

Board Meeting Minutes

January 21, 2021

Room C – Ottawa Office

Present: Jeff DeMoss, Evelyn White-Simmons, Katie Bagley (phone),
Dr. Sandra Ivanauskas (phone), Steve Bouslog (phone),
Brian Towne(phone), Robert King (phone), Bill Truemper (phone).
Present (Staff): Frank Vonch, Dave Conrad, Mario Espinoza (phone), Joyce Garbs,
Sherri Nestman (phone).

Absent: Bill Pfalzgraf

Absent Staff: Sue Trost & Lauren Beck

Please state your name when you make a motion. Thank you!

NOTE: The call-in number is 1-515-604-9099, Pin 408-050-375#

Jeff DeMoss called the meeting to order at 5:00 p.m.

Jeff introduced a new Board member, Bill Truemper. Bill gave brief background. He is 72 years old, retired trial lawyer (2015), practiced law for 40+ years. He has been married to his wife Marti for 25+ years. Marti is a retired teacher. Bill and Marti have 4 children and 6 grandchildren. They live in Sugar Grove. Bill is one of three co-owners of the Aurora YSB office building. He has managed the building since 1987. He has known about YSB since we moved into Aurora and was aware of Catholic Social Services prior to YSB. He and his wife adopted a child from Catholic Social Services.

Bill stated although he and Marti have been hunkered down the past year due to Covid-19, they normally travel quite a bit. He is somewhat familiar with YSB and the programs. He wants to help in any way he can and has time to do so.

His past experience was being on the Board of Directors for the Lutheran Church in Aurora, which also has a K-8 school. He was Director of finances for the board. Between the two Lutheran churches and the school they had a significant income and quite a few employees.

He stated he has the time and the desire to help with the board.

A motion was made to adopt the agenda – Moved by Steve Bouslog, as amended by Frank and 2nd by Dr. Labak. All passed.

A motion was made to approve the September 17, 2020 Board Minutes – Moved by Katie Bagley, 2nd by Steve Bouslog. All passed.

Program Presentation-Mario Espinoza-Hispanic Services

Mario explained the Hispanic Services program is funded by the Illinois Coalition for Refuge Rights. There are two programs. The first is the Supplemental Nutrition Assistance Program (SNAP) which

assists with groceries and LINK. The second program, IFRP, also includes Medicaid. Examples are: Healthy Moms & Babies, Aid to Aged Blind and Disabled (AABD) and All Kids. The Hispanic Services program assist people with enrollment. There are three staff members-Mario who has worked at YSB 15 years, Alice Berogan who has worked at YSB for 36 years and Silvia Pantoja who has been at YSB for 6 years. Both Mario and Silvia are fulltime, while Alice is part time. All three staff speak English and Spanish.

Katie stated she had an opportunity to work with Mario and he did a wonderful job. She thanked the entire Hispanic Services staff.

Treasurer's Report – Dave Conrad

Dave stated we are half way through the fiscal year as of December 31, 2020. During the first 6 months the Child Welfare program had more foster care cases than we anticipated. There were 290 new cases opened and 191 closed. This is around 100 more than we ended the prior fiscal year with. We have been staffing up-hired at least a whole new team of workers. Intact is about where we thought it would be. We have had some turnover with staff, but overall, we are pretty well staffed.

At the end of December, we received additional \$47,000.00 Covid-19 funds. Probably due to the state having to disperse funds before the end of the calendar year to show they are spending federal funds. We also received \$43-44,000.00 last fiscal year in May. We have segregated those funds to buy PPE and specific Covid-19 related items.

All other program grants are on track. We did get additional federal funds as their fiscal year ended September 30, 2020. We were not able to spend it all by September, but we were able to get an extension.

The first part of the year we are ahead of revenue projections, mostly due to the additional foster care cases. We have a larger surplus than anticipated. When we have additional funds, we look at ways to benefit employees such as a mileage increase.

