



Florence Crittenton

Board of Directors Meeting Minutes December 19, 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, December 19, 2018. Stacy Derstine, Governance 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 (Telephonically), Latasha Causey, Stacy Derstine, Julia Francis, Julie Friedly (telephonically), Bobby George, Bonnie Mendoza, Nathan Pullen, Maryann Richardson, Chris Schaefer and Cathy Stein

Absent: Kathy Creswell, Shirley Goldman, Jenny Holsman Tetreault, Layla Ressler, Rod Riley, and Tiffanie Tallman

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

Welcome and Introductions

Stacy Derstine (In Rod Riley's Absence)

Stacy Derstine welcomed everyone to the December 2018 Board of Directors meeting.

Fundraising Presentation

Bruce Weber

- Bruce Weber, President and CEO of the Weber Group, led a discussion and presented a PowerPoint presentation entitled Resource Development and shared the following information with meeting attendees:
 - Today's objectives are to: 1) Understand the giving opportunity and why we need you; and 2) Build a Board resource development engagement plan.
 - Board Roles: 1) Set Strategic Direction; 2) Ensure Necessary Resources; and 3) Provide Oversight.
 - For the first time charitable giving in the United States topped \$400 billion in 2017, with the total amount reaching \$410.02 billion dollars. Following is the breakdown of giving:
 - ▶ Corporations = 5% at \$20.77 Billion
 - ▶ Bequests = 9% at \$35.70 Billion
 - ▶ Foundations = 16% at \$66.90 Billion
 - ▶ Individual Giving = 70% at 286.65 Billion
 - Bruce shared information on the generational differences relating to methods of giving and top giving priorities. What the numbers are telling us is that giving is growing, planned giving is huge and the more people we have involved, the more money the Agency can raise.
 - Bruce shared the top three things Boards need to be successful at fundraising are: 1) Information; 2) Education and processes; and 3) to be supported and rewarded.
 - Bruce shared if asking for funds isn't your thing, there are many other ways as a Board member to help fundraise; you can write thank you notes;, make phone calls thanking folks for attending an event and talk to people/professional colleagues using your own individual story of what brought you to the Agency.
 - Bruce spoke on the importance of identifying your personal network, consisting of your network of friends, relatives, and business associates. These could be folks you have met through social activities, work volunteer activities, sports and recreation, your kids, family, school, church, neighbors, etc.

CEO Report

Dr. Kellie Warren

- Dr. Warren took a moment to thank Board members for all they do for the girls and Agency, she is grateful for each and every one of you.
- Dr. Warren shared staff are busy working on revisions/updates to the 2019 – 2021 Strategic Plan - Action Plans and will be presenting at the February 27, 2019 Board meeting on the following four focus areas: 1) People; 2) Programs & Services; 3) Finance; and 4) Systems.
- Dr. Warren provided a PowerPoint presentation and led a discussion on FY 2018 Quarter 4 and FY 2019 Quarter 1 Key Performance Indicators (KPIs).
 - The Agency continues to work on all four areas of the KPIs 1) Gender Responsive & Culturally Competent (GRCCS); 2) Building Capacity; 3) Financial Responsibility; and 4) Employee Recruitment, Retention & Development.
 - The Agency is hoping to hear about the Congregate Care Request for Proposal (RFP) sometime in January/February 2019.
 - The Agency received the following grants:
 - ▶ Thunderbird Charities \$75,000
 - ▶ Board of Visitors \$20,000
 - ▶ Nina Mason Pulliam Trust \$ 2,700
 - The Administrative Office of the Courts (AOC) new RFP came out on Friday, January 11, 2019. All proposals are due by noon on Thursday, February 28, 2019.
 - Cash on hand continues to be an area of concern.
 - ▶ The finance area is busy collecting on past due accounts receivable and all staff of working to keep expenses down.
 - Dr. Warren shared we are experiencing some difficulty in finding the best candidate for the Chief People Officer and HR Generalist vacancies , however, she is confident the Agency will find the ideal candidate.
 - Dr. Warren provided an overview and handouts of the capitol expenses and Information Technology (IT) priority needs.

