



549 NW Lake Whitney Place Suite 204• Port St. Lucie, FL 34986
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Board of Directors' Annual Meeting

May 27th, 2025

Agenda

- | | |
|---|------------------|
| 1. Call to Order | Melanie Wiles |
| 2. Board Chair Comments | Melanie Wiles |
| 3. Approval of April Minutes | Melanie Wiles |
| 4. Approval of Policy 803, 1409, and 1503 | Carol Deloach |
| 5. CEO Board Report | Carol Deloach |
| 6. Quality Assurance Update | Rusty Kline |
| 7. External Affairs | Christina Kaiser |
| 8. Finance Update | Lauren Hahn |
| 9. Strategic Review | Cheri Sheffer |
| 10. Public Comments | Melanie Wiles |
| 11. Adjournment | Melanie Wiles |

2025 Schedule of Meetings

Meetings are scheduled for the fourth Tuesday of the month at 3 pm. The November and December meetings usually are combined to accommodate the holiday schedule.

June 24th

September 23rd

December 23rd ***

July 22nd

October 28th

August 26th

November 25th***



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Board of Directors Annual Meeting
Communities Connected for Kids Headquarters
April 22nd, 2025
3 pm

April 2025 Minutes

1) Call to Order – Ms. Wiles has called the meeting to order at 3:04

Board members include: Mark Young, Leslie Kroger, Michelle Miller, Kristy Conway, and Pat McCoy.

Absent Board members: Melanie Wiles, Vanessa Farnes, Dr Angie Bailey, and Gloria Seidule.

Internal staff includes: Carol Deloach, Elisabeth Eugene, Cheri Sheffer, Lauren Hahn, Nicky Smith, Christina Kaiser, Holly Ives, Denise Natalizio, Edith Raya, Josie Kirchner, Caryn Toole, Lorrene Egan, Evan Hunsberger, Alisa Carter, Lesa Sims, Sara Topmiller, Suzie Kulscar, and Grace Sayre.

Guests include: Bob McPartland and Nancy Wall

2) Board Chair Comments- Ms. Conway presents:

- N/A

GEM Awards- Ms. Kaiser Presents:

- **Emerald Award: Edith Raya:** Written by nominator: I am honored to nominate DCM, Edith Raya for the GEM Award in recognition of her outstanding contributions to Communities Connected for Kids. Ms. Raya has been with CCKIDS for approximately two years, but her impact has been nothing short of remarkable. From day one, Ms. Raya has demonstrated an incredible work ethic, a positive attitude, and a deep commitment to our mission. She has quickly adapted to her role, showing initiative, creativity, and a strong ability to collaborate with her colleagues. Whether it's going above and beyond to support families, or stepping up to assist where needed, she consistently exceeds expectations. Her dedication and passion are evident in the way she approaches her work, always putting the needs of the children and families we serve first. She has built strong relationships with both coworkers and clients, earning the trust and respect of those around her. I strongly believe that Ms. Raya embodies the values of Communities Connected for Kids and is truly deserving of this recognition. I wholeheartedly recommend her for GEM Award Recognition and look forward to seeing the continued positive impact she will make in our organization.
- **Ruby Award: Evan Hunsberger-** Written by Lorrene Egan: During the roll out and implementation of the Early Services Engagement Program Evan was instrumental in recruiting, developing the postings, position descriptions and actively assisting with the interview process. He was charged with getting a full program hired and on board within a very very short window of time. Evan exceeded in this charge and made himself available to assist, answer questions, process all the postings, etc. etc. etc. Evan has assisted in the development of multiple new programs at CC Kids over the past few years. He does so with such kindness despite all of the weight of constantly recruiting and processing all of our staff. Evan will answer or return calls /emails when HR



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is needed at any hour. Evan definitely went way above and beyond in getting this program where it needed to be in such a short time. He continues to make himself available to all and will assist anyone in need. CC Kids is very lucky to have Evan and he is such a valuable asset to us all.

3) March Minutes- Ms. Conway reports:

Mr. Kroeger made a motion to approve the March 2025 Minutes, and Mr. Young, seconded. The motion passed unanimously.