Dr. Labak questioned that although the income has increased and cases are up significantly, has personnel increased proportionately? She stated she knew there was an issue recently in one of the surveys which was that of surplus of clients per staff ratio. Is YSB getting funds out to hire more personnel to meet the benchmark we are supposed to be at? Frank responded, we have been dealing with that situation for over 18 months. Also, he previously indicated, there are probably not any non-profit that is not experiencing the same. During the COA Accreditation this same issue came up. COA has a ratio as well so we had to submit our plan to address this concern. We are hiring people as fast as we can. The real issue is with the state not adhering to case ratios, referring cases even though they know agencies can't find staff quick enough. We have had to do a lot internally to relieve things and to pay staff more. We are not getting any relief from DCFS, so yes, to the question, we have done everything in the past 18 months to hire. But, there are not enough qualified candidates in the state. Even DCFS is short staffed and they are able to pay roughly \$25,000.00 more than YSB can. YSB constantly asks for holds, but we don't have control. Right now, we are in contract violation if we don't accept cases. Overall, we have done a phenomenal job compared to other agencies. Joyce stated it takes about 4

months before a new hire can take cases due to training and job shadowing. It seems to be getting better and we have been fortunate that not as many staff have been leaving. Also, both Dave and Sherri confirmed that the agency is doing all it can regarding personnel issues. Many of which are beyond our control. Dr. Labak stated she wanted to make sure new staff is where part of the additional funds is being spent.

Steve asked a question regarding accounts receivable. He wanted to verify that the 1.6 million was largely state dollars. Dave explained that we are running at 1 million per month in revenue, our bank account is big right now, there hasn't been much cash flow for a while. Dave spoke with the county and they said the state has been paying at about 45 days. Payments to YSB have been much timelier.

Bank Certificates: YSB has two CD's and one recently expired, January 10. Both CD's are for \$100,000.00 and expire about 6 months apart. Traditionally when they are up to expire the board is advised and then Dave checks different banks for the best rate. The best rate at this time is ½ percent. The Cd has been renewed.

Annual salary adjustment consideration: we are recommending a 0-2.5% increase for supervisors to determine per staff. We have allotted and extra .5% for staff that go above and beyond their job description. Nothing has changed since last year and YSB feels this is working by giving supervisors a chance to identify staff who go above and beyond. Jeff stated that discretionary money helps bring out the best in people. Frank added that the adjustment would be retroactive to 1/1/2021

*A motion was made to approve the Treasurer's Report - *See below Moved by Jeff DeMoss, 2nd Steve Bouslog.*

All passed.

***Motion made to approve a recommended pay increase up to 2.5% for all staff and administrative team meeting the salary adjustment criteria, that they are employed as of January 1, 2020, and are actively employed at the date of the salary increase and have not notified YSB of their resignation. In addition, if a Supervisor can write 1 or 2 reasons why this particular employee does an exceptional job above and beyond their normal work load and/or job description, it is written and deemed acceptable, this could result in an increase to 2.75% or 3%.**

Approval of Board Officers:

At the last board meeting Frank asked that board members email him if there were any nominations for officers. He asked if there were any additions tonight. He stated since there were no additional nominations Jeff would remain president, Bill Pfalzgraf would become Vice President and Evelyn White-Simmons would become Treasurer/Secretary

A motion was made to approve the officers-Moved by Katie Bagley, 2nd Dr. Labak

All passed

Marketing/Development – Frank

Frank stated that Marketing & Development in both offices has been busy with holiday donations. There were 958 youth and families who received gifts, gifts card, food and other items. There were approximately 1393 individual donors. Although gifts often come through businesses and corporations, many times it is individual employees who are providing the gifts. More than 60 corporations and business were involved. The northern offices received \$22,000 in gift cards in addition to gifts.

Committee Reports

Building and Grounds – Frank Vonch

We have two leases that will be expiring. Crystal Lake has a good option and Frank will probably ask the board for approval to continue the lease. The Rockford office is not favorable for YSB. The lease is a ten-year lease. Frank might discuss with them a shorter lease. With the cost we may have to explore other options. Parking in Rockford is a challenge for staff. This lease expires June of 2022.

Board Development – Frank Vonch

If anyone knows of any good candidates for the board please let Frank know.

Personnel – No report

Executive Director's Report – Frank Vonch

Frank previously sent out the Director's report. If there are any questions please contact him.

Katie previously asked about YSB and Covid-19 vaccines. Beginning 1/25/2021 YSB is considered essential. There is still a shortage of vaccines. DCFS is back and forth on whether to mandate vaccines for front line workers. Currently our workers have an option. We have been fortunate with the number of staff who have gotten Covid-19. We have had some, but overall it has not been crippling to YSB as far as providing services. Most staff who have contracted Covid-19 have not done so through work, more so on their own personal time.

Katie noted that other schools/agencies are getting information out to their employees and are contacting the local health departments on behalf of staff. Joyce stated she has sent out multiple emails from the CDC. She further stated that staff get constant information as she gets it. She said she called the health department twice regarding the vaccine, but has not been called back. Frank added that we share information from the CDC, DHS and DCFS. We also have a nurse on staff who shares info as well.

