

Board of Directors Meeting Minutes

July 28, 2022 12:30 pm

Meeting Date: July 28, 2022

Chairman: Vice Chair Lance Kinney standing in

Location: Kids Central Large Training Room

Present: John Cooper, John Aitken, Paula Mealy (minutes), Gordon Johnson, Lisa Alexander, Shalonda McHenry Sims, Anthony Piarulli (by phone), Brad Rogers, Mark Wickham, Diana Brown, Rebecca Schatt, Lance Kinney, Mark Imes, Matt Bartoli

Board Members not Present: Mike Jordan, Janice Johnson, Kevin McDonald

Guests: Barbara Williams (DCF via phone), Veraunda Jackson (by phone - KCI Chief Legal Officer)

Quorum: yes

Call to order July 28, 2022, at 12: 31 pm

I. Chairman's Remarks -

- a) Approval of May Minutes – Brad moved to approve. Gordon seconded the motion. All were in favor and unanimously approved.
- b) Board Education - Steve Lovely – IT Direction - Upgrades needed to KCI security. Multi-factor authentication was planned for later in the year, but our insurance carrier required it sooner. This is an extra level of authentication that pings our phones when someone is trying to log in with our IDs and requires us to accept on the phone or it will not allow access. Our data is very well backed up, so we are not concerned that our data would be held for ransom., but the issue would be the time (weeks) it would take while every laptop is re-imaged.
- c) Solicit Committee Members -We have 3 Board members who are not on any committees and part of the board member commitment is to serve on at least one committee. Finance and Community Development are both short staffed and Quality always welcomes new members/ideas as well. Please contact the committee chair or Paula if you are willing to serve on one of these committees.

II. President's Report

- a) June Performance Scores - Measures 1 and 2(verified maltreatment or recurring maltreatment) doing very well. We exceed the state scores on both. Measure 3 and 4 (Permanency in 12 Months) continue to be a challenge but are improving. We are pretty even with state performance but the same challenges with courts and COVID are still affecting us. Measure 6 (Children Re-entering Foster Care) is an area where we continue to exceed the goal. Measure 9 (Children see every 30 days) - We are off by less than a tenth of a percent and some virtual visits due to COVID have not been counted. Measure 10 (visits with Parents) is an unrealistic goal that no one is meeting. Set at 80%, it requires both parents and Dads are historically very tough in terms of gaining compliance. Measure 11 (Placement Moves) has had great improvement and is gaining stability after a tough year. In most cases, where KCI measures are red, the state is also. Lisa asked if we are treating aged kids differently and trying to prioritize those kinds of critical cases. Shalonda responded KCI has a multifaceted approach to get the best use of our limited resources, focusing on highest needs, adoption kids already matched. We also have 2 RFPs for services to focus on stabilization for kids to keep them home.

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- b) Workplace 2.0 Update -John reported KCI looked at research available and it looks like there will be some permanent changes to the workplace. We want to bring in Dr Brooks to dive into this topic to lay out how we can be best prepared to face the future and asked if the Board would like to be present. The board agreed they would like to be involved in that process.
- c) Mercer Lead Agency Cost Reimbursement Model – The Department contracted with Mercer. John was hoping to have more information to share today but a prior planned meeting with DCF was canceled. However, the Department asked for agency input on the proposed change and KCI provided many concerns regarding the idea of going to a PMPM model. John will continue to update the Board as the process unfolds.
- d) Marion Case Management Vacancies – 11 vacancies remain as of today, but 20 new employees are just started training, so we won't see for results for about 10 weeks. Interestingly, John noted that KCI has hired 12 staff from out of state into Florida and 25 new case managers have been hired in the last 45 days. That's more than we have hired in the last 90 days.
- e) Vision Statement Discussion – John briefly shared our goal of refreshing/updating our Vision Statement as it has not changed for many years. One goal is to state the vision in a more concise, easy to remember form. Gold Marketing has documented some possibilities that were presented in the meeting and all board members are asked to provide feedback regarding these options as well as any other ideas they may have to the Quality Committee.
- f) New DCF Contract Measures – Not discussed/No further updates
- g) Employee Survey – John highlighted survey results noting general improvements. Tenure of staff has increased. The number of responses is down some from last year, but with the general staff exodus experienced, that was not surprising. We are just now recovering and rebuilding. Leadership and supervisory engagement is up after a drop in 2021 but has not quite recovered to the 2018/19 levels. Satisfaction with training and development opportunities is flat however, it appears to be more of a timing issue as current workloads are limiting the opportunity to take advantage of the training; not that the training is not available. As we continue to staff up, we expect that measure to improve. Satisfaction with total compensation was also flat, but again, timing of the survey did not reflect most recent decisions regarding compensation and retention increases. Satisfaction with workplace culture was affected by the Marion Case Management issues when the staff joined KCI. There was a decline at that time that is now trending in the right direction. The same issue effected workplace environment and safety as it took quite a while to relocate the Marion staff due to the delay in DCF signing our new contract, which then delayed our ability to secure a new location. We anticipate an increase in this measure now that the new office is occupied. Employee voice is up, and our workplace diversity measure has been consistently high over the years.

