



Board of Directors Meeting

February 27, 2020

Members Present: Bill Griffin, Reggie Williams, Pam Masters, Robin King, Jim Weite

Staff Present: Karin Flositz (CEO), Kellie McKenzie (Director of Case Management), Kristin Pandolfi (Director of HR), Danielle Antoine (Director of Programs), Tiffany Edwards (CPA with James Moore & Co.), Christina Remmert (Executive Assistant)

Guests: Paul Schandel (new board member candidate)

	DISCUSSION	ACTION	ASSIGNED TO & DEADLINE
MEETING CALLED TO ORDER	Meeting called to order at 3:05pm by Bill Griffin.		
INTRODUCTIONS	<p>Bill introduced Paul Schandel, a long-time associate he recommends as an excellent addition to the CPC board. Bill stated that Paul is currently on the Board of Directors for Easter Seals and Early Learning Coalition as well as a member of the Rotary club of Daytona Beach.</p> <p>Everyone introduced themselves, their affiliation and welcomed Paul to the Board.</p>		

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CONSENT ITEMS	<p>Bill Griffin motioned to approve consent items - Pam moved, Reggie seconded. ALL APPROVED.</p>		
FINANCIAL DEPARTMENT	<p>Tiffany reviewed the December finances and introduced a new financial spreadsheet to show an overview of major expenditures. She stated that she can also review line by line if needed and answer additional questions.</p> <p>Tiffany stated that CPC has underspent the contracted funds by 422k and underspent 784k year to date. The administrative rate continues to be very low at 2.5%. Cash balance 3m. Support is over budget by 20k and adoptions by 900k.</p> <p>Bill asked if that indicates CPC is conducting more adoptions.</p> <p>Tiffany replied that adoptions are always covered and reimbursed by DCF (Department of Children and Families). They hold back to ensure that everyone is covered and then make a contract amendment.</p>		

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	<p>Tiffany stated that out of home care (OHC) continues to rise and is overbudget by 450k. CPC continues to move kids out of group homes into enhanced rate foster homes.</p> <p>Jim asked how we are running overbudget in OHC and underbudget in total.</p> <p>Tiffany stated that our salaries are underbudget at this time.</p> <p>Robin asked if there is a projection that CPC needs to meet.</p> <p>Tiffany stated that CPC does turn in projections to DCF but does not receive an increase in funding with those projections. CPC is currently underbudget due to staff vacancy dollars.</p> <p>Karin stated that we currently have 12 vacant positions monthly in our salary dollars.</p> <p>Kristin stated that during the first 6 weeks of training, the salaries are coded to training dollars until the Case Manager becomes credentialed. There are currently 6 Case Managers in training to fill those positions.</p> <p>Tiffany asked the board if they prefer this new format in reviewing the financials.</p>		

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	<p>Pam stated that she liked the new format and the board concurred.</p> <p>Bill stated that these financials show great organization and hard work.</p> <p>Reggie asked if CPC can show a comparison to the year before in this new format.</p> <p>Tiffany replied that she would add the comparison and any other items the board would find helpful.</p> <p>Tiffany stated that we do need to solve the salary issues and the current vacancies are not sustainable.</p> <p>Kristin stated that CPC has added a sign on bonus and a referral bonus for credentialed Case Managers.</p> <p>Robin stated that this isn't a new issue in this industry and other industries. Employers can look for creative ways to determine what their employees need.</p> <p>Kristin stated that we have an employee retention poll going out to determine their needs. She stated that CPC will be conducting a training for supervisors to assist with pairing the right employee with the right supervisor.</p>		

