

FSS BOARD MEETING
THURSDAY, MAY 28, 2020
4:00PM-6:00PM
303 HEGENBERGER ROAD, SUITE 400, OAKLAND, CA 94621

AGENDA

4:00-4:05pm

WELCOME

David Coultas, President

- Announcements
- Review and approval of the April 2020 meeting minutes (Action)

4:05-4:40pm

FINANCIAL REPORT

Janette Drew, Treasurer

- Review and approval of the FY 20-21 Budget (Action)
- Review and approval of the March 2020 Financial Statements (Action)

4:40-5:00pm

FUND DEVELOPMENT

Jeff Gary, Committee Chair

- Report and Discussion

5:00-5:30pm

CEO/COO REPORTS

Cheryl Smith, CEO
Elizabeth Adeyi, COO

- Reports and Discussion

5:30-6:00pm

EXECUTIVE SESSION

ADJOURNMENT

**HOW TO JOIN THE 5/28/2020 FSS BOD Meeting
Using StarLeaf video Conferencing**

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FAMILY SUPPORT SERVICES

KEEPING FAMILIES HEALTHY AND INTACT

Board of Directors Meeting Minutes

Thursday, April 23, 2020

4:00PM- 6:00PM

303 Hegenberger Road, Suite 400, Oakland, CA 94621

Board members present: Shay Rogers, Brooke Hauch, Jeff Gary, Janette Drew, Karen Wilson, Kirk Dobbins, David Coultas, Tamara Morgan, Lois Boyd, Jane Henderson and John Robbins

Board members absent: Jason Foster

Staff present: Cheryl Smith, Elizabeth Adeyi, Haley Hester and Kelly Cousin

WELCOME AND ANNOUNCEMENTS

David Coultas, Board President

The meeting came to order at 4:10 pm. A quorum was met 11 with Board Members in attendance. There were no announcements.

Review and approval of the March 2020 meeting minutes.

There were no changes or comments on the March 2020 meeting minutes.

Action: A motion was made and seconded to approve the March 2020 meeting minutes. The motion was passed unanimously.

FINANCIAL REPORTS

Janette Drew, Board Treasurer

Review and Approval of the February 2020 Financial Statements.

For the month of February, the Agency reported a \$24k deficit. However year-to-date, the Agency reported a net surplus \$43k.

Year to date, the Agency has received \$176k in restricted foundation grants, with a total of \$203k received for the fiscal year. The investment portfolio saw an increase from the previous month, rebounding from \$900k to \$1.3 million as of April 15th. Janette noted that the Committee added a review of the Agency investment policy to the Committee's annual calendar of events.

During their meeting, the Finance Committee discussed creating the upcoming FY 20-21 budget to fulfill the Agency's mission and operation needs. In the event that Agency operation costs exceed our expected revenue, the Finance Committee has agreed that, if necessary, we will use the investment portfolio to balance the Agency budget.

The affects the COVID-19 will be reflected in the March and April financials. To date, the shelter in place order has resulted in a decrease in the overall percentage of successful sessions with clients in all programs, and a significant fluctuation in the investment portfolio.

Review and approval of the February 2020 Financial Statements

Action: A motion was made and seconded to approve the February 2020 Financial Statements. The motion was passed unanimously.

FUND DEVELOPMENT REPORT

Jeff Gary, Committee Chair

The Fund Development Committee has two projects slated for the upcoming months:

- The COVID-19 Resource Fund
- The Annual Back to School Back Pack Drive

The COVID-19 Resource Fund is the Fund Development Committee's response to addressing our families' needs for technology and other basic needs during this difficult time. This project is in line with how other nonprofits are responding to this global crisis. With approval from the Board, the program would be ready to roll out as of Friday, April 24th.

There was a lengthy discussion about the logistics of the COVID-19 Resource Fund. The Board asked that Kelly and the Fund Development Committee come back together to address a series questions and concerns and to send out a draft of the appeal before launching it to the public.

CEO/COO REPORTS

Cheryl Smith, CEO

Elizabeth Adeyi, COO

COO Report:

Elizabeth Adeyi, COO, gave an update on each of the programs. All programs are continuing to try their best to meet the needs of their families and caregivers while working remotely.

East Bay Respite- The program is operating at 27% of their normal capacity. There are some respite providers who are still working with families that want respite, but the majority of providers have chosen not to work.