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- III. Operations (data is as of 7/22/22) Shalonda shared highlights of this report highlighted on page 201
- a) Out of Home Care update –35 new homes trained in one long weekend session labeled “Fast Track Marion. We licensed 71 last year, so if we license a good percentage of these homes, we have made a great start into the new year. Last year resulted in 37 added teen homes and 83 teen beds. Though the number of adoptions was not as high as we would have liked, finalizing 247 was a yeoman’s job given the challenges faced with staffing and COVID
 - b) Diversion and Prevention Update – We have suffered significant staff losses, but are seeing improvements with 2 new staff starting soon who are already certified, so we will see rapid results
 - c) Quality Management and Training – 4106 attendees participated in in-service trainings and 52 PRIDE sessions were completed during the year. We expect to
- IV. Healthy Start/MIECHV – Shalonda shared a chart depicting the number of clients served
- V. Financial Report
- a) May Financials – Cash Balance was \$11, M, current assets totaled \$19.2M and liabilities were \$16.4M. Net asset balance \$4,056, 389 and Year-to-date revenues totaled \$58,617,158. Expenses were \$57,444.847. Management expense is holding at 3.94%
 - b) Finance Committee Report (June) – Mark discussed the report starting on page 28. Mark motioned for acceptance of the January financials. Lance seconded the motion. All were in favor and unanimously approved.
 - c) New Budget – Paula will email to everyone. Greater than \$11M was added to annual recurring budget due to increased appropriations for community-based care approved by the legislature. The increased funding will be used as follows:
 - New staff positions added to KCI and case management, as well as Family Preservation and Out of Home care to better accommodate the number of children in care.
 - Evidenced Based Practices and Support Services – New interventions to address family needs and provide wrap-around services
 - Technology: to improve work processes and support the mobile workforce and move toward electronic records, which will be very costly but we need to do it .
 - Fleet – Replace several older vehicles and expand the number of vehicles available so personal vehicles don’t need to be used.
- The budget includes total revenues of \$78,066,671 and total expenses of \$74, 550,140 and capital asset purchases of \$1,600,000. It also results in an increase of net assets of \$3,516,531 and a DCF contract surplus of \$2,231,650.
- The committee also requested sign-on incentives for new employees and a retention incentive for current employees.
- BSC incentives – It has been at least 7 years since the amount was increased. The level for

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Chiefs and Directors would still be based on what others receive. Supervisors were previously set at \$2k to \$2500. The proposed would set the number at \$5,000 for all supervisors. For staff the current prorated to total scorecard points is \$1500 for Case Management and \$1000 for other staff. The proposed amount is \$2500 for all staff. Estimated total incentives cost is \$600,000 and is included in the proposed budget for 2023. Mark motioned to accept the budget proposed. Lisa seconded the motion. Gordon asked are there any additional bonuses possible to help with the extra cost of living everyone is experiencing? John explained KCI can't do bonuses with DCF contract money. The proposed salary increases, along with retention and hiring increases will be a surprise and is like a bonus. All agreed and the budget was unanimously approved.

VI. Other Committee Reports

- a) Executive Committee (June) – Lance discussed highlights. Discussions with Tony McCoy regarding joining the Board are on hold as he has COVID. There were no further questions.
- b) Quality Committee Report (June Draft) - Lisa discussed Quality Meeting minutes draft on page 39. She reiterated that current focus will be on the new Vision Statement proposal. She asked for all suggestions/input to be brought to the committee's attention. Anyone wishing to join in the committee for those discussions was welcome.
- c) Community Development – This Saturday, July 30th will be our foster parent appreciation event (HALO) at Brownwood. The plan for next year is to get the committee back on track with regular meetings, and to spread the major events (CARES, CASINO night, and HALO) across the year.

VII. Unfinished Business / New Business –

Executive Session -The general board meeting was adjourned at 2:03pm by Vice-Chair Kinney so that a confidential briefing could take place with Chief Legal Counsel Veraunda Jackson.

Next Meeting – September 22nd, 2022 - 12:30 p.m. until 2p.m.

Wildwood Large Training Room, 901 Industrial Drive, Suite 200, Wildwood, Florida 34785