
- Dr. Warren led a discussion and presented a PowerPoint presentation on the FY2017 Quarters 1 – 4 - Key Performance Indicators (KPIs) and How the Board Can Help.
  - Dr. Warren shared the KPIs are tied to the following four main goals of the Agency's Strategic Plan: Gender Responsive and Culturally Competent Services (GRCCS), Building Capacity, Fiscal Responsibility, and Employee Recruitment, Retention and Development.
  - Gender Responsive and Culturally Competent Services (GRCCS)
    - ▶ Dr. Warren shared the GRCCS Plan's objective tasks and training will be 100% complete once the Agency Client and Family Handbooks are completed.
      - It is anticipated the Handbooks will be completed by the second quarter of FY 2018.
  - Building Capacity

- ▶ Dr. Warren shared the philosophical shift with State government agencies is impacting our census at our Therapeutic Group Home (TGH) and Girls Ranch causing the decline in program revenue.
- Fiscal Responsibility
  - ▶ Dr. Warren shared the Agency was awarded the new Parent Aide and Supervised Visit contract with the Arizona Department of Child Safety (ADCS). This revenue stream was not included in the FY 2018 budget.
- Employee Recruitment, Retention and Development
  - ▶ Dr. Warren shared employee retention rate remains a concern for the Agency. Moving forward the Agency will be spending time strategizing on how to retain staff and become an employer of choice.
    - Dr. Warren shared the Agency entered into a 5-year Letter of Commitment between Suffolk University and the Complex Trauma Treatment Network (CTTN). On September 18 – 19, 2017, Kristine Kinniburgh, Director of Trauma Services, with the Trauma Center at the Justice Resource Institute Connecticut provided a two-day Trauma Informed Care/Attachment, Regulation and Competency (ARC) training with the Agency's core implementation team.
- Dr. Warren addressed the 2018 First Quarter findings relating to the philosophical shift within State government which is causing an impact on the low number of referrals to the Therapeutic Group Home (TGH) and Girls Ranch programs.
  - Dr. Warren shared on September 21, 2017 the Agency submitted the Arizona Department of Child Safety Family Preservation RFP.
    - ▶ Moving forward the Agency will continue to secure additional in-home and outpatient contracts.
    - ▶ Begin to conduct Sip and Shop at Flo's on 7<sup>th</sup> and also have Board donation day with an emphasis on furniture.
    - ▶ Look at a capitol campaign to help build permanent supportive housing on the vacant Person Street properties.
  - Dr. Warren also addressed "How Can the Board Help?" and provided the following ways Board members can help build upon the Agency's revenue needs:
    - ▶ Bring one new Crittenton Society member
    - ▶ Bring one person to donate \$500 to the Foster Care tax credit
    - ▶ Commit to sell one additional table for Teaming Up For Girls
    - ▶ Commit to sell one ticket to the Transformation Love Connection (TLC) Dance
    - ▶ Bring 3 – 5 potential donors to tour Florence Crittenton
    - ▶ Assist with developing the Agency's new Strategic Plan

### **Development Update**

**Nikki Khraizat**

- Nikki shared the 9<sup>th</sup> Annual Heels for Healing is taking place in three days, this Saturday, September 30, 2017 at Flo's on 7<sup>th</sup>.
  - To date, the Agency has raised \$8,640 which is 64% of the \$13,500 targeted pre-event goal (at this time last year, we had raised \$11,390).
    - ▶ Registration begins at 7:00 a.m., the Diva Dash begins at 8:00 a.m. and the VIP Shopping begins at 9:00 a.m.
    - ▶ Nikki also shared the Agency realized an increase in media attention for this year's event.
- Nikki shared the next Open House is Tuesday, November 14, 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, September 19, 2017 and provided an overview of the August 31, 2017 year-to-date financial statements.

- The Investment Policy Statement revision continues to be addressed and will be reviewed at the October 17, 2017 Finance Committee meeting.
- Bonnie shared auditors from Henry + Horne are conducting their site visit and will be providing their draft Audit findings at the next Finance Committee meeting on Tuesday, October 17, 2017.

**Call to Action**

**Mary O'Connor**

Mary shared the following Call to Action items:

- Shoes and Handbags for Heels for Healing
- Diva Dash Participants and Sponsors

**Consent Agenda**

**Mary O'Connor**

Mary O'Connor asked for a motion to accept and approve the following: The August 31, 2017 YTD Financial Statements; the September 2017 Board Committee Report; and the June 20, 2017 121<sup>st</sup> Annual Corporate Board meeting minutes.

A motion was made by Bonnie Mendoza and seconded by Nikki Khraizat.

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

**Other Business/Adjournment**

**Mary O'Connor**

With no further business, the meeting was adjourned at 4:18 p.m.

Respectfully Submitted,

Mary O'Connor, Board Chair