



**Program Services and Childhood Health  
Committee Meeting Transcript**

**May 5, 2022**

THE CHILDREN'S TRUST PROGRAM SERVICES AND  
CHILDHOOD HEALTH COMMITTEE MEETING  
"IN PERSON QUORUM WITH SOME VIRTUAL ATTENDANTS"

The Children's Trust Program Services and  
Childhood Health Committee Meeting was held on May  
5, 2022, commencing at 3:30 p.m., at 3250 Southwest  
3rd Avenue, United Way, Ryder Conference Room,  
Miami, Florida 33129. The meeting was called to  
order by Pamela Hollingsworth, Chair.

COMMITTEE MEMBERS:

Pamela Hollingsworth, Chair

Karen Weller, Vice-Chair

Edward Abraham

Dr. Dorothy Bendross-Mindingall

Victor Diaz-Herman

Mary Donworth

Lourdes P. Gimenez

Valrose Graham

Annie Neasman

Sandra West

Kenneth Hoffman (ex-officio)

Leigh Kobrinski

1 STAFF:  
2 Aundray Adams  
3 Bevone Ritchie  
4 Carol Brogan  
5 Danielle Barreras  
6 Grettel Suarez  
7 Imran Ali  
8 Jacques Bentolila  
9 James R. Haj  
10 Jennifer Moreno  
11 Joanna Revelo  
12 Juana Leon  
13 Juliette Fabien  
14 Kathleen Dexter  
15 Kristin Hart  
16 Lisete Yero  
17 Lori Hanson  
18 Muriel Jeanty  
19 Natalia Zea  
20 Patricia Leal  
21 Rachel Spector  
22 Tatiana Canelas  
23 William Kirtland  
24 Ximena Nunez  
25

1 GUESTS:  
2 Leidy Ramirez  
3 Farida Reyes  
4 Shelley Jacoby  
5 Glynette  
6 Nicole Fava  
7 Myrna  
8 Debra Rudnicki  
9 Jinia Williams  
10 Karine Mompremier  
11 Carol Brady-Simmons  
12 Virginia Jacko  
13 Jeanine Peterson  
14 Irenaida Diaz  
15 Chris  
16 Miriam Santiago  
17 Rick Hernandez  
18 Natalia Coletti  
19 Marisel Elias  
20 Gepsie  
21 Antonio Drayton  
22 Florence Lopez Captioner  
23 Lisa Blair  
24  
25

## 1 PROCEEDINGS

2 MS. HOLLINGSWORTH: I'd like to welcome all of  
3 you to today's Program Services and Childhood Health  
4 Committee Meeting. I hope everyone is well. It's a  
5 beautiful day. And we are going to move directly to  
6 public comments.

7 Muriel, do we have any public comments?

8 MS. JEANTY: No, Madam Chair, we have no public  
9 comments. Thank you.

10 MS. HOLLINGSWORTH: Okay, very well. Thank you.  
11 Thank you. And we will now move to approval of the  
12 April 7, 2022 Program Services and Childhood Health  
13 Committee Minutes. By now you will have had a chance  
14 to review. May I have a motion to approve the minutes  
15 as laid forth in the packet?

16 MS. NEASMAN: Annie Neasman.

17 MS. HOLLINGSWORTH: Thank you. And a second?

18 MS. GIMENEZ: Second, Gimenez.

19 MS. HOLLINGSWORTH: Thank you. All those in  
20 favor?

21 (WHEREUPON, the committee members all responded  
22 with "aye.")

23 MS. HOLLINGSWORTH: Okay, the minutes are  
24 approved. Before we start the resolutions, Ms.

25 Muriel, do we have anyone attending by Zoom today?

1 MS. JEANTY: Dr. Bendross-Mindingall is supposed  
2 to join us via Zoom and she's not responding. She is  
3 in, but we don't see her. But she is.

4 MS. HOLLINGSWORTH: Very well, thank you. So  
5 moving on to resolutions.

6 Resolution 2022-A: Authorization to negotiate and  
7 execute final contract renewals with 39 providers,  
8 identified herein, to deliver evidence-based parenting  
9 services, in a total amount not to exceed  
10 \$13,937,711.00, each for a term of 12 months,  
11 commencing October 1, 2022, and ending September 30,  
12 2023.