The state has been sending extra funds for Covid-19 expenses. We are over stocked with masks and hand sanitizer. We are having more difficulty getting Antibacterial spray such as Lysol.

DCFS looks at how Covid-19 has impacted services. We have left it up to supervisors to monitor monthly visits. Another thing that may impact Redeploy is the Black Caucus in the next 6 months. Their priorities in Criminal Justice, Police Accountability reform especially. They are also reviewing Educational Workforce Accountability and Community Economic access to healthcare and human services.

Something else that may impact us was just released by the state national report on human rights for kids in the justice system. Illinois scores very terribly.

The Governor has proposed 7 million in cuts between now and the end of Fiscal Year 2021. Interestingly DCFS won't be impacted by it. At this point it doesn't seem like we will be impacted. That could change at any time.

The minimum wage increased to \$11.00. It hasn't impacted us at this point. There is a consideration of a \$15.00 minimum wage.

A motion made to approve the Director's Report made by Dr. Labak, 2nd Evelyn White. All Passed.

Old Business

COA (Update) – Sherri Nestmann

Sherri received an email on January 11 stating YSB has been reaccredited. They did ask for further information based on one of the substandard dealing with caseloads. We have to submit documents for September through November for 90 days showing what the average caseload was. We also had to provide further explanations of why the caseloads were higher than the allowed 15-1 ratio. We also had to provide written documentation on how we assign and evaluate cases vs caseworkers experience level and any additional support we have put into place to support those workers. Sherri sent a copy of our no decline contract with an explanation that due to as much as we would like to be put on hold we cannot decline referrals whenever they are appropriate. The last document which was provided was our plan on how we are going to reduce this caseload back down to a manageable 15-17 cases per worker. They accepted it with no questions. In the pan we talked about all of the efforts we are doing through recruitment, where we are advertising and barriers we have encountered. It includes the number of staff hired with some that have left relatively soon after hire because somethings didn't work out. We are waiting for the final accreditation report. They will give us a rating of 1, 2 or 3 for standards we were held to. If we get a 3 in any area which is considered a fundamental practice they will provide us with identified area of improvement. Once we get the report we will know hat needs to go into Quality Improvement activities. 1 is best, 3 means we need improvements and 4 is fail. The last time we had mostly all 1's with a couple of 2's and 102 3's.

Jeff inquired about the 20-1 high caseloads. Frank stated a lot of cases that are less intense or pending adoption are included. Newer cases are intense at the beginning. YSB tried to gauge new cases to find the best way to distribute cases. He also stated that substance abuse and domestic violence seems to be sky rocketing. Sherri stated that once schools open and children have more outside contacts we may see a spike in hotline cases.

New Business

- **Insurance:** At the last meeting Frank discussed how insurance companies are dropping out of Child Welfare insurance. YSB has found a company to insure us but the price is up an additional \$23, 000.00
- **Annual Risk Report:** YSB does an annual risk report with input from Joyce, Frank, Sherri and Dave to come up with recommendations. The crisis and emergency response plans were updated. We continue to look at this with Covid-19. COA was very impressed with our emergency response plan and risk management plan. The fire marshal will inspect offices when they start up again.

The internal Intact Corrective Action plan remains in effect for a year. This has to do with audits we receive from DCFS showing deficiencies in reporting. We are looking at training once we can bring staff together in groups. Dependent on Covid-19 restrictions We have put quite a few policies in place.

The personnel policies will continue to be reviewed. This is something the board takes care of. Our Operating policies have been reviewed and is in final form. This took 18 months and COA helped us to get it done. Annually we file maintenance and organization reports which covers retentions, cash on hand and how the agency is operating.

- **CQI Quarterly Report:** Frank encourages all board members to read Sherri's report. CQI is extremely well done. We compare to other agencies and no one comes close to us.
- **Committees:**
Frank asked that all board members let Frank know if they are interested in being on a specific committee by the end of June. If you have been on a committee for 1or 2 years please select another one. Frank will get information out to all members in February.

Other

Jeff asked Katie if her questions were answered and she said yes.

Bill Truemper and Katie asked for a list of committees. Frank will send the list to all.

A motion was made to Adjourn Session, Moved by Brian Towne, 2nd by Katie Bagley.

All passed

Meeting adjourned at 6:10 pm

Next Meeting: Thursday, March 18 at 5:00 p.m. Ottawa Office