4) Policies and Procedures Approval of policy 807 & 212- Ms. Deloach presents

- Policy 212 changes include removing all references to CBCIH, fixing a few grammatical errors and spacing, and adding email addresses for Centene for incident reporting.
- Policy 817 changes include the addition of a definition of g. Sexual Harassment, added reportable incidents of m. Arrest and n. Sexual Harassment added #7 Management actions section, updated #8 with new address, deleted the fax and phone number, updated revision date.

Mr. Kroeger made a motion to approve policy 807 & 212, and Mr. Miller, seconded. The motion passed unanimously.

5) Annual Board Retreat- Ms. Eugene presents

- The annual Board retreat will take place on May 27th during our regularly scheduled Board meeting date, but at 12 p.m.

6) CEO Report- Ms. Deloach presents

- On April 4th, we had our biweekly call between lead agencies and DCF leadership. We heard that Taylor Hatch is poised to be our new DCF Secretary. However, Hope Florida has had an issue, so the legislature has not yet confirmed Taylor Hatch as DCF Secretary.
- Next year's adoption goal is 85.
- Amendment 4 is routing. Leadership is on board with the back of the bill and the figures submitted. We don't have much time left. The budget has to be finalized in two weeks.
- Since the last board meeting, we have received the GAA from the House and Senate. The core funding in the Senate bill is \$39M, and the House is \$24M. Ideally, we would want the \$39M without pass-throughs. The House bill has CCKids at \$24M with no explanation. Senate staff took the 3 tiers of KMPG and expanded it into 8 tiers, which they describe. The House and the Senate are so far apart. Most will get worked out in committee. ESEP will be included in that. Senator Harrell's aide said not to worry, it will be worked out.
- A public records request was received. We sent the information and have heard nothing since then.
- We talked about SB 1344. It has legs and will pass. This is about SINFINS. Wavecrest is in bad shape and is a county-owned building. We will ask for a special request to have it fixed. I'm working with DJJ to see if we can get an appointment with the county administrator.



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- Lorrene Egan, St Lucie County Director, is retiring July 4th. The position has been advertised. We will potentially have 2 rounds of interviews. If there is a tie, we will do a second round.
- Cayuga has done a great job handling the more difficult kids. They sent notice that they will be closing all their state houses. They left 2 in St Lucie, and we are seeing if we can keep them alive here. She received a budget to work with them to see where we can go to keep them alive.
- On April 17th, we had a parent council call. One parent had adopted four of her grandchildren. We had a lot of discussion, and she felt comfortable using names. There is an anonymous suggestion box that will be shared with foster parents so they can share their thoughts.
- We had a good discussion with Amanda Vanlaningham, the deputy secretary of DCF, who attended our SMT meeting.
- Vanessa Farnes was recognized as our sponsor volunteer of the year.
- We have a case out of St Lucie. We have 2 little kids whose father is in Kansas, and the judge worked with another judge in Kansas to get them to their father in Kansas. We are grateful to Michelle Miller, who helped us complete the paperwork to move this case and get these kids moved to Kansas.

7) External Affairs/Advocacy- Ms. Kaiser presents

- We had wonderful recognition of our volunteers, and we recognized a few staff members who worked during volunteer time off. Denise was the winner of that.
- 258 are registered for the foster parent pool party. We ask the Board to attend.
- May 17th is the 1K. We have 117 people registered for that event.
- We officially kicked off our Manicure movements. We had 15 kits and they have all gone out with more request. We are happy that has taken off.

8) QA Committee Report – Ms. Carter reports:

- The subcommittee meeting was at 2 pm today.
- We covered missing kids. We have 1 missing kid, and she has been gone for 4 days.
- Incidents increased from 46 to 87. In March, we focused solely on missing children's reports. They would leave and come back. Five of those children were courtesy children from other jurisdictions, who made up the majority of those numbers.
- Performance measures were discussed. One in the red that was green last month. This is the first time they changed the measure in 2 years for kids finding permanence before 12 months.
- Suzie discussed the CFSR update. We see a steady decline in item 6.
- The fatherhood initiative suggested that they would input the information into FSFN.
- Ongoing communication with DCF about program reviews is taking place.
- Cheri spoke about the meeting we had yesterday with DCF leadership. We spoke about our relationship with DCF, and they have a lot of background in what we do and the staff were encouraged.