East Bay Family Preservation- The program is currently running with one social worker and the program director. The other social worker is out on CARES Act leave. They do have a prospective social worker candidate but their tentative start date keeps getting pushed back as the shelter in place order continues to be extended. The Agency has been in communication with Alameda County Social Services about their flexibility on the program's contract goals and objectives during this time.

Growing up Strong- Alameda County Behavioral Health has been flexible, allowing GUS to bill for tele-health sessions and phone calls with their families. The teenage clients have been requesting more than one session per week which has been encouraging for the program.

*Kinship-*The social workers have been doing a lot of advocating on behalf of their families with the school district, especially for the older caregivers who are helping their children with distance learning. As for the Kinship Summer Program, Oakland Fund for Children and Youth (OFCY- who funds the summer program) stated that they prefer the program be ran virtually. Additionally, every program that OFCY is currently funding is receiving a 10% reduction.

SF Family Preservation- The program has created an incentive for their families, whereby if the family is willing to meet with their social worker, they are allowed to choose the platform to use (phone call, Zoom, Google hangouts, etc.). The family will then receive a gift card (for basic needs) for completing two sessions. Most of the families have been receptive to this arrangement.

SF Respite- The team is focusing on connecting their clients to other resources and services in San Francisco in lieu of receiving respite. The team has also made themselves available to be the backup for emergency child care for the county playrooms.

FY 19-20 Program Performance Report (3rd quarter)

Elizabeth gave an update on each of the program's performance based on their contract objectives.

Alameda County:

East Bay Family Preservation exceeded their CAPIT assessment goal for number of families served but are falling short of the goal for units of service/ hours.

Growing up Strong - The program has a vacancy for a fulltime therapist. The part-time therapist will be leaving the Agency in December 2020. The program has met their contract requirement for clients served, but fail short on performance hours.

Kinship- The program is meeting all of their goals regarding clients served and units of services/ hours.

East Bay Respite- COVID-19 has had a major impact on the Regional Center of the East Bay (RCEB) contract. There are some providers who have continued to work, but the majority have chosen not to work. However, there are not enough families who want to receive respite for the providers that are working. RCEB stated that they are willing to increase hours for families that have made requests, which is encouraging for those families and the providers. The program's FFH and CARI contracts have also been impacted from the shelter in place order. The DPH contract is doing well.

Contra Costa County continues to be reticent on approving more hours for the families that receive respite through this contract. The contract is currently at 60% of its goal for clients served and 27% for units of service/ hours.

San Francisco City and County:

San Francisco Family Preservation is doing well and trending upwards for its contract goals.

SF Respite- The programs Emergency Backup (EBU) contract has been impacted by the shelter in place order. The measures that the program had in place to improve their contract numbers are now halted due to the pandemic. However, their Foster Care contract is doing ok. The foster children this program serves are receiving respite from out-of-home providers. Due to COVID-19 the program may not capture 100% of the contract funds.

CEO Report:

Cheryl Smith, CEO, reviewed highlights of her report.

Administration/ HR- There are a few staff members who are currently on unemployment and we anticipate that number to increase. Additionally, after today, the Agency's Oakland office will be closed for a week as a result of a staff member who is presumed to be COVID-19 positive, as told by their medical provider. The Agency is already working on notifying our County Partners.

In regards to the Payroll Protection Program, we were able to submit our application and are awaiting the results.

Cheryl noted that the Agency is currently on a hiring freeze, as the shelter-in-place order will make it difficult for managers to adequately train new staff under the current circumstances. Additionally, hiring new staff during the shelter in place order may present unnecessary liability for the Agency.

Fund Development- We were awarded a \$25k capacity building grant from Sutter Health, after two years of cultivating the relationship.

County Partners- As previously mentioned, all County Partners will be receiving a letter stating that the office will be closed next week and all staff will be working remotely due to a staff member who is presumed to have COVID-19.

San Francisco City and County has been turning around payments very quickly which has been helpful. Alameda County paid two months' of advanced payments.

East Bay Respite- There was a lengthy discussion about East Bay Respite. The RCEB contract is currently functioning at 35% of its normal capacity, as many of the respite providers have chosen to not work. Additionally, the Agency does not have personal protective equipment to provide for their respite appointments. Cheryl discussed with the Board, different options to mitigate the potential risk of the spread and exposure to the COVID-19 virus and the liability to the Agency. The potential financial impact of not running the program and the possible impact on our eligibility for the PPP program was also discussed. The Board expressed their agreement with Cheryl's decision on how to move forward with the East Bay Respite Program.