Review of Year-to-Date Financials Statements

Chris Schaefer

Chris shared the Finance Committee met on Wednesday, December 12, 2018 and provided an overview of the November 30, 2018 year-to-date financial statements.

- The year-to-date contributions and grants are the Agency's bright spot coming in at \$181,000 higher than budgeted on a combined basis.
- The year-to-date revenue is up 28.5% year over year.
- The November 2018 expenses were \$68,000 favorable to budget.
- The census is slightly better at TGH and Girls Ranch along with the enrollment at GLAAZ has helped to increase revenue.
- The finance area has collected \$45,000 in past due accounts receivable.
- Tax credits, grants and Teaming Up for Girls revenue has helped with cash flow.

Development Update

Julie Friedly

- Julie shared the Development Committee met on Thursday, December 13, 2018.
- The 17th Annual Teaming Up for Girls (TUFG) Luncheon, has received \$115,000 in Sponsorships/Underwriting/Donations and \$22,400 in Silent Auction/Mystery Boxes.
- Julie shared to date, the Agency has raised \$133,070 in Tax Credits (Foster Care: \$117,020 and Public School: \$16,050).
 - This time last year, the Agency raised \$100,354.
- Julie shared a meeting has been scheduled to occur on Thursday, January 10, 2019 to discuss ways to improve Crittenton Society and ways to reach additional people.
- Jan Doisher is to send out the Florence Crittenton Organization Foundation list to help Board member identify if they have a connection with any of the organizations/business listed and reach

out to reengage with those who have not given in 2018. Board member responses due by COB, Thursday, January 17, 2019.

Governance Update

Stacy Derstine

- Stacy shared the annual one-on-one Board member meetings are going very well and are serving to be a terrific way to get to know each other and to also obtain feedback. A few comments that have been received are the need to identify ways to get to know one another to be an improved and a more engaged Board.
 - A Board “Social Hour” is being planned to occur in either January/February 2019.
- Stacy shared the following continue to be the 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.
 - Stacy shared the Call to Action is to have each Board member provide one name of a potential Board or Committee member.
 - The 2018 Giving Letter was provided to those members in attendance, all others will be mailed.

Call to Action

Stacy Derstine

Stacy shared the following Call to Action items:

- Wine and Mystery Box (\$100 value) items for Teaming Up For Girls
- Tax Credit donations
- Board member recruitment candidates

Consent Agenda

Stacy Derstine

Stacy Derstine asked for a motion to accept and approve the following: the November 2018 YTD Financial Statements; the November 15, 2018 Board meeting minutes, and the December 2018 Board Committee Report.

A motion was made by Bonnie Mendoza and seconded by Latasha Causey.

VOTE Results: All were in favor

Other Business/Adjournment

Stacy Derstine

The following donations were received: **1)** Bobby George – two \$50 Amazon gift cards and two bottles of wine; **2)** Maryann Richardson – one bottle of wine and a \$25 gift card to Pei Wei; **3)** Latasha Causey – two sets of Bose Headphones and a \$25 gift card to Nordstrom’s; **4)** Chris Schaefer – \$90 Home Depot gift card and work gloves, \$75 Cheesecake Factory gift card, \$25 Barnes and Noble gift card; **5)** Julia Francis – two cases of wine, \$25 gift card to Genuine, \$20 gift card to Chipotle, \$15 gift card to Dairy Queen, and a \$10 gift card to Subway; and **6)** Stacy Derstine – one case of wine, a winesulator, 2 wine glasses, and a giant wine glass to hold wine bottle corks.

With no further business, a motion to adjourn the meeting at 4:10 p.m. was made by Bonnie Mendoza and seconded by Latasha Causey.

VOTE Results: All were in favor.

Respectfully Submitted,

Stacy Derstine Governance Committee Chair