

CHILDREN'S SERVICES COUNCIL OF PALM BEACH COUNTY

January 25, 2018, 4:30 p.m.

MINUTES

1. Call to Order

Chair Weber called the meeting to order at 4:30 p.m.

Present:

Thomas Bean

Paulette Burdick

Vince Goodman

Greg Langowski

Tom Lynch

Debra Robinson, M.D.

Thomas P. Weber

By phone: James Martz

Excused: Robert M. Avossa, Ed.D.; Vern Melvin

A. Invocation – led by Vince Goodman

B. Pledge of Allegiance – led by Chair Weber

C. Presentations

1. Farewell to Council Member Greg Langowski – Chair Weber thanked Mr. Langowski for his nine years of service as a CSC Council Member.
2. Healthy Beginnings System Overview – Michelle Gross, Ph.D., Director of System Performance; Rhonda Throop, Program Officer

- The Healthy Beginnings System (“HB”) is for children prenatally through age 5 and works towards three of CSC’s four main goals: Babies born healthy, safe from abuse and neglect, and ready for Kindergarten.
- HB is prevention-focused - targeting the earliest stages in a child’s development provides CSC with the best opportunity to improve child and family outcomes, and helps yield the highest return on investment.
- Strategy Review and Allocation Analysis (SRAA) evaluates primary strategies to ensure CSC continues to invest in the most effective methods for reaching child outcomes. SRAA recommendations will be shared at the Planning Session in June.
- Need to have all system components working together, in addition to coordinating with other available Palm Beach County supports and services such as Birth to 22.
- Healthy Beginnings is a multi-agency initiative with centralized intake and referral, which offers a comprehensive and coordinated set of direct and individualized services to prenatal and postnatal women and families with infants and young children. Healthy Mothers Healthy Babies is the prenatal entry agency; Home Safe is the entry agency for families and children from the ages of birth to age five.

Q: How often do the entry agencies go to RFP?

A: The system was designed so the agencies can be secure in their funding and therefore focus on the services to be provided. CSC’s accountability structure (Comprehensive

Program Performance Assessment - CPPA) addresses the eventuality of any performance issues.

Q: How did CSC originally select Home Safe as one of the Entry Agencies?

A: It was through an RFP process in July 2009.

Q: I would like to have conversation regarding these agencies, there is something healthy in checking who's out there, perhaps other agencies that CSC also funds may be in a better position to deliver services. It's a good time to look into it since it's coming up on 10 years. (Note: this will be brought to the March Council meeting for discussion).

- Quality Child Care is a two-pronged effort improving access to care in addition to improving the quality of care. Strong Minds is a part of this system: an overview of Strong Minds will be presented in February.
- BRIDGES are ten community hubs located in areas where children and families are high-risk, working to engage members by tailoring activities to meet the needs of families and communities. BRIDGES will be presented at the May Council meeting.
- Entry to the HB System is through the Healthy Start Prenatal Risk Screen, Healthy Start Infant Risk Screen, or Ages and Stages Questionnaire (ASQ-3) for child development. The Early Learning Coalition of Palm Beach County is the largest partner for delivering the ASQ, performing 16,000 annually. BRIDGES locations also conduct the ASQ.

Q: From the Client Survey: Reasons for Continued Engagement there is an almost 20% jump from "Understood and interested in participating" to "Liked caseworker and trusted their opinion." Is it typical in social work that the higher quality the social worker/case manager, the higher level of engagement of the client?

A: Developing a rapport and having an empathetic exchange with the family is critical to the family taking the recommendations and following through.

Q: When we talk about a higher quality employee or a credentialed employee, it is not the same thing as being able to make the connection. I don't know how we measure the ability to make the connection.

A: That is absolutely correct, it is two separate things.

Q: How many live births were there in Palm Beach County in 2017?

A: 15,039 for 2017 (provisional numbers). In calendar year 2016 there were 14,963 births.

Q: You showed us the demographics of those enrolled in the System. Do you have the demographics of those that were identified as being at-risk? Is it proportionally the same?

A: That is a good question, we will check and report back to you.

