

	<p style="text-align: center;"><b>THE SCHOOL BOARD OF LEE COUNTY</b> <b>Compliance Advisory Committee</b> Dr. James A. Adams Public Education Center Monday, February 12, 2007 6:00 p.m.</p>
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**Committee Members Present:** Nicholas Alexander, Mike Arno, James Hebner, Lynn James, Lynne Lampila, Tim Loughren, Raymond Rhodes, Richard Young

**Committee Members Absent (Excused):** Vicki Santini, Virginia Wallace

**Committee Members Absent (Unexcused):** Arlene Franklin, Charles Gutekunst, Orin Opperman, Patricia Ward

**Board Liaison Present:** Dr. Jane Kuckel

**School District Personnel Present:** Mrs. Greta S. Campbell

**Guests:** Dr. Greg Adkins (Executive Director of Human Resources and Employee Relations), Dr. James W. Browder (Superintendent), Robert Dodig (Staff Attorney), Keith Martin (Board Attorney), Ranice Monroe (Director of Professional Standards), Julie Nieminski (Board Auditor)

**Recording Secretary:** Sarah Cox

**Welcome and Opening Remarks**

Vice Chairman, Richard Young opened the meeting shortly after 6:00pm. He immediately made a motion to postpone Chairman/Vice Chairman elections until the March meeting. Motion was made, seconded, and carried unanimously.

**Board Member Comments**

Dr. Kuckel summarized the Committee’s discussion on the Call Center from January’s meeting where ideas were brainstormed for the committee’s recommendation to the Board. Prior to this meeting, Dr. Kuckel drafted a proposal which was forwarded to all the Committee members. She stated that at the March 13, 2007, Board Meeting, all Advisory Committee Chairmen will be presenting their quarterly report. She hopes the Committee, through Mr. Young, will be prepared to present to the Board their recommendations. She does not want the Committee to get too detailed with their recommendations. It is her opinion, that they only present the concept of change by letting the Board know what areas they feel need improvement.

The following is the process for Board approval and discussion:

- 1) After the recommendations have been submitted to the Board, the Board directs the Superintendent to review the recommendations.
- 2) The recommendations are then discussed at a Board briefing or workshop with the Superintendent, Board, and other staff members, regarding how to proceed based on all areas of the operation. There will be a need for additional staff input to ensure the proposed changes do not violate any rules, regulations or contract agreements.
- 3) When the Board is briefed, they will offer suggestions/input to the Superintendent and appropriate staff.
- 4) The Superintendent and staff will discuss the Board’s recommendations and the recommendations will either go back to the Board for any revisions, and then back to the Committee; or be accepted as they were presented or revised.

The recommendations will be a work in progress until every aspect has been discussed.

**Public Comment (Agenda Items only)**

N/A

**New Business**

Dr. Kuckel's draft proposal was reviewed by every Committee member and a discussion ensued. First, Dr. Kuckel introduced all the additional Lee County School District staff who had attended the meeting to offer their valuable input. Then the Committee agreed that the current call center should be phased out by the end of the 06/07 school year and the new call center should be in operation by September, 2007. The issue of who should be the first target audience was discussed. In Dr. Kuckel's draft, it was stated that Lee County School District employee should be first targeted audience. However Ms. Lampila believes that parents should also be included in the first targeted audience. Dr. Kuckel feels we should start small, and then expand which would allow time to work out the bugs instead of immediately selecting a larger targeted audience. Dr. Kuckel stated if we start with School District employees first, we can more easily get advice for improvements. Ray Rhodes noted that he had read on the District's web site, the District Advisory Council had been discussing the call center. Mr. Rhodes questioned if the Board has received any plans from them. Dr. Kuckel replied that the Board has not had specific discussion on any changes to the call center.

Mr. Young stated he would like to see the call center be opened to vendors/contractors as well as employees upon its opening. He also feels we should have the number printed on invoices and letterhead.

Dr. Browder commented on the call center saying it should be marketed more effectively. He further commented that he is fine with targeted employees only in the opening phase of the call center. He offered that whatever changes are made, there needs to be an effective marketing campaign since originally every parent received the call center number and it was also advertised on posters. Dr. Browder suggested the Committee make a timeline for next year.

One member offered that unless you are looking for the number of the call center on the poster, you don't know it is there.

Dr. Adkins stated he likes a phased in approach for the recommended changes to the call center to allow staff time to adjust to a new process. He feels we should make it right the first time. We need to have our ducks in a row before we expand to the whole community.

Dr. Browder recalled when Charles Swain, from the Lee Memorial Health System (LMHS), supplied the Committee with information on their call center. They receive 10-15 calls per month. Dr. Browder said we are three times larger than LMHS so we may receive 50 calls per month. However, the number of calls is not as important as that the necessary information is garnered from the call. The Committee's newest member, Nicholas Alexander, asked how the District will determine the effectiveness of the call center. He stated the Committee was once talking about doing away with it, now we are talking about propagating it. Dr. Browder replied, from his standpoint, we will determine the effectiveness by the number/nature of calls. He recalled Charles Swain's presentation where Mr. Swain stated that LMHS receives 1 or 2 calls per year that really help them and the School District will probably have the same. In Dr. Browders' opinion, those one or two calls will be worth it.