13 May I have a motion, please?

14 MS. DONWORTH: So moved, Donworth.

15 MS. HOLLINGSWORTH: And a second?

16 MS. WELLER: Second, Weller.

17 MS. HOLLINGSWORTH: Are there any recusals?

18 MS. NEASMAN: Recusal, Neasman.

19 MS. HOLLINGSWORTH: Okay. Thank you, Ms.  
20 Neasman. And now that we've covered recusals, let's  
21 move to discussion. I have just very brief notes for  
22 you today. As you are aware, the Children's Trust  
23 funds a continuum of evidence-based and promising  
24 programs, including group advocacy, home visitation  
25 and individual supports. These programs offer

1 professional and peer support, educational skill  
2 building opportunities for parents and primary  
3 caregivers from the prenatal period through children  
4 transition into adulthood. Now we are currently in  
5 the fourth year of funding of the funding cycle  
6 2021/2022 and our programs have continued to adapt  
7 effectively to the pandemic. They are guided by the  
8 evidence-based curriculum and our Trust academy  
9 supports. Programs have been able to meet the needs  
10 of their participants both in-person and virtual. And  
11 finally, between August 21 and February 2022, 3,932  
12 families were served and that's 116 percent well above  
13 expectations. And 31 of families reported having at  
14 least one child with one or more disabilities.

15 Discussion, comments from the committee?

16 MS. GIMENEZ: I just had a question for staff.  
17 So the programs that were very low in numbers because  
18 they had staffing issues, do we know if they are now  
19 staffed up and the anticipation is that the numbers  
20 are going to come up?

21 MR. HAJ: Madam Chair, we'll have Bevone answer  
22 that question.

23 MS. RITCHIE: Yeah, so we've met with all  
24 programs that had low service utilization or  
25 participant numbers and they are staffed up.

1 Challenge is that's a continual issue, so they might  
2 be staffed up now, but you never know what can happen  
3 because of what we're experiencing now in our  
4 community. There's a lot of staff turnover that's  
5 happening, but from our conversations, recent  
6 conversations, yes, they are staffed up.

7 MS. HOLLINGSWORTH: Thank you, Bevone. Further  
8 questions from the committee?

9 (No verbal response.)

10 MS. HOLLINGSWORTH: Hearing none, all those in  
11 favor?

12 (WHEREUPON, the committee members all responded  
13 with "aye.")

14 MS. HOLLINGSWORTH: Are there any opposed?

15 (No verbal response.)

16 MS. HOLLINGSWORTH: Resolution carries.

17 Resolution 2022-B: Authorization to negotiate  
18 and execute final contract renewals with eight  
19 providers, identified herein, for Family Strengthening  
20 services, in a total amount not to exceed  
21 \$3,254,155.00, for a term of 12 months, commencing  
22 October 1, 2022, and ending September 30, 2023.

23 May I have a motion, please?

24 MS. GIMENEZ: So moved, Gimenez.

25 MS. HOLLINGSWORTH: Thank you. May I have a



1 second?

2 DR. BENDROSS-MINDINGALL: Second.

3 MS. HOLLINGSWORTH: Is that Dr. Bendross-  
4 Mindingall?

5 DR. BENDROSS-MINDINGALL: Excuse me, yes, it is.

6 MS. HOLLINGSWORTH: Thank you. Are there any  
7 recusals?

8 MS. NEASMAN: Recusal, Neasman.

9 MS. HOLLINGSWORTH: Thank you, Ms. Neasman. And  
10 as we move into discussion, remembering that this is  
11 contract renewals with providers for family  
12 strengthening services. The focus here is on families  
13 with children and youth experiencing challenges such  
14 as disruptive behavior, tumultuous parent-child  
15 relationships, et cetera.