Q: The State of Florida says that being Black is a risk factor, so they know it's a race-based problem and I'm looking for a race-based solution. My hypothesis is that there is a disproportionate number of families of color that drop off. If this is true, we need to return to the connection question. Unfortunately, the more formal education we get, the less able we are to connect.

A: This is part of the work we are doing in our strategy review, working on ways to increase our engagement.

Q: **We are opening school-based clinics at Palm Beach Lakes, Boynton Beach High, Atlantic, and hopefully (soon) Village. This would be an easy place to disseminate information. We have to educate to prevent pregnancy, but also to ensure that appropriate prenatal care is given, in order for the data to look better.**

In June, 2017 the findings of an independent evaluation of three Healthy Beginnings home visiting programs were presented (Prenatal Plus, Nurse Family Partnership, and Healthy Families). Across the programs there had been 15 statistically significant positive outcomes. A video highlighting these successes was played.

3. Comprehensive Program Performance Assessment (CPPA) Update – Debra Gotlib, Director of Program Performance

- The Comprehensive Program Performance Assessment (CPPA) is performed on an ongoing basis throughout the contract year, 2 to 3 times per year.
- In addition to the CPPA (for accountability), CSC Program Officers perform site visits and conduct ongoing monitoring. The CSC audit department performs audits, and external audits are received from the providers. There are also program evaluations and system evaluations.
- Process improvement model Plan-Do-Check-Act, CPPA falls into the “check” category.
- CPPA areas of review are program implementation and program fidelity, data submission, data quality, program operations and outcome achievement. All these areas are scored.
- CPPA Short Form – contract deliverables and contract compliance is measured but not scored.
- High Score = 90% or above; Medium Score = 75% to 89%; Low Score = below 75%.
- Medium scoring agencies – higher end of range may be placed on a Performance Improvement Plan, lower end of range may be placed on a Corrective Action Plan.
- Low scoring agencies – CSC will seek approval from Council to cease funding.
- Short form is not scored, as with scored CPPA CSC uses its progressive intervention policy if an agency performs poorly/does not meet deliverables or contract requirements.
- 61 programs were reviewed.
 - 33 Programs through scored CPPA.
 - 21 Programs through short form CPPA (not scored).
 - 7 Programs were not scored because they are newer programs and still in the initial implementation phase.
- 33 programs from scored CPPA – all 33 had a score of 90% or better.
- 21 programs from short form CPPA – all 21 programs met contract expectations.
- CPPA is highly quantitative and focuses heavily on data quality.
- Next steps: add qualitative component to CPPA – how do we measure quality of a program, over and above the outcome measures. Questions to be refined.
- Frequency adjustment – programs scoring 90% for the past three years will now be assessed once per year. Programs that have the short form CPPA with only minor issues

will now be assessed once per year. There will be discretion based on specific circumstances.

- CPPA will be presented to Council annually, and mid-year CPPA (with much fewer agencies being assessed) will be reported in the CEO Report.

Q: How many data elements are there?

A: The full CPPA has 34 questions.

Q: What percentage of those data elements reflect the benefit to children and families as opposed to paperwork?

A: The fidelity measures do reflect benefit to children and families.

Q: In this process of the 34 data elements, how many are related to outcome measures that show benefit to children? In theory you could have outstanding outcomes for children and families, but if you don't do your paperwork correctly you are penalized.

A: It is very unlikely that you could achieve all your outcomes in this example, because it has been weighted so that the heavy part of the scoring is attributed to the outcomes. If you are achieving your outcomes you will not receive a low score.

Q: This is a dramatic change. Where can I see this?

A: We will send you the manuals.

Q: How do you choose who does the short form and who does the long form?

A: The long form is for a program that has model elements, dosage, length of service, a curriculum, and outcomes tied to the fidelity elements. A short form example would be dental services. The three nursing programs can make referrals to dental services, so the questions would be i) are you seeing the women referred to you? ii) are you treating them? iii) are you not billing them?

Q: Can you send the list of programs using the scored CPPA and the short form CPPA? When did the weighting take place?

A: It's been a few years. (Note: changes were made before the FY 13/14 CPPA process was undertaken.)

