



THE SCHOOL BOARD OF LEE COUNTY

Compliance Advisory Committee

Dr. James A. Adams Public Education Center

Monday, November 13, 2006

6:00 p.m.

Committee Members Present: Mike Arno, Jack Eikenberg (Chairman), James Hebner, Lynn James, Lynne Lampila, Tim Loughren, Orin Opperman, Raymond Rhodes, Virginia Wallace, Patricia Ward, Richard Young (Vice Chairman)

Committee Members Absent: Arlene Franklin, Charles Gutekunst, Vicki Santini, Charlene Serino

Board Liaison Present: Absent

School District Personnel Present: Mrs. Greta S. Campbell

Guests: Keith Martin, Board Attorney, Dr. Browder, Superintendent, Charles Swain, LMHS

Recording Secretary: Sarah Cox

Welcome and Opening Remarks

Meeting was opened at 6:00PM and called to order by Jack Eikenberg, Chairman, who directly introduced the speaking guests Charles Swain, Lee Memorial Health System and Keith Martin, School Board Attorney prior to addressing the election of chair and vice chair

Board Member Comments

None

Public Comment (Agenda Items only)

None

Board Auditor Comments

Julie Nieminski reported to the Committee on the current purchase audit review under works which is similar to the invoice audit completed earlier in the year. A copy of the Audit Report previously distributed at a previous meeting will be sent to the new Committee members for their information by Sarah Cox.

Old Business

Mr. Swain presented the Committee with a PowerPoint slide presentation on the Lee Memorial Health System's Call Center, its uses, and the results. The purpose of their Call Center is for employees to report non-compliance issues, within their system to the 3rd party service, with or without identifying themselves. Mr. Swain is the primary coordinator of the Call Center. His duties include receiving reports and disseminating issues to the appropriate departments, including personnel issues to the Human Resources administrator for further investigation. He brought sample posters, which are posted primarily in employee break rooms, for the committee to view. The Committee and Mr. Swain discussed the differences and similarities of the two Call Centers. The Committee agreed that the posters prepared by the LMHS, giving specific examples of what type of calls should be reported to the Call Center, were superior and would extract the results desired compared to the posters in use by the School District's Call Center. A committee member requested a copy of LMHS's script and fax procedures used by the call center and the yearly survey/questionnaire discussed in Mr. Swain's presentation.

APPROVED- 12/11/06

Mr. Keith Martin discussed the public record status of issues received on our Call Center which is designed for both the employee and the public's use. Personnel issues received by the Call Center are transferred directly to Human Resources Director for review and investigation. The agreement with the bargaining units does not permit investigation of a personnel related issue by any other party so that all procedures are handled confidentially and in the same manner. Any student files requested by media which includes student's names must have the names extracted from the copy before being delivered.

Lynn Lampila reported on a personal Call Center call she made. She experienced frustration by being transferred to Human Resources, who then determined she should go back to the Call Center. She followed up on the response to the call and the Call Center reported the issue had been directed to the principal for them to handle. She did not feel the issue had been handled properly. Dick Young suggested the Call Center line offer more menu punch options at the beginning of the call to direct the informational callers to the appropriate departments and eliminate the current practice of taking information requests.

After much discussion, Mr. Eikenberg will present the Committee's recommendation to the Board regarding the Call Center. The Committee recommends that calls currently directed to Human Resources be directed to Julie Nieminski as Board Auditor. She would disseminate the information to Human Resources. The Committee would like to review and survey a monthly report of the calls and follow up on ones that should it be warranted.

New Business

Mr. Eikenberg opened the floor for nomination of Committee Chair for the 2006-2007 fiscal year. Dick Young nominated Jack Eikenberg, motion was made, seconded, and carried unanimously. Jack Eikenberg nominated Dick Young for the 2006-2007 Vice Chair; motion was made, seconded, and unanimously carried. The motion was made to continue the public comment procedure as to the prior year, public comment at the beginning of the meeting, limited to the agenda topic, with a 3 minute time limit per person, and at the end of the agenda following the Good of the Order also limited to 3 minutes per person. Motion was seconded and carried unanimously.

Approval of Minutes (October 9, 2006)

Mr. Eikenberg called for a motion to accept the minutes from the October 9, 2006 meeting as presented. The motion was made, seconded and carried unanimously.

Good of the Order

The request was made that the Call Center report from Joe Donzelli's office be sent to the Committee prior to the next meeting and subsequent meetings.

Adjournment

The Chairman adjourned the meeting at 8:00p.m.

Next Meeting Date

The next meeting of the Compliance Advisory Committee is scheduled for December 11, 2006, at 6:00p.m. in the Superintendent's Conference Room on the third floor of the Dr. James A. Adams Public Education Center, 2055 Central Avenue, Fort Myers, Florida.