16 The evidence-based individualized parenting and  
17 clinical intervention services are accessible in  
18 community and in home environments to support  
19 families. There is coordination to accept referrals  
20 from several key community initiatives with similar  
21 aids between August 2021 through February 2022. Four  
22 hundred and fifty eight families have been served.  
23 That's 90 percent of planned. And 54 percent of  
24 families reported having at least one child with one  
25 or more disabilities.

1 Discussion, comments from the committee?

2 MS. GIMENEZ: Chair, for staff. The virtual,  
3 we're doing a hybrid virtual and in-house visit for  
4 the program, do we have a percentage of how much do it  
5 virtually? Is it because of the pandemic we have more  
6 people going online to do their meetings?

7 MS. HOLLINGSWORTH: Bevone?

8 MS. RITCHIE: Okay, utilizing lessons learned, in  
9 height of the pandemic, we crafted a policy that  
10 allowed up to 30 percent virtual services because we  
11 found that many of our programs were able to gain  
12 greater reach and be able to serve additional  
13 participants in nontraditional way. Access was  
14 improved. So, we have afforded -- majority of our  
15 programs, there are some programs where we have  
16 limited, such as home visitation programs, we've  
17 limited because those are intended to occur in the  
18 home.

19 So, all of our group based programs have been  
20 afforded the 30 percent. And as we look at community  
21 data, we have adjusted up to 50 percent for some of  
22 our programs to be able to see as many participants to  
23 meet the needs that are happening in the community.

24 MS. HOLLINGSWORTH: Thank you, Bevone. Further  
25 questions, comments from the committee?

1 (No verbal response.)

2 MS. HOLLINGSWORTH: Hearing none, all those in  
3 favor?

4 (WHEREUPON, the committee members all responded  
5 with "aye.")

6 MS. HOLLINGSWORTH: Are there any opposed?

7 (No verbal response.)

8 MS. HOLLINGSWORTH: The resolution carries.

9 Resolution 2022-C: Authorization to negotiate and  
10 execute final contract renewals with Be Strong  
11 International, Inc., Florida International University  
12 (FIU), and University of Miami (UM), to deliver brief  
13 parenting workshops and educational or public health  
14 events, in a total amount not to exceed \$1,041,730.00,  
15 for a term of 12 months, commencing October 1, 2022,  
16 and ending September 30, 2023.

17 May I have a motion, please?

18 MS. NEASMAN: So moved, Neasman.

19 DR. BENDROSS-MINDINGALL: Move it.

20 MS. HOLLINGSWORTH: Okay, we have a first and a  
21 second. Dr. Bendross-Mindingall is the second.

22 And are there any recusals?

23 (No verbal response.)

24 MS. HOLLINGSWORTH: We'll move to discussion.

25 You will recall that the Parent Club, which launched

1 in 2019 takes the approach that brief universal  
2 interventions can offer an effective low cost way to  
3 reach a large and diverse group of primary caregivers  
4 who may not otherwise have access to services.  
5 Current numbers demonstrate 2,367 workshops for 9,042  
6 caregivers and three languages have been provided.  
7 And 98 percent of those surveyed indicated that they  
8 gained skills they intend to put into practice. And  
9 97 percent believe presenters were organized, engaging  
10 and knowledgeable. Discussion, comments from the  
11 committee, please?

12 MS. GIMENEZ: Quick question. It's impressive,  
13 both 98 percent and 97 percent. Who are the  
14 presenters, who do we -- is this people that we  
15 contract or is this staff that does presentations or  
16 is it a combination of both?

17 MS. RITCHIE: There all contracted providers, so  
18 we have three providers. We approach this as one, so  
19 we have standard operating procedures, so guidelines  
20 that all of the providers follow, so that whether you  
21 go to Be Strong, or to UM, or to FIU, you're getting  
22 the same level of services and the facilitators are  
23 trained. We have workgroups that we work  
24 collaboratively with around staff. Development, we  
25 bring in presenters, so there's much effort being put

1 into making sure that when -- whichever door you go  
2 into, it's the same level services you're receiving.

3 MS. GIMENEZ: That's good because when you're  
4 providing professional development, I believe, in any  
5 area, whether it's to parents or to providers,  
6 whoever, it's important that they do hear the same  
7 message and that the presenters are all equally as  
8 good as, obviously by this survey they are. Thank  
9 you.