2. Minutes

A. December 7, 2017 Council Meeting

A motion by Bean/Lynch to approve the Minutes of the December 7, 2017 Council meeting as presented was approved by unanimous vote.

3. Public Comment – Agenda Items – N/A

4. Council Committees:

- Finance Committee – Tom Lynch stated that the Finance Committee recommended approval of the December 7, 2017 Minutes; October 31, 2017 Financial Statements; and November 30, 2017 Financial Statements.

There had been a presentation from PFM regarding cash management. A company had been hired one and a half years previously for financial management, but that company had decided to no longer work with government agencies. The result of PFM's presentation showed that,

based on 2017 figures, CSC could have earned \$800,000 more with someone managing the money. The Finance Committee recommended hiring PFM to manage cash and investments at a cost of no greater than \$80,000 per year, subject to review of the contract.

A motion by Goodman/Robinson to approve the Finance Committee's recommendation was approved by unanimous vote.

- Personnel Committee – no report

5. Consent Agenda

1. Additions, Deletions, Substitutions – N/A
2. Items to be Pulled for Discussion – Agenda item 5B(1) (Reference #3) was pulled for discussion purposes.
3. Adoption of the Consent Agenda and Walk-in Warrants List

A motion by Burdick/Bean to approve the Consent Agenda with the exception of Agenda item 5B(1) (Reference #3), and approve the Walk-in Warrants list was approved by unanimous vote.

A. Program

1. Resolution #18-001 Acknowledging Agency Name Change – Approved by Consent

B. Business

1. Warrants List

Q: A payment of \$116,191 to the Board of County Commissioners – is this for the Office of the Inspector General (OIG)? Is it an annual cost?

A: It is a negotiated fee at this point. We are in the second year of the contract. When CSC had met with the OIG originally, there had been a number of areas to be audited. It had been approached as a continuous improvement initiative. Two years ago CSC had determined that there were no longer places for the OIG to audit that would benefit CSC, and the OIG had not seen any areas that needed attention, and their manpower was limited. An agreement was reached that the OIG would no longer be doing audits but would conduct investigations and contract oversight. A reduction in price was negotiated, a fixed price for three years; the price had dropped by approximately one third.

Q: You mentioned investigations – investigations of what?

A: Complaints. For example, on the first page of the CSC website, a member of the public can directly contact the OIG if they would like to make a complaint against CSC. CSC internally has the ability to refer items to the OIG for them to investigate. CSC has an

obligation to report contract mismanagement of over \$5,000 either internally or with Providers, and fraud or bribery at any dollar level.

Q: Have there been any complaints about CSC that the Board should know about?

A: I am not aware that CSC has been investigated over the past year. There have been several investigations of Providers that have occurred.

In past years, several County Commissioners went to Jail which may have changed CSC's image; all the government entities then became subject to the auspices of the Inspector General, and although they could opt-out, most of them voluntarily chose this practice.

Q: There are two entries on the Warrants List for 8,000 New Mom Inserts, one is to Clear Copy for \$19,000 and the other is to MIDDs Inc. for \$28,000.

A: The insert was a reference to the New Baby Guidebook which had been distributed. There was a cost for the folder and a cost for the book, they are two separate items. The first time the book was completed, it was not completed to CSC specifications and CSC had to change printers. There had been a cost for the paper, because the printer had ordered the paper and the book had been rejected.

Q: So CSC didn't get anything usable out of the \$19,000?

A: It was not to the standard of the book we are presenting today.

Q: Do you have specs of what it should have been, and they didn't do it?

A: I think we did. We have a Purchase Order, and there was a restocking fee. More information will be provided regarding the restocking fee.

Q: Can we withhold the payment for Clear Copy while an investigation is conducted? Look at the contract again, see if there is another clause.

A: Yes we can withhold the payment at this time. The General Counsel stated that he would review the initial contract and report back to the Council.

Q: What is the lesson learned, so the expectations are clear-cut and there are no gray areas?

A: The specifications are going to have to be much clearer.

Q: On the Walk-In Warrants there is an amount of \$25,000 for FIRST Robotics Sponsorship.

A: It is for the FIRST Robotics regional conference which is in April, the sponsorship is for the whole Southeast region's competition. The FIRST Robotics is the first weekend in March at the Convention Center, it is a fabulous event.

