

BOARD OF DIRECTORS MEETING MINUTES

MAY 1, 2024

Present: Angela Poirier, Rob Hirss, Elaine Carpenter, Jason Minor, Ken Gagne, David Hutchinson, Casey Toof, Anjanette Watson

Excused: Dan Thompson

Staff: Todd Bauman, Derek Hoy, Kim McClellan, Stacey Remillard, Belinda Bessette, Samantha Thomas, April Mathieu, Matthew Habedank

Presenters:

Minutes received and meeting called to order by Angela Poirier at 5:45 pm.

Motion was made to approve April minutes as presented by Ken Gagne. Second by Rob Hirss. All in favor.

Presentation - Technology Infostructure presented by Kim McClellan

- A while back, the IT Team was originally looking into revamping Technology before Covid hit. When Covid hit, gears needed to shift to get technology and equipment out to staff to continue providing services. We are now back in a position where we can pursue this much needed lift in our Technology Infrastructure. Enhancing the end user experience is at the forefront of this endeavor. There was some turnover in the technology department, but we are now in a better financial and staffing position to pursue this. After consulting with DA partners and developing a scope of work, vendors were proposed and we have chosen C2. Now it is time to develop a project plan. Kim explains the accomplishments that were needed to prepare us for this improvement (replaced our AS400, moved our email exchange, Microsoft 365 products, future planning). The AS400 is the server that held LWSI (our old EMR). Kim provides an example that a child served at age 6 by our agency has records that must be kept 10 years after their 18th birthday. That data must remain protected, and replacing that server allowed more efficiency while keeping that data secure.
- C2 currently works with other local organizations like UVM Medical Center, WCMHS, People's Trust, Champlain College, NEFCU, Aspenti Health, ENA, and State of Vermont. Part of this search involved the desire to have a collaborative partnership with the company chosen to ensure there is support beyond final installment of the new infrastructure. Project goals include refreshing aging datacenter infrastructure, plan for 5-10 years of growth and changes, improve security and operational efficiencies, align technology with other DAs, and establish a long-term care partner.
- The next item to address is Security. C2 is doing a look into our system around that and there will be future updates on that as it moves along. The timeline for that is 6-8 weeks.
- Angela Poirier asked about these changes and if measures are currently and will be taken to ensure our staff aren't accessing things that can damage our system. Kim confirmed and shared that measures are already in place where tests are sent out to staff and when clicked, it notifies the technology team of those who clicked. She also asked about a back-up on the

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107 FISHER POND ROAD
ST. ALBANS VT 05478

cloud and if that will exist. Kim confirmed there will be. Todd explained that there is an ask for board approval to utilize capital funds to fund this upgrade.

- Rob Hirss motioned to authorize the use of \$189K from the capital fund, to cover the expense of the IT infrastructure upgrades as presented. Elaine Carpenter seconded. Motion passed with all in favor. Angela Poirier added her support and noted how happy she is that we are utilizing a local company where support can be in real time.
- Second, Kim provided a quick overview of the CCBHC model. Todd explained that this model will allow our funding to be based on actual costs and may mitigate the need to advocate at the legislative level for state support. This model very much aligns with the way in which hospitals are run and will allow for better funding across the board. Derek confirmed that and explained the financial impact of this model and how it allows for better rates for the various programs we hold. Todd added that the state is strongly pursuing this. Kim shared they met with someone at NatCon and they felt strongly that Vermont will receive it because of what is already in place and established. Todd added that NatCon highlighting CCBHC further confirmed the efforts we are making at an agency level to redesign and position ourselves for what is likely to come. The state is moving in this direction and has already chosen 2 agencies to pilot CCBHC in Vermont and NCSS is positioning and preparing to be in the next wave of agencies when the state opens that up. The efforts to prepare include the agency redesign, hiring a CCBHC Program Manager, developing CCBHC committee structure, community needs assessment, and others.
- Elaine asked how the programs that aren't included in the CCBHC would be impacted. Those that aren't will be included in those committees to ensure all voices are included in the work being done.

Executive Director Report

- Todd shared updates around the purchase of 6 Home Health and the project headway. May 6th will be the start of the demolition process. Initial phases will be mostly internal. Rob Hirss asks for more details around why the demolition does not include the foundation. Todd shares that the foundation is in really good shape and the floor plan that was needed could work on that foundation and it was the most cost-effective option. The timeline for finish is 9 – 12 months.
- Lamoille County has approached NCSS to help with their financial oversight. Their current CFO is leaving (was only there about 6 months). Derek has put a plan forward to collaborate with them on a consulting level and pull in some revenue from it. Todd shared that it is good to be in a position to help, further confirming that we are in a stable position to provide that help. In addition, this partnership could benefit us down the road by promoting efficiencies through an economy of scale for both of our agencies.
- In the last meeting, Elaine had asked about the timeframe from when someone calls seeking service to when they are seen. Todd provides an answer to that stating that from first call to initial assessment has gone down to 12.5 days from 21 days in January 2023. Elaine seeks further clarification around when the first date of service is from initial call. Todd shares it is about 2 weeks.

