

BOARD OF DIRECTORS MEETING MINUTES

AUGUST 7, 2024

Present: Angela Poirier, Elaine Carpenter, Jason Minor, David Hutchinson, Dan Thompson (left before votes), David McCallum, Andrea Patrick-Baudet, Meg Marshall, Rob Hirss

Excused: Casey Toof, Anjanette Watson, Ken Gagne, Rob Hirss

Staff: Todd Bauman, Derek Hoy, Kim McClellan, Stacey Remillard, Samantha Thomas, April Mathieu, Danielle Roberts, Emily Richards

Presenters: Trisha Ketchum (left after presentation)

Minutes received and meeting called to order by Angela Poirier at 5:43 pm.

Motion was made to approve June minutes as presented by Dan Thompson. Second by Jason Minor. All in Favor.

Presentation

- Agency SWOT Analysis

Executive Director Report

- Welcome Danielle Roberts, she is the new Joe, we can say that for at the first year.
- Tonight, we will review the FY25 Budget, and we do need a vote on that. The executive committee does support the budget as presented.
- We will also go into the executive committee for two other votes.
- The state has a block grant from SMASHA, they were in the middle of an audit and part of the audit was that they had to go on the road to talk to the people doing the work in the state and the state picked us and our team did a great job. We shared the 988 one pager we create monthly. The question was asked – The graph shows the answer rate, does that mean that 7% of calls are not being answered? It means that 7% of calls are not being answered by us, they are going to a different call center, one in New Hampshire. All calls are answered but if we are dealing with a call or a client and can't get to it, it is pushed to another call center.

Financial Report

- Derek reviewed the budget that has been presented. We sent this to the board for review prior to the meeting. It is slightly different than what was sent due to having the Developmental Services (DS) review meeting. We are comfortable with the negative number; the number will fluctuate based on agency staffing. We submit the budget based on full staffing at about 580 whereas we run at about 512. This is what will give us the negative number.

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- We have a lot of great data that is feeding the information, and all the numbers are tying out. We have taken the time to meet with every program manager to make sure that we have the correct information, so this has been a very thoughtful process. Our DS meeting on Monday was two and half hours long. We will be submitting this to the state. They will most likely come back with questions which is part of the budgeting process with the state.
- We reviewed the budget by division, the admin division has increased due to us offering system support services. We have been asked to help other agencies with some admin support and have had to hire staff to help with the process. The state is happy with this because of the efficiency that can be had. We have included in the DS waiver line the cost to run 6 home health circle. We feel that the state will support this.
- The question was asked - If the state still caps our CRT services? Yes, they do. There are times that we have to provide those services for free.
- The state gave the Designated Agency (DA) system a 3% increase, but they are trying to level out the funding across the system so our increase will come to about 2.4%.
- The question was asked – Will the state approve a negative budget? Yes, they will. Other DA's do the same thing.

Motion was made to approve the FY25 budget as presented by Jason Minor. Elaine Carpenter. All in Favor.

Motion was made to move to executive session by Jason Minor. Second by Elaine Carpenter. All in Favor. All staff stayed.

Motion was made to come out of executive session by Elaine Carpenter. Second by Meg Marshall. All in Favor.

Motion was made to approve FY24 Wage action as discussed in in executive session by Jason Minor. Second by Elaine Carpenter. All in Favor.

Motion was made to approve FY25 Wage action as discussed in in executive session by Elaine Carpenter. Second by Jason Minor. All in Favor.

Executive Committee Report

- We went into great detail of the budget and wage actions and feel great with the direction we are heading

Nursing and Psychiatry Update

- We have started as a distribution center for and harm reduction packs.
- We have had 347 trainings this year on special care procedures this calendar year.

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- Our Transcranial Magnetic Stimulation (TMS) program is still maintaining about 6 clients a day. Miranda is training the new staff that will be working at the Colchester office.
- I always share the no show rate with the board and doesn't seem to be improving but we are always brainstorming ways to make the rate decrease. Having a way to send text message reminders has come up many times. Kim informed the group that it is on the radar.
- April has had five members of her team take advantage of the loan forgiveness program and feels her staff are benefiting from it greatly. She feels her team is very stable right now
- We are still working with the agency's planning committee on the possibility of offering LNA training to staff.