10 MS. HOLLINGSWORTH: Thank you, Bevone. Further  
11 discussion from the Board?

12 (No verbal response.)

13 MS. HOLLINGSWORTH: Hearing none, all those in  
14 favor?

15 (WHEREUPON, the committee members all responded  
16 with "aye.")

17 MS. HOLLINGSWORTH: Are there any opposed?

18 (No verbal response.)

19 MS. HOLLINGSWORTH: The resolution carries. We  
20 are punting to our Board secretary for Resolution  
21 2022-D.

22 MS. WELLER: Resolution 2022-D: Authorization to  
23 negotiate and execute renewal contracts with the  
24 Miami-Dade Family Learning Partnership, Inc. and All  
25 in One Mail Shop, Inc. d/b/a All in One Direct

1 Marketing Solutions for the support and maintenance of  
2 a birth to five book club, in a total amount not to  
3 exceed \$2,317,239.00, for a term of 12 months,  
4 commencing October 1, 2022, and ending September 30,  
5 2023, with two remaining 12-month renewals.

6 May I have a motion, please?

7 DR. ABRAHAM: So moved, Abraham.

8 MS. NEASMAN: Second, Annie.

9 MS. WELLER: Any recusals?

10 MS. HOLLINGSWORTH: Hollingsworth, recusing. I  
11 work for the Early Learning Coalition, which has a  
12 close working relationship with Family Learning  
13 Partnership.

14 MS. WELLER: As we move into discussion, this is  
15 a final renewal contract with the Miami-Dade Family  
16 Learning Partnership and All in One Mail Shop to  
17 support the birth to five book club. The Children's  
18 Trust book club provides free monthly age-appropriate  
19 books and supporting materials to families in Miami-  
20 Dade County with children from birth to their fifth  
21 birthdate. By participating in the book club, parents  
22 and caregivers are provided the means to help their  
23 children build strong learning and social skills.

24 The book club is part of a community-wide  
25 campaign for grade level reading in Miami-Dade County

1 and focuses on increasing high quality early learning  
2 experiences, including early access to books in  
3 English and Spanish and early parent-child reading  
4 interactions supported by parent friendly guides that  
5 are developmentally appropriate for children, for  
6 young children.

7 The four implementation components of the book  
8 club are content development and book buying,  
9 professional fulfillment services, marketing and  
10 ongoing operation. Currently, the book club has  
11 reached its goal of 40,000 members. Is there any  
12 other discussion, questions, comments?

13 (No verbal response.)

14 MS. WELLER: Okay, hearing none, all those in  
15 favor?

16 (WHEREUPON, the committee members all responded  
17 with "aye.")

18 MS. WELLER: Opposed?

19 (No verbal response.)

20 MS. WELLER: Okay, the motion carries.

21 Resolution 2022-E: Authorization to negotiate and  
22 execute a final contract renewal with Miami Dade  
23 College for The Children's Trust Books for Free  
24 program, in a total amount not to exceed \$450,000.00,  
25 for a term of 12 months, commencing October 1, 2022,

1 and ending September 30, 2023.

2 May I have a motion, please?

3 MS. DONWORTH: So moved, Donworth.

4 DR. BENDROSS-MINDINGALL: Move it.

5 MS. WELLER: Can I get a second?

6 DR. BENDROSS-MINDINGALL: Bendross-Mindingall.

7 MS. WELLER: Okay, thank you so much. Any  
8 recusals?

9 (No verbal response.)

10 MS. WELLER: I guess as we move into discussion,  
11 the Children's Trust Books for Free program ensures  
12 young children have access to books to take home and  
13 keep at no-cost from bookshelves placed in public  
14 spaces throughout Miami-Dade County. The program  
15 adjusted and pivoted during COVID-19 restrictions to  
16 meet community needs by extending its distribution  
17 model to include barbershops and laundry mats. This  
18 partnership establishment with Kiwanis of North Dade  
19 and Kiwanis of South Dade increased the bookshelf  
20 service sites from 65 to 73.

