

Board of Directors Meeting

March 28, 2019 12:30 pm
Wildwood Boardroom

Chairman: Cyrus Robinson

Location: Kids Central– Board Room

Present: John Cooper, John Aitken, Cyrus Robinson, Gail Burry, Rebecca Schatt, Paula Mealy (minutes), Kelly King, Mike Jordan, Shalonda McHenry-Sims, Mark Wickham, Rodney Rocker (by Phone)

Board Members not Present: Kevin Sheilley, Lance Kinney, Chris Langley, Gordon Johnson

Guests: John Pridham, Jessica Gilbert (KCI Community Development)

Quorum: Yes

Call to order 12:37 pm

I. Chairman's Remarks

- a) Approval of Board Minutes from January – Gail moved to approve, Becky seconded the motion. All were in favor and unanimously approved.
- b) Board Application (Sandi Moore) – Gail provided a general background. Sandi ran for school board, mentored and fostered previously, first job worked at FL Baptist Home for a year. She has lots of contact in Lake County for future Board member recruitment and suggested that the Leesburg Chief of Police may be interested. Cyrus moved to approve the application, and Mike Seconded the motion. All were in favor and unanimously approved.

II. President's Report

- a) Performance (KCI January Scores) –Billy Kent, the new Senior Director of Performance and Planning, will help with our need to get our data reports out. He will be able to assist while Stan is dealing with his health issues. January performance still shows our struggle with permanency in 12 months (for kids in care 12-23 months). We are in the red again, after moving up to yellow last month. John spoke with YFA leadership yesterday about getting the number of cases under control by moving more quickly to close some, and we are making progress. Our target for adoptions is 200, but our more aggressive internal goal is 250-275. Mike asked if there was a penalty for not meeting DCF measures. John Cooper explained there could be for any of the measures, but we don't feel we would be getting any fines as we are not that far off the mark. John shared some of his own charts that he created using federal data. All charts show Florida compared to the rest of the top 10 states by population. All show Florida ranking the highest in several measures in Foster care and Adoptions. Overall, we are doing great.

An additional chart, Case Manager Turnover, depicts the large turnover in Level 1 Case Managers and ties that turnover to pay rate and lack of training/experience to handle the large caseloads they are assigned. There was a total of 175 Case Managers across the CMAs last year and of that number, 100 were newly trained. Level 1 turnover causes more cases for level 2 and 3. Raises and a change in culture did result in a positive impact on the turnover rate. Workload, Supervision, and Money are the 3 big criteria for job satisfaction and retention. Gail discussed how to keep the new people (level 1) from leaving. Mainly don't give them the toughest cases and reduce the number of cases assigned. However, the number of kids coming into care make it almost impossible to do that.

Board of Directors Meeting

March 28, 2019 12:30 pm
Wildwood Boardroom

- b) FCC Conference Board Attendance - John remind board members to please let Paula know ASAP if they would like to attend. Otherwise, we will give the available spots to someone else. Kelly King is considering and will let Paula know.
- c) COA Meeting Prep – Shalonda will prep Board Members for the 4/29/19 COA Interviews in a session immediately following this meeting.
- d) Meeting with Secretary Poppell – John briefed the board on his latest meeting. The Secretary is very interested in contract oversight. He has the right to terminate any contract with a 30-day notice or could fine us as he feels is appropriate. He wants to see collaborative measures and some best practices to be shared. Jacksonville, for example is very aggressive. If 8 months goes by with no permanency, they TPR. John Cooper explained that depends on the judges. Our judges are a large bottle neck with frequent continuation of cases, giving parents additional chances for reunification. John indicated that the Secretary will evaluate the new practice model which has caused more kids to come into care. He also wants a statewide foster and adoptive campaign and they discussed the lack of success with the AllProDad campaign, that provided no good candidates.
- e) Legislative Update (Budget and Policy) House Bill 899 – 35% Lead agency Clarity and once conditions for return have been met, child can go home. Bill 7099 Deals with the Guardia Assistance Program and need to increase staff– License relatives at a lower level and can draw federal money to pay funds. Jordan’s law is another bill dealing with targeted case management and also provides a stipend so foster parents do not have to pay difference in ELC allowance for child care.

Regarding the Budget- we will not have a deficit. Line 122 –House provides \$15M in new funding for additional core services – Senate put nothing in budget. Both passed their budgets yesterday. The hope is that the Senate will change their position to that of the house. line 127 – not new funds, just moved/transferred existing funds.