Developmental Services Update

- The item that we share as part of the monthly dashboard reflects the home visit which is very important with the value-based payment. We sometimes come up short with this number but most of the time it is based on documentation that has not been turned in or has been done incorrectly.
- There are a lot of changes happening in the DS system. We had a full day meeting yesterday in Waterbury that was based totally around payment reform. It was a long day but Sam was very pleased with the outcomes that are coming out of all of this.
- Conflict of Interest (COI) is causing a lot of stress to our services coordinators because of the unknown that comes along with this. We are working hard with the state to show what we do are case management tasks.
- We have two new team leaders (TL) in DS. We have hired within to fill the role that Heather Lenard left in the division; Marie Greenia will be moving into her role. The other will start on Monday, Madison Ovitt who is also an internal candidate. This is a new TL role which will address the growing needs in DS including residential. This new position will be the TL of the coming 6 Home Health program, intake process and will help grow the quality and compliance management.
- Sam meets with all new staff at about the 3-month mark of employment. Last two meetings she had made her very excited about their excitement and the commitment to the job, the agency and our clients.

Community Relations Update

- The annual Buddy Walk is coming up on Sept 22nd. Registration starts at 12:30. Dani has been focusing on what we have done, what works and what doesn't. She has also been on the meeting with the national group, to learn about other walks.
- Dani has been working with community partners, such as Northwestern Medical Center (NMC), Vermont Care Partners (VCP) and The Franklin Grand Isle Community Partnership group.

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- One of the first things she wanted to do was meet with all the Directors to find out more about their programs, this is going very well. She is planning to start joining team meetings soon.
- Dani's focus this first month has been learning NCSS.
- She has been working with Seth (the community relations intern) on some different videos. Hoping to have more digital content to help highlight what we do and the services we provide.
- Some news on the 16th annual Community Partners Classic (CPC) golf tournament, it went well, we had the largest revenue we have had so far.
- The community needs assessment is currently open and Dani is trying to share with groups all over our digital platforms

Human Resources Update

- Based on the board report Stacey sent we are trending in a historical fashion with our data. Stacey plans to mark where we implemented the pay structure shift so we can see how it will affect our data.
- One of things she shared was the turnover rates. The top two reasons people are leaving are out of our control and the 3rd reason is pay. As we all know are working on this but unless there are changes to the system wide structure it will be hard to change.
- The loan forgiveness program has had a large impact on staff retention because staff have to sign a 12-month or 6-month commitment depending on what program they take advantage of. There was some agency that didn't spend their money, so they had to give it back. We have worked very hard to make sure that we have spent everything. Since we started, we have given out over half a million dollars, 65 staff are employed and somewhere within their 12-month agreement.
- Last month Elaine asked if we knew that average school debt of our staff the data that Stacey has and shared is about 5 years old, but it was a survey with a 40% response rate and it told us that 25% of staff have \$75000 or more, 25% of staff have \$25000-\$50000 and 10% of staff are holding parent loans. Stacey would like to do another survey to get current information.
- A quick announcement, the Wellness fair is Aug. 16th it is also the agency BBQ everyone is welcome.

Quality and Risk Management Update

- At this year's wellness fair we are going to have a project summit as a trial with Trisha Ketchum who will share information on CCBHC items and Ashley Labelle who will share information about upcoming this with the UEMR. They plan to have demos going.
- Our IT infrastructure project is coming along nicely. C2 has been great, there was one thing our staff was struggling with and C2 showed right up to help and that was not in their scope. We are meeting with the leadership to talk about security.

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- We have a partnership with Lamoille County Mental Health Services where we are helping with billing and a few other things. Katie Cry and Kim have been on sight on Friday's and are doing working sessions with their billing person. Another reason we feel it is helpful to be onsite is so staff know we are there to help and are approachable. This week we have been onsite for 3 days with a team of 7 people to do a very deep dive on a lot of things.

Motion made to adjourn by Jason Minor. Second by Elaine Carpenter. Motion passes with all in Favor.

Meeting adjourn at 7:50 pm

Minutes recorded by: Emily Richards