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Dr. Kuckel informed Mr. Alexander that a log of all calls per month is kept, with the exception of accusations of employee misconduct which go to Professional Standards. She also informed Mr. Alexander that the Committee wanted to eliminate the call center at first because it was not being used for what its' original intended purpose. Now the Committee has decided to revise the call center to make its' purpose clearer to users.

Ranice Monroe informed the Committee that when she receives a call related to employee misconduct, she is not aware of which calls come from the call center and which do not. Dr. Kuckel suggested making it standard procedure to ask the caller whether or not they were transferred from the call center. Ms. Monroe stated she does not receive a lot of calls from people outside of the District. She stated that most calls she receives are from an administrator at a location where an incident has occurred.

Ms. James described a situation at her location that she feels is unacceptable and unfair to children. She asked where her call would be directed if she reported it to the call center. Ms. Monroe replied by saying it would most likely go to the principal. Dr. Browder added if the situation was already addressed to the principal and nothing effective had happened, it would most likely end up on Dr. Adkins or his desk. Dr. Adkins added that when he receives a complaint against a administrator, he follows the normal process for handling complaints. As the investigation proceeds, the name of the complainant may be released as a part of the investigation process. However, Dr. Adkins, assured the committee that retribution against the complainant is monitored which could include moving the complainant to a different work site. Further Dr. Adkins added that anonymous complaints make the investigation more difficult because of first hand knowledge that the complainant may have.

Dr. Kuckel reminded everyone the original purpose of the call center as she stated in her proposal: Reporting things such as fraud, misconduct, theft, illegal actions, and suggestions for better operations.

Mr. Young was in favor of one individual receiving all calls from the call center and distributing the caller's request to the appropriate school or department. Ms. Lampila would like to see all the calls tracked, whether they go to Professional Standards or not. Every caller should be assigned an I.D. number regardless of the nature of the call. Ms. Monroe stated her office does not have caller I.D. and that is one of the reasons she can not distinguish whether a call is coming from the call center. Dr. Kuckel suggested setting up Ms. Monroe with caller I.D. so she would know whether or not to track the call by assigning an I.D. number.

Mr. Rhodes asked what would happen if a call was received from a student calling about another student having a gun. Ms. Monroe stated it should go to Student Services because she only deals with employee related issues. Dr. Browder commented that there should only be two points of contact. One should be Professional Standards, only for employee related issues, and the other being the central point for all other calls which will be forwarded from there to the appropriate school or department. He added, because of union agreements, all employee related issues must go to Professional Standards. Dr. Browder also stated there are emergency contact numbers for urgent calls received after hours. He suggested having a recorded message advising what to do in an emergency situation after hours.

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Mr. Alexander questioned once the revised call center is in operation, how we will ensure sustainability. Dr. Kuckel replied that sustainability be included in the new plan for the call center. We can have a marketing and sustainability campaign. Mr. Rhodes suggested a quarterly report to ensure the call center is being used for what it is intended.

Dr. Browder commented on the last paragraph in Dr. Kuckel's draft proposal which stated: Callers who are not satisfied with the investigation may request that the allegations and response be reviewed by the School Board Auditor, Julie Nieminski. Dr. Browder questioned why investigations should have to be forwarded to Ms. Nieminski. He believes and trusts that his staff will carry out an investigation to its fullest potential and take the proper action. He is going to protect the investment of the public to the best of his ability.

Mr. Martin added that if the District were to hire an independent contractor to investigate they would have to rely on staff to actually complete the investigation. All staff is responsible to the Superintendent (Mr. Martin, Mrs. Nieminski, and Dr. Browder are responsible to the Board). All investigations related to employee misconduct should be addressed to the Superintendent. If the School Board hired an additional contractor to investigate calls related to employee misconduct, the recommendation would have to come from the Superintendent to the Board which would require the independent contractor to report to him.

After much discussion, it was decided that the call center first be opened to employees, then parents, then vendors. The Committee also agrees there needs to be a better marketing campaign which should begin in August, 2007, and the call center will be available to employees beginning in September, 2007. Hopefully, within a year, the call center can be expanded to the whole community. Mr. Young stated Dr. Kuckel and he will revise the proposal, bring it back to the Committee, and then have a final approval so the recommendation can be taken to the Board.

**Approval of Minutes  
(January 8, 2007)**

Mr. Young made a motion to accept the minutes as presented. Motion was made, seconded, and carried unanimously.

**Public Comment (Open)**

N/A

**Good of the Order**

Mr. Young announced the Committee's newest member, Nicholas Alexander, who works at GE as a Finance Manager. Discussion went around the table as everyone introduced themselves and welcomed Mr. Alexander.

Mr. Young stated safety was too broad of a subject and has been discussed by other Advisory Committees. He suggested addressing the issue of security. Ms. Lampila mentioned bringing someone in to give us an idea of how security is currently being handled in the District

Dr. Kuckel stated we will first carry out the obligation for recommendation then move on to other topics. In March, the Committee's Chairman should be prepared to go in front of the Board.

**Adjournment**

Mr. Young dismissed the meeting at 7:45pm.

**Next Meeting Date**

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The Compliance Advisory Committee will hold their next meeting on Monday, March 12, 2007, at 6:00pm in the Superintendent's Conference Room which is location at 2055 Central Avenue in Fort Myers.