9) Finance Report – Ms. Hahn reports:



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- We are three-quarters through the year. We have made some great strides, even though we are running a deficit. IL and ESEP are operating within budget and are helping other areas. They have done such a great job taking off.
- We are within budget for our lead agency cost. Our overtime this year has been cut in half from last year. We are proud to say we are under budget in that area.
- Foster care administration and group care costs are over budget. We estimated that at the beginning of the year, we could not control some areas. We are under a million. We are looking to end the year under \$1.7M, we estimated. We continue to wait and see what that will produce.
- Carol mentioned the KPMG model. We don't know how it morphed into something with more tiers. No one saw that coming.
- We are in this sitting pattern and waiting for things to happen closer to the end of the year.

Ms. Kroeger made a motion to approve the March 2025 financials, and Ms. McCoy seconded. The motion passed unanimously.

10) Board Comments – N/A

11) Public Comments – N/A

12) Adjournment – The meeting was adjourned at 3:53



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CEO Report May 2025

Since last month's report, I am happy to report that all Board members have taken and submitted the attestation for Fraud, Waste and Abuse, as well as HIPAA. Contract Amendment 4 has been executed. The \$216,193 of Family First Transition Act dollars and the \$225,042 from the risk pool are now officially awarded. \$1,313,065 remains for Back of the Bill.

Currently, the House and Senate have agreed to a concurrent resolution to extend the session through June 6th. The House was called back to Tallahassee and on Tuesday, May 13th, passed a concurrent resolution to extend the session until June 30th. The Senate has not yet announced its position. All we can do at this point is plan a budget for FY25/26 on what we received in this current fiscal year.

CCKids received two responses to the ITN for case management. The evaluators will review the responses, score the results, and invite each respondent in for a discussion and presentation scheduled for June 5th. We are on track to post notification of negotiations on June 13th and post intent to award on June 25th. Contract execution is scheduled for August 15th, with a start date of October 1st.

We will be issuing an RFP for Family Support Services at the end of this month.

The initial round of interviews for Lorrene Egan's position has occurred. Cheri, Lauren, and I will now conduct the final round with three candidates to be interviewed.

The funding issue with Cayuga Centers (one of our child-placing agencies) has been resolved, and they will continue to operate in Circuit 19. Because of ongoing complaints and abuse investigations, CCKids has had to remove all children we had placed at 2 Welcoming Arms. Placement staff did a wonderful job of locating appropriate placements for those children impacted. After reviewing by legal counsel, a formal letter notifying 2 Welcoming Arms of the contract termination was sent.

The foster parent pool party (May 3rd) in honor of May as Foster Parent Appreciation Month was, as always, a great success. I would like to express my gratitude to Jil Poole, Jerra Wisecup, Christina Kaiser, and all the staff who came out to assist with registration, food, and clean up. Jerra Wisecup and I called both foster families who had won the Gem awards to offer congratulations.

On May 17th, CCKids held our 1K at Pioneer Park and the Botanical Gardens. The event was well attended, and thanks to the planning of Jill Poole, Jerra Wisecup, and Christina Kaiser, it went smoothly.

Finally, on May 21st, 13 of our team members will graduate from the Supervising for Excellence training program. This program is for newly appointed supervisors and those interested in becoming supervisors. The course ends with a capstone project presentation, which Cheri Sheffer and I will attend.



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Departmental reports follow:

OPERATIONS

Cheri Sheffer, Chief Operating Officer

As hurricane season approaches, we are completing revisions to our continuity of operations plan. The updates address lessons learned from our most recent deployment of the plan during Hurricane Milton in October 2024.

We continue to reduce the total number of children under supervision, ending April with 459 total children under supervision. The reductions are the result of fewer shelters, steady numbers of exits and diversions from judicial in-home supervision as a result of the ESEP program.

ST LUCIE COUNTY

Lorrene Egan, St Lucie County Director

Director Egan attended the following meetings in the month of April:

- FCC Legal Issues Call
- Healthy St. Lucie
- Local Review Team

MARTIN COUNTY

Denise Natalizio, MS, Martin County Director

In April, I participated in the Martin County Interagency Coalition and board meetings and began interviews for the Saint Lucie County Director position.