Other matters-The Agency secured an attorney, Carl L. Blumenstein of Nossaman, LPP, recommended by Board member Karen Wilson, to review our insurance policies. Carl has graciously agreed to cap his fees for the work he will be doing for the Agency and has been put in touch with our primary counsel.

Cheryl closed her report by thanking Tamara and Kirk for assisting with the situation regarding the staff person who is presumed to have COVID-19, as well as sending over useful resources on how to address the situation.

COMMUNITY CARE LICENSING (CCL) MATTER:

There were no Community Care Licensing matters to report.

ADJOURNMENT

The meeting was formally adjourned at 6:02pm.

Respectfully submitted,

*Haley Hester,
Executive Assistant*



Fund Development Report May 2020 Board Meeting

COVID-19 Resource Fund

- The COVID-19 Resource Fund was launched via email on May 5th (#GivingTuesdayNow). The campaign has raised \$20,185 (our original goal was to raise \$12,000).
- Several of the major donors to this campaign were from our very own Board of Directors. We just want to take a moment to ***thank you from the bottom of our hearts for your generosity!***
- The first of the fruits from this labor will be distributed on Friday, May 22, in a distribution day for our Kinship and East Bay Family Preservation Program clients. This event will distribute resources both from the COVID-19 Resource Fund, as well as from a grant from the San Francisco Foundation.
- The Fund Development Committee and the team here at FSS are in the process of distributing the remaining funds across our programs.

Backpack Drive

- Several sponsors from previous years have reached out to us to ask if we will be hosting the drive this year.
- Each of the programs have been contacted to determine if there are items that they will need more of this year than in past years, due to COVID-19.
- Unfortunately, it is unlikely that we will be able to host our volunteer day, which we have hosted for the past two years, due to the COVID-19 climate.



FAMILY SUPPORT SERVICES

KEEPING FAMILIES HEALTHY AND INTACT

COO Report- Programs Update May, 2020

Oakland Respite

- The Respite Provider Agreement stating guidelines and expectations for working during COVID-19 started being distributed on April 30. To date, 37 providers have signed and returned them; 12 are outstanding and staff is following up with providers (6 of the 12 work with a family member) with a friendly reminder to complete them. We began distributing Family Agreements for having a respite provider in the home during COVID-19 the week of May 4, but it is taking a bit longer to get them back because a number of families requested they be mailed to them.
- RCEB hours are higher than expected: we billed 2,175 hour for March and I estimate April to be a minimum of 1,800 hours. The higher than expected numbers are due to RCEB increasing family hours to allow parents to work from home and to give them a break from the 24 hour constant care many of their children require.

Oakland FPP/ GUS

- FPP continues to support clients who have been referred by the Alameda Department of Social Services Agency (SSA). To date, Family Reclaim (FR) has received 24 SSA and 4 CAPIT (community or other agencies) referrals.
- Family Reclaim is on pace to meet or exceed the Scope of Work (SOW) as outlined in our contract with Alameda County.
- The new goal (post-COVID-19 limits) for fiscal year 2020-2021 will be to hire a full-time social worker and (wishfully) a part-time social worker.
- The Growing Up Strong (GUS) program is still looking to fill a therapist position. The program continues to receive resumes from applicants. However, we are unable to attract those who are qualified and are willing to work at 80% FTE.
- With one full-time and one less than part-time therapist, the program is still able to support, enroll and virtually meet with clients. Some clients have even requested more visits. We are committed to ensuring GUS will be able to service the clients at the highest level now and in the future.

Kinship/KYP

- KSSP team Continues to connect /engage the families/caregivers and their children and youth.
 - Checking in with families at least once a week.
 - Caregivers are reporting the need for resources to purchase/obtain food and essentials such as cleaning supplies; if a team member assesses an emergency need, gift cards are mailed out to the caregivers. Resources are provided for locations of food banks, and food resources in their community such as churches, schools, etc.
 - Families /caregivers continue to be challenged with connecting with their child's school because of a lack of computer, bad Wi-Fi connection/not having internet and not knowing how to connect if they have a computer or smart-phone.
 - Staff conducted a survey to assess clients' need and technology was the top need. We are looking into getting families technology and assisting them with how to use it.
- Still accepting new referrals
- The Kinship Program has purchased Zoom to conduct support groups and children/youth programming such as children/youth circles. Caregivers have expressed interest in doing a support group using Zoom.
- The Program Director and Director of Program Operations are looking at strategies regarding the Kinship Youth Program and summer program. How we proceed depends on Health Department recommendations.
- The program will be review their budget to purchase laptops for the staff in order to do their work at home more efficiently and connect with families through ZOOM.

