

Florence Crittenton Services of Arizona  
123<sup>rd</sup> Annual Corporate Board Meeting  
Minutes  
June 26, 2019

The 123<sup>rd</sup> Annual Corporate Meeting of the Board of Directors of Florence Crittenton Services, Inc. was held at Florence Crittenton Services of Arizona, 715 W Mariposa Street, Phoenix, AZ 85013 on Wednesday, June 26, 2019. Stacy Derstine, Governance Committee Chair called the meeting to order at 3:04 p.m. Jan Doisher served as recording secretary. Persons attending the meeting were:

**Directors:** Chris Anderson (telephonically), Latasha Causey, Jennifer Chamberlin (Incoming), Mina Claridge (Incoming). Kathy Creswell, Stacy Derstine, Julia Francis, Julie Friedly (telephonically), Bobby George, Jenny Holsman Tetreault, Megan Osbrink (Incoming), Nathan Pullen, Layla Ressler, Maryann Richardson, and Chris Schaefer

**Absent:** Shirley Goldman (Out Going), Bonnie Mendoza (Out Going), Rod Riley, Cathy Stein and Tiffanie Tallman

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

**Welcome and Introductions**

**Stacy Derstine**

- Stacy Derstine welcomed incoming Board members, Board members and staff to the 123<sup>rd</sup> Annual Corporate Board meeting.
  - Stacy asked meeting attendees to introduce themselves and voiced how grateful she is for everyone's commitment to the Agency and the girls we serve, over this past Board year.

**Elect New Incoming Board Members**

**Stacy Derstine**

- Stacy Derstine introduced the following new incoming Board members for election to the Florence Crittenton Board of Directors:
  - Jennifer Chamberlin
  - Mina Claridge, ex-Officio, Auxiliary
  - Megan Osbrink
  
- A motion was made by Bobby George to elect the aforementioned incoming new Board members to the Florence Crittenton Board of Directors. Julia Francis seconded.  
All were in favor.

- Stacy Derstine motioned to adjourn the election of the new incoming board members portion of Florence Crittenton 123<sup>rd</sup> Annual Corporate Board meeting. Chris Anderson seconded.  
All were in favor.
- Stacy Derstine motioned to reconvene the general election and business portion of the Florence Crittenton 123<sup>rd</sup> Annual Corporate Board meeting. Latasha Causey seconded.  
All were in favor.

**2018 – 2019 Elections and Appointments**

**Stacy Derstine**

- Stacy Derstine proposed the election of Rod Riley as Board Chair.
  - Layla Ressler motioned to elect Rod Riley Board Chair. Nathan Pullen seconded.  
All were in favor.
- Stacy Derstine proposed the election of the following Board Committee Chairs/Co-Chairs:
  - Rod Riley, Executive Committee
  - Chris Schaefer, Finance Committee
  - Stacy Derstine, Governance Committee
  - Layla Ressler motioned to elect the aforementioned individuals as Board Committee Chairs. Maryann Richardson seconded.  
All were in favor.
- Stacy Derstine proposed the election of the Officers of the Agency:
  - Dr. Kellie M. Warren, Chief Executive Officer (CEO)
  - Dawn Woods, Chief Academic Officer (CAO)
  - Britta O’Connor, Chief Development Officer (CDO)
  - Rod Kemp, Chief Financial Officer (CFO)
  - Bernadette Brown, Chief People Officer (CPO)
  - Chris Schaefer motioned to elect the aforementioned individuals as Officers of the Agency. Julia Francis seconded.  
All were in favor.
- Stacy Derstine proposed the election of Second-Term Directors:
  - Stacy Derstine
  - Maryann Richardson motioned to elect the aforementioned individuals to Second-Term Directors. Bobby George seconded.  
All were in favor.
- Stacy Derstine proposed the appointment of the GLAAZ Governing Body School Board Members:
 

<ul style="list-style-type: none"> <li>● Marli Mayon, Member</li> <li>● Anjuli Morse, Member</li> <li>● Nina Munson, Member</li> </ul>	<ul style="list-style-type: none"> <li>● Nathan Pullen, School Board President</li> <li>● Maryann Richardson, Member</li> </ul>
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- Latasha Causey motioned to elect the aforementioned individuals as GLAAZ Governing Body School Board Members. Layla Ressler seconded.  
All were in favor.

### **Recognition of Outgoing Board Members Dr. Kellie Warren/Stacy Derstine**

- Dr. Warren and Stacy Derstine recognized Bonnie Mendoza for her six years of exemplary service on the Board of Directors, as well as, serving over the last four years as the Finance Committee Chair.
- Dr. Warren and Stacy Derstine recognized Shirley Goldman for serving two years as an ex-officio Auxiliary member of the Board of Directors.

