



**FAMILY SUPPORT SERVICES OF NORTH FLORIDA, INC.
BOARD MINUTES
Clay Kids First
1726 Kingsley Avenue
Orange Park, Florida
May 11, 2010**

CALL TO ORDER

The Monthly Meeting of the Board of Directors of Family Support Services of North Florida, Inc. (FSS) was called to order at 11:30 AM by Philip Mobley, Board President. A quorum of voting members was in attendance as set forth in the Bylaws. (Note: A Combined Executive and Finance Committee was held at Kids First of Florida preceding the general board meeting.)

OLD BUSINESS

- Mr. Mobley called for approval of the last month's Minutes that were previously emailed to board members. **Motion was made and duly seconded to approve the Minutes from the April, 2010 board meeting. Motion passed unanimously.**

NEW BUSINESS –

Irene Toto, CEO of Kids First of Clay County welcomed the board to her agency. She gave a brief overview of the 335 number of children and services that here CBC performs. They have a "sister agency" with Clay Behavior Health which has been in business over 30 years. Irene is in charge of both sharing resources such as IT department, finance, HR and administrative services. They are located in Middleburg.

Jim Adams introduced David Gahring who was presented with a plaque for assisting with the SCUBA certification and training of children that went to Key Largo. He also accepted plaques for Karen Goolishian and Chris Conrad. He discussed the transformation of children who had never been in the water, on an airplane, etc.

EXECUTIVE DIRECTOR'S REPORT

Jim gave a brief summary of the FSS financial outlook. He feels that FSS is in very good shape and that a lot will depend on whether the Governor signs the legislation authorizing the CBC general funding. It appears that FSS will keep rollover of funds. FSS through Jim's leadership played a large part in getting the legislative through.

A lot of programs have been going on this week. There was a recent audit by the department which showed that FSS performing effectively except at the Supervisor's level.

Jim Adams announced that a new "Neighbor to Family" professional foster parent program will be kicked off soon. This is a national organization which will be bringing fifteen new professional foster homes on the Westside.

Human Resources Report – Rosemary McMullan, HR Director

Rosemary gave a brief report on HR and her approach to the new task of organizing the agency which ranged from interviewing staff, to understanding the culture, internal structure, leadership and policies. She spoke about various efficiencies, such as elimination and movement of staff around FSS Nassau due to the reduction in the number of children served. She also discussed the new customer service and customer service skill training. Rosemary conducts a Supervisor's Roundtable and has conducted 4 so far.

Redesign Update – Lee Kaywork, Redesign Project Manger

Lee informed the board that FSS/DCF is in Phase 2: changing to a Family Centered Practice, changing the culture, reviewing the quality of care, expedited permanency, and development of a professional resource home. It also is acting upon root problems such as the need for jobs, education, housing, mental health, substance abuse and domestic violence. So far recommendations include the development of a strong father engagement initiative, creation of a therapeutic removal team, developing professional foster caregivers, and expansion of the kinship caregivers' support.

ADVOCACY COMMITTEE

Dr. Armstrong reported on the success of Child Advocacy Day last month in Tallahassee. He felt that it was very helpful seeing all the children in lime green shirts, meeting with legislators, and seeing the skit put on by FSS children.

FINANCE COMMITTEE

Michael Mullin reported for the Finance Committee. He drew board's attention to the March ending Balance Sheet that shows FSS has \$6,432,405 cash on hand. The Financial Statement of Activities report, March 31, 2010 shows Administrative Expenses are 6.0% year to date below DCF's 8.0% maximum expense goal. On the Fund Source Summary Report, the Projected Surplus at Year End is \$2,796,007. The total approved 2009-2010 budget for FSS is \$45,018,989 with total expenditures projected at \$42,122, 238. Full definitions of line items are found in the board book handouts. Bank Balances of Board Reserve Funds is at \$589, 144, an increase of \$755.00. A detail expenditures reports follows.

BOARD DEVELOPMENT

Although the committee has diminished, Michael Widman gave a tour of FSS to his proposed replacement from Vistakon. The committee recommends that Dr. Naveen Agarwal of Vistakon be nominated for membership to the general FSSNF board. Dr. Agarwal. Dr. Agarwal is a senior engineer at Vistakon and very interested about children and families in crisis.

- **Motion was made and duly seconded to approve Dr. Agarwal to the FSSNF board. Motion passed unanimously.**

Correspondence will be sent to him with notification of the board's action.

COMMUNITY CULTIVATION

Kimberly Waterhouse requested board volunteers for the Jacksonville Chamber of Commerce's annual Business Expo. FSS will have a table and this will serve as a great opportunity to engage the business community. Sign-up sheet was passed around for an hour's commitment.

FSS had a table at the Exchange Club's annual meeting where Jim Adams was honored for his lifetime commitment to children.