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	<p>Kellie asked if there is anything CPC can do to assist with daycare for our staff's children.</p> <p>Kristin replied that our staff do not qualify for state vouchers for childcare.</p> <p>Pam asked if the training CPC provides gives value at another company.</p> <p>Karin replied that it isn't translatable to other industries except child welfare.</p> <p>Bill asked if CPC is budgeting for a caseload of 15 per person and employees are carrying 20, can CPC give a bonus to staff who are carrying that kind of caseload.</p> <p>Robin asked how much is paid in overtime.</p> <p>Kristin stated that CPC does not pay overtime, only in training. Once Case Managers become credentialed employees they are on salary.</p> <p>Pam stated that she understands staff may come to rely on overtime pay but she feels it can be communicated as temporary – extra pay for the extra caseloads until the positions are filled.</p> <p>Karin replied that CPC is working to strategically decrease caseloads. She stated</p>		

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	<p>that she would like to get more employees on the ground and give a raise across the board.</p> <p>Bill stated that he thinks there should be a mix of these two strategies. The hospital sees this with nurses, when you see the ratio of nurses to patients that increases risk.</p> <p>Karin stated that CPC will internally discuss giving an incentive before the year is out to stabilize the workers we have.</p> <p>Tiffany reviewed the budget amendment and stated that there is an overall budget increase of 1.8M.</p> <p>Bill asked what percentage of employees participate in the 401k retirement plan.</p> <p>Kristin stated that it's not high with the one year waiting period and the turnover. CPC is looking at ways to encourage enrollment and educate the importance of planning for retirement.</p> <p>Pam moved to approve the budget amendment. Reggie seconded. ALL APPROVED.</p>		

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CEO DISCUSSION ITEMS	<p>Karin reviewed the Quarter 2 report. She stated that the last report showed 15% but CPC found data errors that was shared with DCF. This was shared with the other CBC's and CPC assisted with correcting the data. However, CPC is still working to reach the target goal of 8.5% or lower.</p> <p>Karin stated that CPC did go from 15% to 11.95% when safety measures were put in place after data showed relatives putting children back in danger.</p> <p>Karin stated that CPC is making progress with the placements department. Since July group home care was reduced by 17%.</p> <p>Bill asked if there are children moving into foster care from a group homes that are not staying in foster care.</p> <p>Karin replied that does happen and is an issue CPC is working on. She stated that Danielle is working on creating an innovative position (similar to a life coach) that would assist to match the families and stabilize each placement.</p> <p>Karin stated that there is a plan to incentivize foster homes who will take teenagers and that seems to be working.</p>		

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<p>DIRECTOR OF PROGRAMS DISCUSSION ITEMS</p>	<p>Reggie asked about the incentive for child placement agencies and how they are paid.</p> <p>Karin replied that they are paid salaries and have measures to meet. If they do not meet certain measures, they are put on a corrective action plan.</p> <p>Jim stated that he appreciates these discussions and why we are all here.</p> <p>Bill stated that these conversations along with the financials and performance measures are the life of the organization.</p> <p>Danielle discussed the 15th Annual Friends of Children Breakfast (FOCB) scheduled for May 27th. She stated that in the past we've talked about this being the last breakfast and looking at another event. She explained that the revenue goes towards those extra needs for children in care.</p> <p>Jim stated that he would be happy to make calls and assist with sponsors.</p> <p>Danielle talked about the child abuse awareness event in April and the need for sponsors for that event who are different from FOCB sponsors.</p> <p>She explained that in Orange County the</p>		

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BOARD COMMENTS/ DISCUSSION	<p>police department participates, and it becomes a large event that brings a lot of attention to child abuse.</p> <p>Danielle explained that the new position CPC is creating will assist in finding resources in the community, like yoga, classes, music classes etc. for individual kids to meet their needs and passions.</p> <p>Robin asked what system is in place to oversee the process of salary increases for executives. She asked who approves and makes sure that salaries are not being increased.</p> <p>Tiffany stated that DCF has a salary cap for executives according to statues. CPC's contract with DCF does not allow bonuses. Tiffany stated that Kristin approves the salaries and travel for executives.</p> <p>Bill stated that it's important to have good internal checks in place.</p> <p>Jim stated that CPC also uses positive pay to prevents check fraud.</p>		
PUBLIC COMMENT	None.		
ADJOURNMENT	Bill adjourned meeting at 4:45pm.		