SF FPP (SafeCare)

- SafeCare Program team continues to receive referrals from HSA PSWs (Protective Services Social workers). SafeCare social workers continue to engage and serve clients through virtual sessions. Families in crisis are receiving case management services i.e. gift cards for basic needs, diapers, delivering/ mailing paperwork and SC manuals.
- SafeCare's team member, Judy Campos, is now being trained in SafeCare modalities and has completed health and parent-child interaction sessions. In addition, Judy has completed several on-line trainings relevant to SafeCare service delivery.
- The team maintains their self-care practices by journaling morning affirmations and checking in with their supervisor. Also, the team engages each other through topic specific presentations. Each team member selects a topic relevant to their work, researches and presents to the team during their weekly meeting. These presentations have been well-received and produced some thought provoking questions. Team members have gleaned some useful tools that will be utilized in the delivery of services to clients.
- One revelation from these topic specific presentations is the importance of our services to the community.

SF Respite

- SF Respite staff provided respite/child care services both in the East bay and SF through our out-of-home-providers.
- SF Respite remains fully staffed.
- SF Respite Program purchased a ZOOM account. The team is now in the final stages of creating and providing free virtual child care for CALWORKS clients and foster parents who are working/training remotely.
- SF Respite team in collaboration with Support for Children with Disabilities in San Francisco is slated to do a virtual outreach presentation on May 30, 2020 to clients.

Respectfully submitted,

Elizabeth Adeyi, COO



FAMILY SUPPORT SERVICES

KEEPING FAMILIES HEALTHY AND INTACT

CEO REPORT

SUBMITTED BY: CHERYL SMITH

MAY, 2020

ADMINISTRATION

I am pleased to report that we reached a settlement agreement stemming from the allegations of sexual assault by the late Juan Rodrigues. This closure represents the plaintiff that brought a formal action against the Agency.

As we approach 11 weeks into the COVID-19 pandemic it is anything but business as usual. While most all program related staff continue to work remotely and the San Francisco office remains closed, the Oakland office is the core of the Agency. We have remained active and are engaged with our clients to the extent possible.

The Agency budget for 2020-2021 is nearly completed and will be presented on schedule to the Board for approval. We were fortunate to receive a Payroll Protection Program loan of \$625K – the loan forgiveness application has been released and we will get it in by the due date. These funds will help us maintain our current staffing level during this pandemic.

FUND DEVELOPMENT

Grants:

San Francisco Foundation: After I reached out to SFF we were awarded a \$10K grant for COVID19 relief. In a 'drive through style pick-up event', 50 caregiver received a \$100 gift card to FoodCo grocery store, \$25 to Walmart, 2 face mask, and information on childhood nutrition. It was an awesome event and our caregivers were so appreciative.

Sutter Health: Received the \$25K.

HUMAN RESOURCE UPDATE

As the Bay Area slowly re-opens we too are planning to move our staff back into our offices and restart operations. We realize that this is a delicate process and have amassed a committee to work on the 're-entry policy' and to develop a schedule that will allow each program team 1-2 days per week in the office throughout June 2020. Staff have been encouraged to connect with our free Employee Assistance Program if they are experiencing any anxiety about returning to work. We are having discussions with property managers about cleaning and will have the carpets cleaned at both sites. The policies for re-entry are based on CAL-OSHA and the CDC guidelines. This information is being communicate to our staff via staff meetings on Starleaf.

SPECIAL PROJECT

I have asked each program to complete a 'Client Demographic Form' for everyone that received services from us starting July 2020 so that we have a more realistic understanding of our current client populations. This type of data will become integrated into our client intake forms.

COUNTY AND OTHER PARTNERS

Each of the three counties that we have contracts with (San Francisco, Alameda, Contra Costa) continue to work with us to ensure timely response to our invoices. Each County is expecting a very lean new fiscal year for 2020-21 due to funding various 'special initiatives' related to COVID-19, at this time we have not received any notices of change to any of our contracts. On the other hand we have been informed by the East Bay Regional Center that we *may* experience as high as a 14% cut in the hourly respite fee if this happens that change will go into effect November 2020. Should that occur we will make adjustments to our 'revenue and expenses' for that program.

COMMUNITY CARE LICENSING (CCL): No community care license reports for May 2020.