Martin County Case Management

Fortunately, MC continues to have a very low number of families currently open. With approximately 45 children, the caseload ratios remain low.

Level I Licensing (Relatives and Non-Relatives)

The team is working with 125 families. Our goal is to license 40% of this population and we have been fluctuating between 35-40%. We successfully fulfilled our staff vacancy, and our new team member will be joining us in May.

Level II-V Licensing (traditional/therapeutic/medical)



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We have a current net GAIN of 3 foster homes for the 2024/2025 fiscal year; we have a net GAIN of 19 beds as several homes have increased their capacities. Our CPAs (Child Placing Agencies) have a combined 26 homes in the licensing process.

Kinship Navigator Program

We are engaging with kinship caregivers to provide support and needed resources; the team served 17 new families in December and 145 this fiscal year.

INDIAN RIVER & OKEECHOBEE COUNTY

Caryn Toole, Okeechobee, and Indian River Director

Road to Success Program:

EFC = 15 (+ 17 EFC Out of County Services)

Aftercare/PESS =24

Under 18 minors served =62

The Road to Success staff continue to work with our our clients from 13-23 on all aspects of available programming.

Okeechobee:

This month County Director Caryn Toole participated in the Health and Human Services meeting and the Department of Juvenile Justice Council meeting. Caryn attended the Okeechobee Sexual Assault Recovery Team monthly meeting.

Indian River:

County Manager Caryn Toole is a member of the United Way of Indian River County Board of Directors, she attended her monthly board meeting. Caryn is also a member of the Samaritan Center (a transitional living program for Homeless Families) Advisory Board and attended their monthly board meeting. Caryn participated in the Healthy Start of Indian River County Community Action team studying Infant Mortality and participated in both bi-monthly meetings. This month Caryn also participated in the IRC Children's Services Council Grant subcommittee monthly meeting, the IRC Executive Roundtable meeting, and the IRC School and Health Advisory team meeting. Caryn also attended a School District of Indian River County Community impact meeting.



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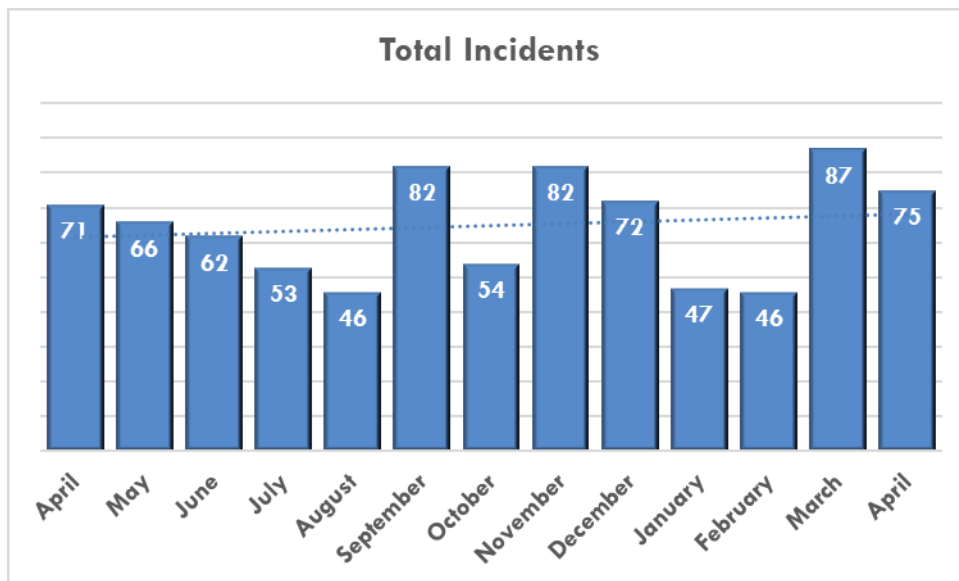
QUALITY MANAGEMENT

Rusty Kline, Director of Quality Management

Quality Management/Risk Management:

The data highlighted below represents incident reports received during the month of April 2025 and will be presented to CCKids Senior Management, County Directors, Program Directors, and Case Manager Supervisors.