21 The Books for Free program has an annual match  
22 requirement in cash or in-kind resources from Miami-  
23 Dade College. The college provided more than 50  
24 percent in-kind match between August 1, 2020 and  
25 September 2021 and collected 52,987 books and



1 distributed over 114,000 books. The recommended  
2 funding amount for next year is \$50,000 higher to  
3 provide for the continued support of additional sites.

4 Any further discussion, questions?

5 (No verbal response.)

6 MS. WELLER: Hearing none, all those in favor?

7 (WHEREUPON, the committee members all responded  
8 with "aye.")

9 MS. WELLER: The resolution carries. Resolution  
10 2022-F: Authorization to negotiate and execute a  
11 single source contract with Miami-Dade Family Learning  
12 Partnership for Reach Out and Read early literacy  
13 programming, in a total amount not to exceed  
14 \$355,664.00, for a term of 12 months, commencing  
15 October 1, 2022, and ending September 30, 2023.

16 May I have a motion, please?

17 MS. NEASMAN: Neasman.

18 MS. WELLER: Thank you, Ms. Neasman.

19 MS. GIMENEZ: Second, Gimenez.

20 MS. WELLER: Thank you. Any recusals?

21 MS. HOLLINGSWORTH: Hollingsworth recusing. I  
22 work for the Early Learning Coalition and this is  
23 based on our relationship with the Family Learning  
24 Partnership.

25 MS. WELLER: thank you. Anyone else?

1       Okay, moving into discussion. This resolution is  
2 a single source contract with the Miami-Dade Learning  
3 Partnership Reach Out and Read program. It's an  
4 evidence-based model endorsed by the Academy of  
5 Pediatrics and has been funded by The Children's Trust  
6 as part of the parenting literacy program since 2015.

7       The program provides families with children six  
8 months to five years of age with developmentally age-  
9 appropriate books in English, Spanish and Haitian  
10 Creole accompanied by pediatrician guidance about  
11 reading out loud. Reach Out and Read is provided in  
12 primary pediatric care settings and at least half of  
13 the population served must be uninsured or publicly  
14 insured patients. The Family Learning Partnership  
15 holds exclusive distributor rights for Reach Out and  
16 Read and partnered with 70 pediatric clinics across  
17 the county to distribute nearly 47,000 books from July  
18 of 2020 to June of 2021.

19       Any further discussion or questions?

20       (No verbal response.)

21       MS. WELLER: Hearing none, all those in favor?

22       (WHEREUPON, the committee members all responded  
23 with "aye.")

24       MS. WELLER: Opposed?

25       (No verbal response.)

1 MS. WELLER: The motion carries. And I send it  
2 back to you, Madam Chair.

3 MS. HOLLINGSWORTH: Thank you, Ms. Weller. And  
4 our final resolution for today. Resolution 2022-G:  
5 Authorization to negotiate and execute a contract with  
6 Q-Q Research Consultants, LLC for research and  
7 evaluation services, in a total amount not to exceed  
8 \$261,734.00, for a term of 17 months, commencing  
9 retroactively on May 1, 2022, and ending September 30,  
10 2023.

11 May I have a motion, please?

12 MS. GIMENEZ: So moved, Gimenez.

13 MS. HOLLINGSWORTH: Thank you. And a second?

14 MS. NEASMAN: Second, Neasman.

15 MS. HOLLINGSWORTH: Are there any recusals?

16 (No verbal response.)

17 MS. HOLLINGSWORTH: Thank you. And moving into  
18 discussion, I'll briefly state that as you're aware,  
19 the Trust collects and analyzes extensive data  
20 relating to demographics and attendance of the  
21 families and the children that are served. This  
22 contract seeks to incorporate additional timely  
23 feedback from potential and existing program  
24 participants to assess their needs, input,  
25 satisfaction regarding Children's Trust funded

1 programs.

2 And there are two-fold goals: One, to strengthen  
3 The Children's Trust understanding of potential  
4 program participants needs and interest as the Trust  
5 plans for future program investments. And two, to  
6 incorporate input and satisfaction feedback from  
7 current program participants to guide the Trust and  
8 funded program providers continuous learning and  
9 quality improvement. Discussion, questions from the  
10 committee?

