

Approved at February 13, 2020 Board Meeting

Early Learning Coalition of Broward County, Inc.

Board Meeting Minutes December 19, 2019 – 2:00 PM

1475 W. Cypress Creek Road, Suite 301, Fort Lauderdale, FL 33309

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Members in Attendance	Laurie Sallarulo, Mason Jackson; Michael Asseff; Cindy Arenberg-Seltzer; Ellie Schrot; Khalil Zeinieh, via phone; Monica King; Richard Campillo; Amoy Reid; Beverley Batson; Cara Cerchione; William Karp; Renee Podolsky; Dawn Liberta;
Members Absent	Laurie Rich Levinson; Angela Iudica, Twan Russell; Nicholas Kaniaris
Staff in Attendance	Renee Jaffe, CEO; Christine Klima, CAO; Hubert Cesar, CIO; Howard Bakalar, CPO; Perry Borman, COO; Keisha Dunn-Pettis, Director of Family Services; Elsy Silvestre, Executive Assistant
Others in Attendance	Jacob Jackson, General Counsel (on the phone)

Item	Action/Discussion
Welcome & Call to Order	Board Chair announced that Cara Cerchione has been appointed to the Program Review Committee.
ELC Impact Moment	A family impacted by Hurricane Dorian in the Bahamas provided an overview of how the ELC assisted them with access to VPK and childcare after they arrived in Broward County.
Pillar 1 Spotlight - Eligibility	Keisha Dunn-Pettis, ELC Director of Family Services, presented on the School Readiness redetermination process (ELC staff reestablishes whether families are eligible for services). ELC staff members Yanique Lyons and Amy Moore presented a more specific overview of this process and highlighted 3 possible outcomes (Successful Redetermination; Unsuccessful Redetermination and 90-Day Reestablish Period).
	There is now a form that is distributed to parents and providers via the portal and it states what is needed specifically for the child to be successfully redetermined.
CEO Report	BECEC is on February 1. An Outlook calendar invite was sent out to all ELC Board Members. We are hoping for close to 800 registered attendees.
	ELC has been actively involved in the legislative process. Staff has met with Senators and Representatives in Broward and Tallahassee regarding an increase in the Base Student Allocation for VPK, and the importance of incorporating a social-emotional development assessment tool and learning gains when measuring Kindergarten readiness.
	Thanks to ELC board members Michael Asseff and Twan Russell for their participation in the CRM vendor selection process.
	Jump Start has recognized Broward County nationally as Read for Record District of the Year. The county has embraced the event (with more than 1,000 volunteers involved this year). ELC hosted its own Read for the Record event with guest readers Senator Nan Rich and her daughter and ELC board member, Laurie Rich Levinson.

CONSENT AGENDA

- a. Approve October 3, 2019
 Meeting minutes
- b. B203CA1 Approve Board Committee additions
- B203CA2 Approve Background Screening Policy
- d. B203CA3 Approve Self-Reporting Policy
- e. B203CA4 Approve Incident Reporting Policy
- f. B203CA5 Approve ELC Bylaws Changes
- g. B203CA6 Approve Business Development Vendor selection
- h. B203CA7 Approve 2019 Financials YTD
- i. B203CA8 Approve Budget Amendment
- j. B203CA9 Approve Bank of America Purchasing Card Primary Contact
- k. B203CA10 Approve RFP for Audit Services
- f. B203CA5 Approve ELC Bylaws Changes

Board Chair had some questions regarding items on the Consent Agenda and asked to pull the financials because she felt that it was not appropriate to have financials on a consent agenda.

A **Motion was made by** Cindy Arenberg-Seltzer to approve the Consent Agenda excluding items F, H and J. **Seconded** by Dawn Liberta. **Unanimously approved**.

Item F: There was a suggested change in the phrasing of the item change to Bylaws page 15, section 5.6 recommendation from Cindy Arenberg-Seltzer (listed below).

"While physical attendance at meetings of the board of directors is an expectation of membership, the ELC may use any method of telecommunications to conduct committee or Board meetings..."

There was a discussion about the responsibility of a Board member to attend meetings in person and the importance of members interacting with each other. ELC staff stated they will be regularly monitoring board member attendance and will share the data with the board (to see if attendance is affected as a result of this policy change).

A **Motion was made by** Michael Asseff to approve the ELC Bylaws Changes with the change requested on page 15. **Seconded** by Cindy Arenberg-Seltzer. **Unanimously approved**.

Guest Speaker:

Shan Goff, Executive Director, OEL and staff

[Consent agenda item discussion interrupted in order for guest speaker to begin]

Shan Goff, Executive Director of OEL and some of her leadership team dialed in for a Q&A Session on EFS Modernization and Reconciliation.

OEL has been attempting to provide appropriate support to all Coalitions regarding EFS Mod. OEL has employed internal technology resources for payment and attendance processes and is in the midst of system wide data fixes. There are 3 phases designed to make system wide changes on a micro level. OEL is funding temporary staff at coalitions to assist with the reconciliation process. Statewide there have been providers that have been overpaid and others that were underpaid. There have been a series of trainings for coalition Auditors and 3 webinars.

Mason Jackson asked if there a timeline that can be provided to Providers on when all these issues will be fixed and how this will be communicated. Ms. Goff stated that a majority of issues will be smoothed out in early 2020. Ms. Goff has offered to visit Broward in early January if requested. OEL will create some messaging and admitted that the "overwhelming majority of this is a state agency error."

OEL has a request for quote for a 3rd party to come in and conduct a risk assessment on EFS Mod.