- f) Case Manager Attrition – Addressed in a) above.
- g) Unauthorized Disclosure – Federal Authorities informed us we did not experience a data breach – it was an unauthorized disclosure. No financial information and no social security numbers were disclosed - just child name, birth date, and Medicaid Number. There was no parent information disclosed. The employee involved did not tell what happened immediately. KCI found out by one of the recipients informing us. 58 people received the data. We contacted each one, all who were our clients. All confirmed they deleted it and did not forward to anyone. We issued a public notice and contacted each person on the disclosed list (3000 people). We conducted a conference call with federal authorities (compliance officer). Our Insurance provider was notified by us even though we felt it was low risk. Our insurance carrier wants us to seek counsel from an attorney who specializes in this type of unauthorized access. We will talk with their counsel first, who would refer us to some attorneys to consider. John Aitken indicated we await more response from federal authorities first, as they indicated they will be sending additional communication. We will then discuss with their legal department as recommended. Mark expressed YFA involvement in a previous HIPPA violation, not as significant, but they got counsel and

Board of Directors Meeting

March 28, 2019 12:30 pm
Wildwood Boardroom

were not fined. He recommends working with insurance counsel and wait for next federal request, which is coming. The involved employee was terminated for a combination of infractions including this one.

- h) Succession Plan Approval – Executive Committee notified the Board that they approved the plan with a few recommended clarifications.
- i) Approval of Updated Strategic Plan – Updated Plan was reviewed in depth last year, updated to new mission and values statement, but it was never officially approved. - Gail moved to approve it, Becky Seconded the motion. All were in favor and unanimously approved.

III. Operations Report

- a) Out of Homecare Update - COA Site Visit is on 4/29/19. There are two reviewers coming – one has over 40 years of child welfare experience. Feedback on the self-study documents we provided so far is good. 5 service areas are getting accredited for the first time. Entrance meeting is on the 29th at 9am, when the reviewers will share the survey results. Then they will meet with the Board immediately following.

Our current stats are 142 adopts finalized, and more 27 scheduled for the next 2 weeks. We expect to be around 250 by the end of the fiscal year, significantly above our target. 70 homes have been licensed this year. We project 101 by end of year. Young lady from Guatemala we helped will be interviewed and we have been coaching her in English as she wants to do the interview in English. Interview is tomorrow at West Port High at 4:15pm.

- b) Independent Living Update – None
- c) Diversion & Prevention Update – None

IV. Financial Report

- a) Finance Committee Report (February) - Gail reported that Finance met in February. They discussed investments in 4 CDs, reported that we can be treated as US tax payer status, and therefore a refund for excise taxes will be coming in at around \$5K. Regarding pay grades, Gail reported that there had been no adjustments in grade pay ranges for several years. They therefore adjusted ranges by 4%. Gail also reported that DCF included KCI in a General review of Contract Related Parties and Management does not anticipate any issues with this review.
- b) January Financials – John reported that each month compared to last year, our cash balance is getting lower and lower. That is because we have not received additional money yet. When we do, we will see there are no cash problems until 2020. There was an error discovered in projected revenue and another error balanced out the issue. We will not be operating at a contract deficit this year due to delayed filling vacancies and some positions that took longer to recruit. Lower costs will balance out lower revenue. Expenses are under budget. Gail mentioned the presentation John gave to her church board. Gale moved to accept the Finance report. Mike seconded the motion. All were in favor and unanimously approved.

Board of Directors Meeting

March 28, 2019 12:30 pm
Wildwood Boardroom

V. Committee Reports

Audit Committee - Nothing to report

Community Development Committee – With Media Clips

Executive Committee - February Report presented and discussed

VI. Community Development and Media Clips

Jessica requested each board member to purchase 4 tickets to sell for Casino Night. We have \$23K to the positive already. Almost all alcohol has been donated. Please share the event. We have sold \$1300 in tickets as of today. We are also collecting items for the raffle if board members know anyone who would be interested in donating.

April is child prevention month. Ocala and Leesburg will be displaying blue lights and pinwheels and will have special events in each city. HALO plans are moving along.

VII. Unfinished Business / New Business - None

VIII. Public Forum - None

Next Meeting – May 23, 2019 10:00 a.m. – 2:00 p.m. Annual Retreat

Wildwood Boardroom, 901 Industrial Drive, Suite 200, Wildwood, Florida 34785

Meeting adjourned at 2:16 pm