Financial Report

- Derek provided further clarity around what the vote for the Technology Infostructure means. Funds were put into a restricted account and the only way to access those funds are to get a vote and approval from the board. The purpose of these funds is to make these strategic investments.
- Community Mental Health Services Division is doing well. . ECSBS is positive yet tracking lower than historical averages. That will pick up in the coming months with the end of the school year.
- Restricted funds also include monies for Representative Payee accounts of clients who can't manage their own funds on their own. Balanced Care, an outside entity that handles accounts like this, will be meeting with our agency to discuss outsourcing that work. Many other DAs are already doing this. Derek shared that this is a needed direction to move us forward. Another reason for this is to reduce conflict of interest with staff managing both clinical care and financial care for the clients. Clinical care should be the only care we provide. Rob Hirss was curious what the timeline is for this and what the cost to the clients are. Derek explained that we are moving towards Balanced Care in part because it is very tedious for the AP Clerk, Jen Ladue, to do this daily. Sam added that professional guardians have access to some funding to help with the cost that would be required of the clients to move to Balanced Care and she anticipates that this will be the case for some of the clients we have. Angela Poirier asked about the labor cost of our staff that currently handle this. The cost to each client is about \$40-50/month.

Executive Committee Report

- Angela Poirier has none.

Community Mental Health Update

- Belinda thanked everyone for their ideas around the name change for the new division. The final decision has been made and we are now the "Community Mental Health Services" division. Feedback from staff, community partners, state partners, and others strongly favored this decision.
- Belinda has started discussions around what we are doing well and what could be improved. The team is very dynamic and well positioned for the future. The next iterations are re-marketing ourselves and communicating this widely to ensure the public knows that services are not changing but we are positioning ourselves for the future of care.
- Elaine asked about New Connections and if that is new. It is not, and Belinda explained it is an after-hours service to children and families that may not need crisis level intervention, but support on some level.
- Belinda reminded everyone of an event coming up on **May 16th, Celebration of the Arts.**
- Lastly, Belinda provided an update on urgent care services and the requirement for it as a CCBHC (which we are positioning towards). Meaghan Malboeuf, Program Manager, is leading the effort towards introducing this for our community.

Early Childhood & School Based Services Update

- Matt Habedank provided an update on the status of Soar's PCBs – bulk sampling was done just after the Eclipse to try and identify the specific source of where the PCBs are coming from. This meant Soar had to go fully remote for 3 days with only about 3-week notice. They were able to pull it off and get the technology to those students to continue education during that short time period.
- CAT and SOAR have been collaborating with a couple clients (partial days, full days) to accommodate their needs. To finish out the school year, a senior BI from the CAT Team will be down at SOAR to support one client through the end of the school year.
- Amy Irish, has been hired as the School Based Services Program Manager, which is a great move for her and our agency. She has been at the agency a long time and is ready for this move. This is very much the position Matt was in prior to taking on the Director role.
- **June 14th – SOAR Graduation at 10 AM.**
- The Board is invited to join us.

Nursing and Psychiatry Update

- The team is currently fully staffed. Psychiatry team model is working well. There has been a bit of sickness and vacations, but psychiatric services continued smoothly.
- April asked the board if they have any requests for what they'd like to see in her board report. Elaine added that she likes to see client success stories.
- April will bring her nurse, Miranda, to the next board meeting to do a presentation on TMS so the board can learn more about that.

Developmental Services Update

- Payment reform and conflict free case management is at the forefront and coming to fruition.
- DS quarterly meetings that Sam has started allows conversations to be had and plan for the future and changes that are coming to the DS world. It has been nice to talk with her entire team around the things that we can control. These quarterly meetings allow for further training and education as well.
- Sam shared that they created a DS Spotlight to highlight staff or team for something they have done. This has been going on for about 9 months and it is typically leadership that shares those stories. Staff have started asking if they can shout out to their co-workers which is very exciting.
- Upcoming Events:
 - o **June 28th – Annual DS Picnic at St. Albans Bay Park**
 - o **May 17th – Nachos (Agency Wide) 2-4 PM Mable Conference Room**
 - o The Board is invited to join us for both events.

Community Relations Update

- Joe shared a conversation he had with a community member about the shows he does and how moving it was for them to listen and learn about the many services we provide.
- Joe announced his retirement planned for July 1, 2024.
- Autism Walk – volunteers needed. The board is welcome to join!

Human Resources Update

- Stacey updated the Board on the United Way Resource Coordinator and EAP. Both of these are resources offered to help support our staff.
- Officially signed a contract with the National Council for a 3.5 day training for all of our leaders. It is not just how to be an “NCSS” leader. It is how to be a leader. There will be some specific targeted cases posed as examples for leaders to work with. The name of the training is “Middle Management Academy”. Sam added her support and thanks for bringing this to the agency, especially since we have a lot of new Team Leaders just starting out.
- Stacey also introduced guest minute taker, Katie Haseltine, and shared with the board that she is the one who puts together the monthly Newsletter that is shared each month with everyone.

Quality and Risk Management Update

- Elaine asked about what is meant by better end user experience for the Critical Incident Dashboard. The system is very outdated, and this new system will be embedded with the EMR and allow for a more streamlined process for recording and documenting critical incidents. It will also be easier for leaders to go in and review recent reports.

Board Business

- Ken Gagne Conference Update – Ken recently attended the Voices and Choices conference and very much enjoyed the breakout sessions. Elaine added that she appreciated the session around knowing your rights (housing, employment, food, etc.). Those breakout sessions have inspired Ken and he would like to start his own business. Sam added that they are working towards bringing this Voices and Choices Conference to our community.

New Business

None.

Next meeting is in June.

Motion made to adjourn by Ken Gagne. Seconded by Meg Marshall. Motion passes with all in Favor.

Meeting adjourn at 7:50 pm

Minutes recorded by: Katie Haseltine