



BOARD POLICY CEO COMMUNICATION TO THE BOARD

Section:	Administration		
Subject:	CEO Communication to the Board		
Effective Date:	March 25, 2026	Review Date:	March 18, 2026
Approved: March 25, 2026			

AUTHORITY

Section 77.110(a) of the Ordinance Code designates the Kids Hope Alliance Board of Directors responsible for establishing “the CEO’s duties and compensation”. It further states, “(t)he CEO shall manage KHA affairs under this Chapter subject to the Board’s supervision.”

PURPOSE:

To ensure timely and transparent communication between the Chief Executive Officer (CEO) of Kids Hope Alliance (KHA) and the Board of Directors regarding significant matters affecting the organization, its funded providers, and its operations.

POLICY STATEMENT:

The CEO shall maintain open and proactive communication with the KHA Board of Directors by reporting specific events, investigations, and operational matters as outlined below. This policy establishes mandatory reporting requirements and expectations, as well as potential corrective action.

POLICY

I. Mandatory Reporting to the Board

The CEO must timely report to the Board of Directors the following, provided the disclosure of such information will not violate applicable law:

1. Official Audit Reports
 - a. Any official audit report findings concerning KHA operations, finances, or compliance.
2. Office of Inspector General (OIG) Investigations or Findings
 - a. Any OIG investigations or findings related to KHA or its funded providers.
3. Issues Involving City Council Members or Mayor's Executive Staff
 - a. Any significant issues, disputes, or concerns raised by or involving City Council members or Mayor's executive staff regarding KHA.
4. Incidents in KHA-Funded Programs
 - a. Any incident resulting in harm to a child.
 - b. Any real or alleged illegal activity by a KHA-funded provider or KHA employee.
 - c. Any provider misconduct resulting in financial penalty and/or requiring a Corrective Action Plan.
5. Personnel Investigations
 - a. Any investigation initiated by the City or law enforcement concerning KHA or KHA-funded provider personnel.
6. Other events that are likely to generate media attention or pose reputational, legal, or safety risks to KHA.

II. Procedures

Immediate Notification to the Board

Certain incidents require the CEO to notify the Board as soon as reasonably possible, due to their potential impact on student safety, KHA operations, public trust, or legal compliance. The CEO must provide immediate notification to the Board Chair and the full Board when any of the following occur, provided the disclosure of such information will not violate applicable law:

- A child is seriously injured, experiences significant medical harm, or dies while participating in a KHA funded program, activity, or service, including those delivered by contracted providers.
- An employee, volunteer, or contractor of KHA—or an employee of a contracted provider who has direct contact with children—is arrested, charged with a serious crime, or is the subject of a credible allegation involving student safety, abuse, violence, or conduct that could reasonably undermine public trust.
- Any incident that is likely to generate urgent media attention or pose reputational, legal, or safety risks to KHA.
- Any event that triggers mandatory reporting obligations to law enforcement, child protective services, or another regulatory agency.

Notification as Part of Routine Reporting

Other matters that do not pose immediate safety, legal, or reputational risks may be communicated during the next scheduled Board meeting or through regular reporting mechanisms, provided the disclosure of such information will not violate applicable law. Examples include but are not limited to:

- Audit findings or recommendations.
- Operational issues without immediate student safety impact.
- Non-urgent compliance matters.
- Program updates or performance summaries.

A provider may be placed on the KHA Noncompliance List, reported in a monthly report to the Board, for any of the following reasons:

- Failure to timely submit required audit reports or other financial reporting documentation.
- Failure to timely submit Certificate of Insurance (COI) information, including lapse in coverage or insufficient policy limits.
- Being listed on the City of Jacksonville (COJ) Chapter 118 Noncompliance List, including any conditions or findings that trigger COJ listing.
- Being placed on a Corrective Action Plan (CAP) by KHA due to programmatic, fiscal, or administrative deficiencies.
- Failure to comply with monitoring findings, including failure to correct deficiencies by designated deadlines.
- Failure to maintain required licensure, certifications, or regulatory approvals necessary for program operation, including all required background screenings of active program personnel.
- Failure to maintain good standing with federal, state, or local oversight entities, including findings that impact KHA-funded operations.
- Unresolved fiscal discrepancies, including questioned costs, unsupported expenditures, or refusal to provide documentation during monitoring or audit review.
- Any behavior, action, or omission that jeopardizes participant safety, program integrity, or KHA's contractual obligations with the City of Jacksonville or other funding agencies.
- Material breach of contract, including violation of contractual terms, conditions, or assurances, including failure to report any of the above discrepancies.

KHA will provide written notification to providers placed on the KHA Noncompliance List and will specify the reason(s) for listing along with required steps and timeline for removal.

III. Compliance

Failure to comply with this policy may result in review by the Board and appropriate corrective action consistent with KHA governance standards.

Board Secretary's Signature: 
(In the event the Board Secretary is not present, the Board Chair may sign and authority shall pass down accordingly.)

Print Name and Title: Meredith FrisCH

Date: 3/25/26