75 incidents were reported during the month of April 2025. Of the 75 incidents, 7 were listed as secondary categories in conjunction with other incidents. These reports listed 39 individual children, 6 employees, and one parent as active participants. Six of the 39 children are placed in Circuit 19 by another CBC agency and are only receiving courtesy supervision services from CCKids. Of the 39 children involved, 18 were named as participants in more than one incident report and/or incident type.

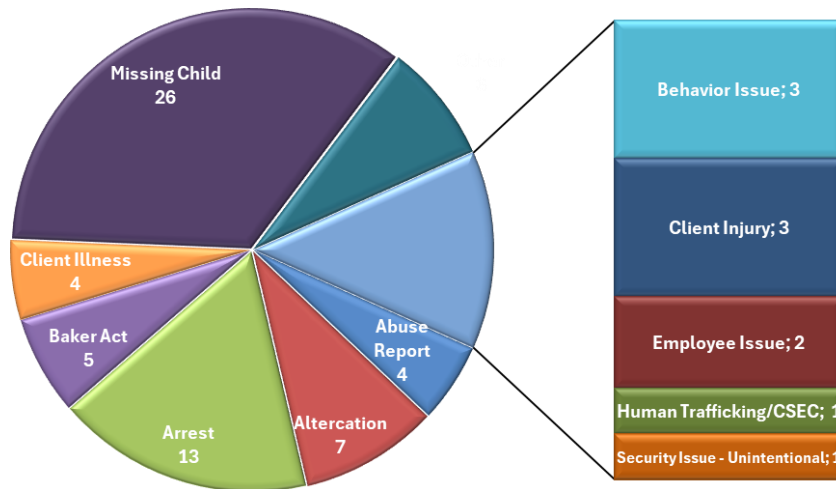


The total number of incidents reported increased significantly from March to April and is above the average (64) for the last 12 months.



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INCIDENT REPORTS BY CATEGORY



TRAINING AND DEVELOPMENT

Nicky Smith, Director of Training and Development

The current cycle of Pre-Service Training for Case Managers and Licensing staff is scheduled to begin May 5, 2025, with the trainees scheduled to take their test on July 11, 2025. The training team continues to provide individual mentoring and coaching support for recent graduates who are working to attain their case manager certification. Upcoming in-service training includes case work practice, Supervising for Excellence Training, and training on Intimate Partner Violence.

I continue to participate in the monthly meeting with representatives from DCF and the Florida Certification Board to discuss collaboration and share information about training issues across the state. I also continue to participate in the monthly collaborative forum as we plan for the rollout of the new Academy. CCKids is currently scheduled to implement the Academy starting in the summer of 2027.

I continue to participate on the Florida Certification Board Advisory Council and on the ethics sub-committee, we meet monthly to review ethics complaints from across the state. I continue to facilitate the monthly FCC Quality & Training Sub-committee and participate in the monthly FCC Systems Operations meeting. In addition, I continue to participate on the FCC 2025 Conference Planning Committee which meets monthly.

The CCKids Compliance Committee continues to meet on a quarterly basis. There have been no incidents of FWA or incident reports that needed to be reported to Sunshine Health in the last month. The annual HIPAA and FWA training have been completed by CCKids Board and Staff. CCKids Compliance and Code of Conduct training has been assigned to CCKids Board and Staff with a completion date of May 2025.



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FINANCE

Lauren Hahn, CFO

Two months left in the fiscal year, and our year-end activities have begun. We are keeping a close watch on the budget process at the state government level to understand the impact on our organization. Internally, we are in the initial stages of preparing the budget for fiscal year 2025-2026, but cannot make significant progress until we know what funds we will receive through “Back of the Bill” and for next fiscal year.

No news yet, but we will continue to follow “Back of the Bill” funding for funds not awarded through the risk pool.

The KPMG funding model has been pushed aside for now. However, KPMG's work continues to impact the CBCs. Specifically, DCF has chosen to move forward with general ledger standardization across all CBCs that KPMG and DCF developed. All lead agencies are working on this exercise, which has an aggressive deadline to be completed by the end of May.