A motion by Bean/Lynch to approve the Warrants List, with the exception of Warrant #18-551 which was pending investigation, was approved by unanimous vote.

6. Non Consent Agenda

A. Business – N/A

B. For Informational Purposes Only – N/A

7. Walk-In Items – N/A

8. Chief Executive Officer's Report

1. Great Ideas Initiative – EmpowHER Leadership Academy for Girls (ELAG) - The EmpowHER Leadership Academy for Girls (ELAG) is a 9-month program for twenty girls who are juniors or seniors in High School. The program participants are providing “Welcome Home Kits” for the 100 Youth in 100 Days Challenge, by collecting journals, toiletries, and hair products. There is a box entitled “Teens Helping Teens, Unboxing the Dream” in CSC’s lobby for collection.
2. Thank You Notes from Police Athletic League - Thank you notes were received from the Police Athletic League for providing food on the weekends for West Palm Beach youth.
3. Evaluation of Child First in Palm Beach County - In August, 2017 the Council approved an evaluation of the Child First program in Palm Beach County with RTI International, and RTI had been awarded a grant of \$500,000 from the Robert Wood Johnson Foundation for the evaluation, which would offset CSC’s funding.
4. Hurricane Irma Recovery Efforts - A final report was given regarding CSC’s Hurricane Irma recovery efforts. CSC’s collaboration with other funders provided over \$700,000 to nonprofit organizations in the community.

Q: Regarding CSC’s funding of \$50,000 to the Palm Beach County Food Bank – how much did the County Commission contribute?

A: A report of other funders will be forthcoming in February.

Q: Does CSC house the food and transport the food in areas where it is needed?

A: This is the function of the Palm Beach County Food Bank.

Q: Is CSC a funder of the Palm Beach County Food Bank?

A: CSC is an ongoing funder of the Palm Beach County Food Bank. The report was regarding funding specifically for Hurricane Irma recovery because the Food Bank suffered significant losses.

Q: CSC donated \$10,000 to the Urban League for roof repair. Is this an adequate amount?

A: The agencies themselves submitted an application indicating what their needs were, and in some cases it may have been funding to offset the cost of their insurance deductible, and they may have had access to other resources. CSC had fully-funded the Urban League’s funding request. A collaboration of funders worked together to meet and fulfill agency requests.

5. Angel Tree - Pictures of the sixty-six recipients of Angel Tree gifts were shared.
6. Donation from Florida Community Bank - A donation of \$5,000 was received from Florida Community Bank to be used at CSC’s discretion
7. Staff Achieve Certified Executive Administrative Professional Designation – Congratulations to Samantha Rudderow, Mary Brush and Enelda Panzarella for achieving the Certified Administrative Professional designation.
8. Format of Council Minutes – A question was posed whether the change in format of the Minutes was preferable, it was voiced that it was.

9. Legal Reports

1. CSC Annual Meeting, Election of Officers - February 22, 2018 – CSC holds its Annual Meeting in February with the election of Officers: Chair, Vice-Chair and Secretary. In addition there will be a Prevention Partnerships for Children, Inc. Board meeting with election of Officers, the same slate as the Council with the addition of a Treasurer.
2. Overview of Constitution Revision Commission Proposal – Proposal 69 would have required re-authorization of Special Districts' Ad Valorem Taxing Authority every 10 years, starting no later than January, 2029. On January 24, 2018, the sponsor of the proposal sent a letter to the Chair of the Committee that would hear the proposal, and the proposal was withdrawn. The letter stated, "As the review process unfolded it became apparent this policy proposal has many complexities that would require carve-outs, with no guarantee that unforeseen consequences could not still occur. Accordingly, I believe this proposal is better suited for statutory and action by the Florida Legislature." This could be seen as a bill in 2019, but it will no longer be coming forward from the Constitution Revision Commission.

10. **Public Comment – Non-Agenda Items** – N/A

11. **Council Comments** – N/A

12. **Adjournment**

The meeting was adjourned at 5:40 p.m.



Vincent Goodman, Secretary



Lisa Williams-Taylor, Ph.D., Chief Executive Officer