Richard Campillo stated that this whole process has damaged our reputation in the community. Richard asked, "What are you doing to help improve our reputation in the community?" Ms. Goff suggested that when asked by the ELC ED, OEL will interact with local Children's Services Council, and is drafting a letter that coalitions can send to community partners. She said that OEL is willing to help in anyway where they can offer "cover" to the coalition.

Richard Campillo suggested the "3A Plan": 1) That Ms. Goff <u>attend</u> the ELC of Broward annual conference; 2) That an <u>apology</u> be issued from OEL to the coalition and providers and 3) An <u>action</u> plan be developed with names, dates and numbers on items that are important to the provider community.

Cindy Arenberg-Seltzer asked if there is any thought on making coalitions "whole" as it relates to administrative burden (costs) associated with working on EFS Mod system issues. Ms. Goff offered a number of options that these issues and the costs do not negatively affect services to children.

Board chair Laurie Sallarullo expressed her disappointment and reiterated the need for a specific timeline for system fixes. Ms. Goff stated that by early 2020 there should be a timeline to get outstanding issues fixed. OEL is drafting very detailed descriptive processes on how to close FY 18/19. Documents should be going out at the end of December.

Cara Cerchione asked about the business expenses that have had to bring in additional accounting services and whether those will be reimbursed. Ms. Goff

said that those expenses are not allowable and offered the previously suggested options (i.e. 3A plan). She said they didn't have the best answer and are working on mitigating this issue. OEL is not able to offer fiscal compensation to providers for administrative issues.

[Return to Consent agenda items for discussion]

j. B203CA9 – Approve Bank of America Purchasing Card Primary Contact There is currently one former employee listed as the PCard Administrator and on the Authorized Caller List. In addition to deleting that person, ELC staff is asking that four people be given PCard Administrator rights to be able to cover should anyone not be available for whatever reason.

A **Motion was made by** Mason Jackson to approve the Bank of America Purchasing Card Primary Contact. **Seconded** by Richard Campillo. **Unanimously approved**.

h. B203CA7 – Approve 2019 Financials YTD A **Motion was made by** Dawn Liberta to approve the Approve 2019 Financials YTD. **Seconded** by Cindy Arenberg-Seltzer. **Unanimously approved**.

REGULAR BUSINESS

c. B203RB3 – Update on Reconciliation

EFS Mod system issues have resulted in providers being overpaid or underpaid for children served during the 2018-2019 fiscal year. There are four major tasks: Support providers to verify child rosters dating back to July 2018; Make reasonable estimates of amounts underpaid and prioritize paying them (\$1.1 million paid December 19); verify attendance on behalf of providers that were not able to do it themselves; and enter adjustments as soon as OEL makes the adjustment tool available in EFS Mod.

As of 12/18/19, estimated unreconciled balance is about \$4 million (7% of total payments). The projected final balance will be \$1.6 to \$2 million (3-4% of total payments).

398 (70% of) providers show as overpaid. The total estimated amount of overpayment is \$4.5 million. Corrections for unrecorded attendance and missing rates will significantly decrease this amount. 93 (17% of) providers show as underpaid. Total value of outstanding underpaid estimate is \$500,000. Corrections for duplicate rate calculations will decrease this amount. 72 (13% of) providers were correctly paid.

There are no hard deadlines for Providers to confirm their rosters for FY 2018-2019 but OEL is encouraging coalitions to complete as much of the verification process by 12/31/19. ELC processed \$1.1 million in additional reimbursements today (12/19/19) in order to correct confirmed underpayments for 137 providers. For overpayments, Coalitions have local discretion to determine length of repayment plans. OEL recommends six-month installment plans but ELC can create longer plans as needed based on request.

a. B203RB1 – Strategic Plan Quarter 1 update

Strategic Plan:

ELC is on track in all five pillars of the strategic plan. Specific results are identified in the scorecard provided in the board packet. One of the challenges for the quarter was answered call percentage which was 68% for the first quarter (and below the target of 85%). The performance was as a result of heavy call volumes in August due to VPK enrollments, start of school, and the office being closed during Hurricane Dorian.

We are bringing in employees to help with high call volume. Beginning in September, the ELC upgraded the phone system which includes a "call back" option for Callers. Staff expect this to have a positive impact on the call center. Answered call percentage increased to 81% in October and 93% in November.

b. B203RB2- Board Retreat follow-up

ELC staff provided a summary of the recommendations from the Board Retreat breakout groups (Advocacy and Community Partnerships, Board Development/Administration and Diversification of Funding). Staff is already working on increased community outreach and partnerships; increased exposure with legislators and municipalities, streamlined communication with the provider community; timeliness and effectiveness of board meeting packets.

For board education and development, pillar spotlight presentations are being added to each board meeting and we are arranging for provider site visits for board members.

For Advocacy and Community Partnerships, staff is working on a communication for parents on "who is responsible for what" and developing an ELC messaging framework.

Staff also recommend that the Board create an Ad Hoc Fundraising Committee. This item will be presented at an upcoming Executive Committee meeting for further consideration.

Renee reminded Board members about the commitments made by the board during the retreat which included being on time, RSVP'ing to meetings, reading board and committee meeting packets prior to the meeting and being sensitive to meeting start and end times.

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NEW BUSINESS	There were no new business items presented.
MATTERS FROM CHAIR	There was no discussion.
MATTERS FROM COMMITTEES	There was no discussion.
PUBLIC COMMENT	There was no discussion.
NEXT MEETING DATE	February 13, 2020 @ 8:30 am
ADJOURN	Meeting adjourned at 4:15 PM

These minutes contain the action items of the Board meeting of the Early Learning Coalition of Broward. They do not include all the Committee's discussions or comments on each matter or issue raised during the meeting. A tape recording of the meeting is held in the Coalition office. Corrections from the Committee will be taken prior to approval at the next meeting.

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