FSS also sponsored a table at the Jacksonville Business Journal's "40 under 40" awards breakfast where Sarah Markman, the Independent Living Director, was honored for her past achievements.

Jim announced that Jacksonville was selected as the first nationwide to be a Pinwheel City event city with FSSNF acknowledged by the head of the Ounce of Prevention Fund. Finally, Jim Kallinger, Chief Child Advocate from the Governor's office is coming to FSS to interview an adoptive family and hold an "Explore Adoptions" press release.

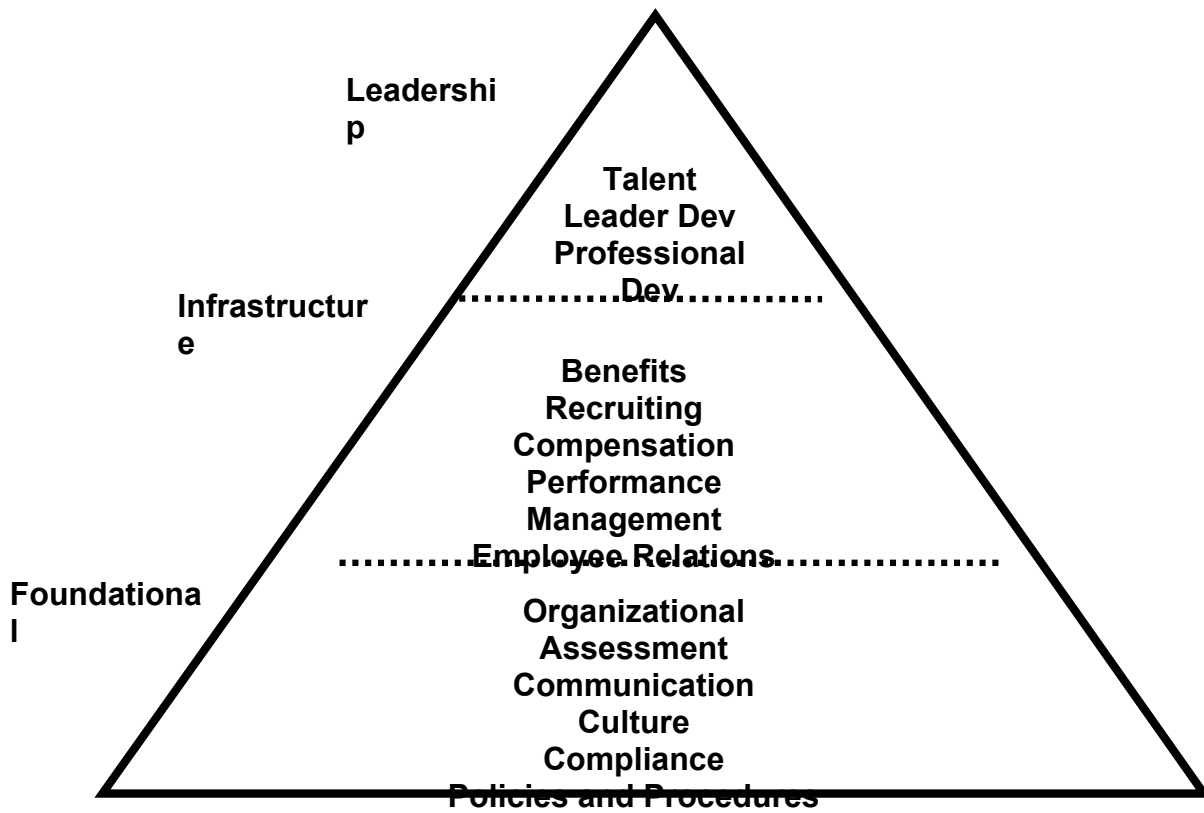
Good and Welfare

Chief Wayne Clark of the Sheriff's Department announced that he is leaving JSO to take the position of Director of Security for Jacksonville International Airport. As he is terming out as a board member, he brought Mike Bruno, a lieutenant with JSO to the board meeting and suggested that he be the JSO board representative as he is also a foster/adoptive parent. The board wished Chief Clark success on his new career.

Phil announced that DCF Secretary invited him to participate in a statewide workgroup on children which he accepted. Also he has accepted a position with Duval County School Board.

The meeting adjourned at 1:30 PM.

Building the HR Structure



HR Accomplishments

- Operational Efficiencies
- 90-day Waiting Period for Benefits
- Consistent Corrective Action Process
- Consistent Recruiting Process
- Customer Service Focus
- Supervisor Roundtables
- Administrative Assistant Roundtables
- Leadership Training
- Job Descriptions

In Progress – H.R.

- Talent Reviews
- Succession Planning
- Intern Program
- Job Leveling
- Performance Objectives
- Development Plans
- Compliance Audit
- Lunch & Learns