11 (No verbal response.)

12 MS. HOLLINGSWORTH: Hearing none, all those in  
13 favor?

14 (WHEREUPON, the committee members all responded  
15 with "aye.")

16 MS. HOLLINGSWORTH: Are there any opposed?

17 (No verbal response.)

18 MS. HOLLINGSWORTH: The resolution carries. And  
19 with that, I punt to our CEO for the CEO report.

20 MR. HAJ: Madam Chair, thank you. On the agenda  
21 on the CEO report, I want to add a survey that we put  
22 out in a PowerPoint presentation, if we can pop it up.  
23 I don't know who is running the computer. I know it's  
24 not on your agenda. We shared at our Finance  
25 Committee, I thought it was appropriate to share it

1 here. I know a lot of the Board members don't see  
2 what's going on behind the scenes regularly, so we  
3 want to showcase some of the work that has been done  
4 regarding our finances. I think throughout the years  
5 -- we are stringent with our providers, we are  
6 stewards of taxpayer money, so we have fiscal  
7 accountability. But we've heard through the Board  
8 meetings and with the providers during this difficult  
9 time of COVID trying to keep staff, trying to retain  
10 staff, and all the difficulties, how to be flexible  
11 and still be stewards of taxpayer money at the same  
12 time.

13 So, we put out a survey to our providers. We've  
14 heard, you've heard through public comments throughout  
15 the years and different discussions, people come up,  
16 but we didn't want to listen to one or two. So let's  
17 put a survey to our entire network to see what our  
18 needs are, what are the thoughts about our fiscal  
19 policies, what do we need to pivot, what do we need  
20 strength in, what are areas for improvement. So we  
21 did this survey. We got the survey back. We had a  
22 provider meeting, I don't know, last week, two weeks  
23 ago, three weeks ago, two weeks ago, with close to 500  
24 participants shared a lot of results in what we are  
25 doing to help meet the needs. Exceptionally positive.

1 We heard a lot of comments from that meeting to  
2 staff and letting us thank the Board for the support  
3 they have given. And then we're going to have a  
4 provider work group to sit and not just a one-time  
5 shop, but ongoing about what can we do to continue  
6 strengthening to provide the flexibility we need and  
7 meet the needs of the community. So I'm going to ask  
8 Lisete, the director of Finance, just to go through  
9 the PowerPoint so you can see some of the results,  
10 some of the discussions we've had and then we'll take  
11 it from there.

12 Lisete?

13 MS. YERO: Thanks, Jim. Good afternoon,  
14 everybody. As Jim said, we did a provider survey  
15 about a month ago to just solicit some feedback on our  
16 fiscal processes and procedures. And so with that we  
17 got 127 responses, which is a good deal, you know, if  
18 you send out the survey, you don't usually get good  
19 responses and so we were really happy that we got some  
20 responses from our community.

21 And with that, I want to just share some of the  
22 results based off of what we asked. And so first  
23 thing we asked was about the overall satisfaction with  
24 our fiscal processes and policies and procedures. And  
25 as you can see, most people were very satisfied. At

1 least 50 percent of the people we surveyed. And then  
2 there were a few who were in the somewhat dissatisfied  
3 and very dissatisfied section. And at the end I will  
4 kind of talk about how we handled those comments. And  
5 then we went and asked them about how reasonable our  
6 policies and procedures with respect to different  
7 processes.

8 And so, our amendment process, our invoice  
9 process, our indirect costs, cap of 10 percent, our  
10 advances and budget guidelines. And as you can see as  
11 well, it was mostly positive feedback for that and we  
12 still had some areas of improvement as well. We also  
13 asked them around how clear are our expectations when  
14 you receive -- what explanations when you receive,  
15 when you ask about the reasons or purposes for fiscal  
16 policies and procedures, so that in those cases if  
17 they're trying to do something or they got a rejection  
18 and they want to understand kind of why and what their  
19 reason behind it is, then there's an explanation  
20 provided.