Stay tuned.



AT-A-GLANCE

Scorecard/Contract Performance Measures		March	April	Target	% Change
SAFETY	Children Not Abused in OOHC	9.05	9.33	9.07	▶ 0.28
	No Abuse during In-Home Services	97.22%	98.71%	98.00%	▶ 1.48%
	Children with No Recurrence of Verified Abuse within 12 Months	96.23%	83.10%	90.30%	▶ -13.13%
WELL-BEING	Kids Seen Every 30 Days	99.99%	100.00%	99.50%	▶ 0.01%
PERMANENCY	Placement Moves per 1000 Days in OOHC	4.48	4.14	4.50	▶ -0.34
	Kids Exiting OOHC to a Permanent Home w/In 12 Months of Removal	25.00%	28.00%	35.20%	▶ 3.00%
	Kids in OOHC 12-23 Months who Exit to a Permanent Home	73.24%	73.13%	44.00%	▶ -0.11%
	Kids Who do Not Re-enter OOHC within 12 Months of Exit*	94.44%	94.49%	94.40%	▶ 0.04%
	Percentage of Children in OOHC Placed with Relative/Non-Relatives	45.32%	45.51%	60.00%	▶ 0.19%
	Sibling Groups Placed Together in OOHC	60.53%	62.50%	65.00%	▶ 1.97%
	Number of Finalized Adoptions (YTD)	85	98	76	▶ 13

CFSR Desk Review Data
Qualitative Metrics

	CFSR items	September 2024	December 2024	January 2025	February 2025	March 2025	April 2025	May 2025
	Number of Cases	5 1: In Home 4: Foster Care	8 3: In Home 5: Foster Care	12 5: In Home 7: Foster Care	16 6: In Home 10: Foster Care	21 8: In Home 13: Foster Care	25 10: In Home 15: Foster Care	37 14: In Home 23: Foster Care
Safety	Item 1: Timeliness of Initiating Investigations of Reports of Child Maltreatment Purpose of Assessment	100%	100%	100%	100%	100%	100%	100%
	Item 2: Services to prevent removal	80%	83%	80%	82%	79%	78%	77%
	Item 3: Risk and Safety Assessment and Management	80%	63%	58%	63%	62%	56%	60%
Permanency	Item 4: Stability of Foster Care Placement	75%	80%	86%	80%	77%	73%	78%
	Item 5: Permanency Goal for the Child	100%	100%	100%	100%	100%	93%	91%
	Item 6: Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	100%	100%	86%	80%	77%	73%	65%
	Item 7: Placement with Siblings	100%	100%	100%	75%	80%	83%	90%
	Item 8: Visiting with Parents and Siblings in Foster Care	50%	60%	43%	38%	45%	42%	37%
	Item 9: Preserving Connections	0%	20%	14%	10%	15%	13%	30%
	Item 10: Relative Placement	50%	60%	71%	70%	62%	67%	65%
	Item 11: Relationship of Child in Care with Parents	25%	40%	33%	33%	33%	36%	39%
Well-Being	Item 12: Needs and Services of Child, Parents, and Foster Parents	0%	13%	17%	13%	10%	8%	16%
	Item 12A: Needs Assessment and Services to Children	80%	75%	67%	63%	67%	60%	68%
	Item 12B: Needs Assessment and Services to Parents	20%	38%	33%	31%	22%	18%	24%
	Item 12C: Needs Assessment and Services to Foster Parents	75%	80%	71%	67%	58%	57%	62%
	Item 13: Child and Family Involvement in Case Planning	40%	50%	33%	33%	25%	25%	28%
	Item 14: Caseworker Visits with the Child	20%	13%	33%	38%	38%	36%	43%
	Item 15: Caseworker Visits with Parents	40%	38%	25%	23%	17%	18%	21%
	Item 16: Educational Needs of the Child	50%	33%	40%	29%	44%	39%	37%
	Item 17: Physical Health of the Child	60%	67%	56%	58%	60%	65%	63%
	Item 18: Mental/Behavioral Health of the Child	100%	100%	67%	50%	25%	20%	25%
	Is an Immediate Child Safety Action Required?	0%	0%	0%	0%	0%	0%	0%