### **CEO Report**

**Dr. Kellie M. Warren**

- Dr. Kellie Warren, CEO welcomed the new incoming Board members and thanked Board members for bringing their hearts to the mission of the Agency and helping to realize another fabulous year.
- Dr. Warren presented a PowerPoint presentation and led a discussion on FY 2019 Quarters 1 – 3 Key Performance Indicators (KPIs).
  - Gender Responsive and Culturally Competent Services
    - ▶ Dr. Warren shared the Agency’s Student, Client and Parent surveys for the Girls Leadership Academy of Arizona (GLAAZ), Community Based Services (CBS) and the Therapeutic Group Home (TGH) continue to do better, especially when compared to last fiscal year.
  - Building Capacity
    - ▶ Dr. Warren shared the following census updates: 1) Therapeutic Group Home (TGH) today is at full capacity with 40 clients – targeted goal 28; 2) Girls Ranch Scottsdale, is at 14 with a targeted goal of 10; and 3) Girls Leadership Academy of Arizona exceeded the targeted goal of 125 with 130 students.
  - Fiscal Responsibility
    - ▶ Dr. Warren shared the FY 2020 Budget reflects the Agency investing in the following 2 new positions for the Agency’s Development area to help grow our fundraising abilities: 1) Major Gifts Director; and 2) Part-time Grant Writer. The Agency is also increasing its focus on fundraising by conducting a Development Committee Retreat in August 2019 to help identify the gaps in funding needs.
    - ▶ Dr. Warren shared three areas of concern continue to be: 1) Cash on hand; 2) the accounts receivable Aging Report; and 3) Community Based Services (CBS), however, CBS also has great growth potential due to family reunification services. The Agency is looking to have approximately 40 employees by July 1, 2019 to meet the needs of the referrals.
  - Employee Recruitment, Retention & Development
    - ▶ Dr. Warren shared an additional large risk to the Agency is manpower. This fiscal year a main focus is going to be on the people of the Agency; providing staff recognition, a health and wellness program and focus on providing mid-level supervisory training.
    - ▶ The Agency will be conducting an Employee Engagement survey over the summer months.

- Dr. Warren provided the following recent audit results: 1) The Department of Child Safety (DCS) Family Preservation and Parent Aide site visits, on Wednesday, May 16, 2019; 2) The Department of Child Safety (DCS) Girls Ranch Monitoring Visit on Wednesday, May 22, 2019 – went very well with only two minor findings; 3) the Agency received a 93% rating from the Banner Health Remote Audit, conducted Tuesday, May 28, 2019; and 4) the Department of Health Services (DHS) licensure unannounced visit on June 24 - 25, 2019 results are forthcoming.
- Dr. Warren announced the Council on Accreditation (COA) recertification has begun. The areas of the Agency being accredited are Girls Ranch shelters, Residential, TGH and CBS program all are included in the accreditation. The Agency's self-study is due in November and the site visit will be the end of January 2020. A few Board members will be selected to be interviewed during the site visit in January 2020.

### **Treasurers Report**

**Chris Schaefer**

- Chris Schaefer, provided the following Treasurer's Report:
  - Chris shared the Finance Committee met on June 18, 2019 and conducted their final review of the Agency's FY 2020 Budget, the State of Arizona Charter School Annual Budget and the Girls Leadership Academy of Arizona (GLAAZ) FY 2020 Budget.
    - ▶ Chris led an in-depth discussion and provided an overview of the final FY 2020 Agency Budget.
    - ▶ The Agency is focusing its attention on the Aging Report and collecting on past due accounts receivable funds.
    - ▶ Chris led a discussion on cash on hand continuing to be an area of concern, making it necessary for the Agency to withdraw \$150,000 from the investment account during the month of May 2019. The Finance Committee is looking in to requesting the endowment fund be unrestricted and opening a secured temporary line of credit.
  - Chris led a brief discussion and provided an overview of the May 2019 Year-to-Date Financial statements.

### **Other Business**

**Stacy Derstine**

- Stacy Derstine requested an approval of the of following action items:
  - 1) Approve the May 2019 Financial Statements
  - 2) Approval of the FY 2020 Agency Budget
  - 3) Approve the resignation of Rona Kasen from the GLAAZ Governing School Board
  - 4) Approval of the 2019 – 2020 Board/Committee Meeting Calendar
  - 3) Approval of the April 24, 2019 Board Meeting Minutes
  - Jenny Holsman Tetreault motioned to approve the aforementioned action items. Nathan Pullen seconded.  
All were in favor.

## **Closing Remarks/Adjournment**

**Dr. Kellie Warren/Stacy Derstine**

- Stacy shared she is proud of the significant successes the Board of Directors has realized over the last 3 years. She is excited about where the Board currently is and where it is going. Stacy commended new Board members for taking on significant responsibilities during their first year. Dr. Warren exclaimed our Board of Directors “rock”, she appreciates their tremendous support and is excited about what the future holds.
  - Over the summer months Dr. Warren and Stacy will be conducting Board member annual review meetings. Stacy welcomes all referrals of potential new Board members.

With no further business, a motion to adjourn the meeting at 4:25 p.m. was made by Layla Ressler and seconded by Jenny Holsman Tetreault.

All were in favor.

Respectfully Submitted,

Stacy Derstine, Governance Committee Chair