21 So, we're just wondering, when you get those  
22 explanations, does it make sense, is it clear to you,  
23 and so that's what we were hoping to get out of this.  
24 Only one percent of them said it was not at all clear.  
25 Most people said it was very clear or somewhat clear.

1 And then we asked a question around their  
2 understanding and abiding by our policies and  
3 requirements around our amendment process, advances,  
4 invoices, process and budget guidelines, and nothing  
5 on this survey was surprising to us, things we've  
6 heard before. And so I know there were strong  
7 comments around our budget guidelines and our  
8 amendments and there are some things we are still  
9 addressing. And then what we did is that for all of  
10 the individuals who said they either disagreed or they  
11 feeling kind of that just unclear bucket, we asked  
12 them follow up questions to say, can you give us some  
13 examples or feedback on how we can make processes and  
14 policies better. And with those, we came together as  
15 a group.

16 We looked at what we could do in short-term  
17 versus in the long-term. And so we presented that  
18 plan, updates to our budget guidelines at our last  
19 provider meeting and we got some good feedback. It  
20 was resounding like they were thankful and really  
21 happy. And so we are continuing to work in the  
22 background to work on some of the long-term issues,  
23 but for now we put out some short-term issues so we  
24 could address and make sure the providers know that we  
25 are listening and we are hearing and trying to address



1 some of the issues.

2 I'll give it back to you, Jim.

3 MR. HAJ: Lisete, thank you. And, you know, one  
4 thing I mentioned, we've been wanting to do this for  
5 some time, but we internally weren't ready. We were  
6 still building our systems and we don't want to go ask  
7 people for input if we're not going to listen to the  
8 input and make necessary changes. So you will also  
9 have an IT reso coming to the full Board, which  
10 continues, as we start automating things, making  
11 things easier, letting our providers do what they do  
12 best for the touchpoints and make the backend offices  
13 easy and efficient as possible is our goal. And we're  
14 going to continue doing so.

15 Chair?

16 MS. YERO: We sent it to our entire provider  
17 communities, so about -- well, it's about 300  
18 contracts, some providers have multiple contracts, so  
19 I would say about 250 individual agencies --

20 MR. ABRAHAM: Responded to this?

21 MS. YERO: Yeah.

22 MR. ABRAHAM: Wow, that's terrific.

23 MS. YERO: Or 160, I'm sorry. I was corrected by  
24 Juliette. So yeah.

25 MR. ABRAHAM: No, no, yeah, it's still a nice

1 response and it's a robust number. It's good to hear  
2 from that many people. Thank you.

3 MR. HAJ: Madam Chair, if there's no other  
4 questions, we can move on. For the rest of the CEO  
5 report, Young Talent, Big Dreams finals May 14. I had  
6 the privilege a couple of weeks ago to see the  
7 semifinalists at the Miracle Theatre. You got a lot  
8 of talent. If you would like to attend, it's at 7:00  
9 p.m., please let us know, we will make sure you'll  
10 have a seat. The Youth Advisory Committee Service  
11 Project Showcases on May 21. Again, another amazing  
12 group of young men and women. And our big Champions  
13 for Children event is on May 24. I know it's on your  
14 calendars from 11:30 to 1:30, we are starting at 11:30  
15 sharp. So if you want to socialize, get there a  
16 little earlier, but we need to start, we have a very  
17 tight agenda, recognizing some very distinguished and  
18 our people doing grassroot work that need to be  
19 recognized. So we're looking forward to that event.  
20 Thank you, Madam Chair.

21 MS. HOLLINGSWORTH: Thank you, Jim. And with  
22 that, committee members, we are adjourned.

23

24 (Whereupon, at 4:00 p.m., the meeting was  
25 adjourned.)

1 CERTIFICATE OF TRANSCRIPTION

2 The above and foregoing transcript is a true and  
3 correct typed copy of the contents of the file, which  
4 was digitally recorded in the proceeding identified at  
5 the beginning of the transcript, to the best of my  
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9 Christy Caldera, Transcriber

10 May 31, 2022  
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