

NORTHWESTERN COUNSELING & SUPPORT SERVICES
107 FISHER POND ROAD
ST. ALBANS VT 05478

BOARD OF DIRECTORS MEETING MINUTES

AUGUST 5, 2020

Present: Carl Rosenquist, David MacCallum, David Hutchinson, Jim McMillan, Sara Kittell, Betty Charron, Anjanette Watson, Jason Minor, Rob Hirss

Excused: Dan Thompson, Elaine Carpenter, Meg Marshall, Tony Treanor, Jeff Moreau

Staff: Emily Richards, Todd Bauman, Steve Broer, Joe Halko, Jess Irish, Kim McClellan, Stacey Remillard, Sam Thomas

Minutes received and meeting called to order by Jim McMillan at 5:35pm.

Motion was made to approve July minutes as presented by Carl Rosenquist. Second by David Hutchinson. All in favor.

Executive Director Report

We would like to welcome Sam Thomas to the team. She has been with the agency for 20 years this coming January and has been promoted and is the new Developmental Services director. Doctor Mooney our Medical Director has given his notice and is moving on to continue his work in the northeast kingdom. Todd has met with the other doctors at the agency and they have come up with a good plan to move forward. Dr. Sobel is strongly considering coming back to the position of medical director. We started the new EMR training this week. Things are going well with the three trainings we have done at this point. We have a good plan in place to make sure that all our staff is trained before we go live. We also have other phases to the training plan to continue the learning after we go live. Staff seem excited about it and are ready to learn the new system. As the agency and the state are still in a state of flux when it comes to budget and funding, we continue to make hard choices to decrease our expense and increase revenue. An example of a few things we are doing would include walking away from some property leases, letting go of copiers throughout the agency as well as looking very closely at our staffing patterns. We currently know that there is a need in our community for about 1000 hours of service for DS clients. So we are looking at all staff to see if we can keep our expenses to a minimum but recalling less staff while still providing great services. We still do not know what our budget will be for FY21. We are still working off the extension the state gave us. When we do get the budget with the cut included, it will be a full year's budget that we will need to make happen in three quarters of a year. Jess was in the CFO meeting today and all agencies are in the same boat. We are hoping to have clear guidance from AOE and what the school contracts should look like for the upcoming school year. However that did not happen, the guidance was that all contracts are different. Danielle and her team are doing a great job meeting with individual schools and supervisory unions to see if we can streamline our contracts to make them easier to manage. Our summer programs did a great job this summer; it was very different than in the past. We did get some feedback that they were the best camps we have ever had. In past years we have lost money on the summer programs but this year we broke even so we are

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moving in the right direction. The board acknowledged its appreciation for the difficult job and decisions that are being made by the leadership to keep our agency as strong as we can.

The question was asked - Have we had any support from vendors? They are in the same boat we are, we are their revenue so they want our business. The question was asked - Are there areas you can show us areas of higher revenue, such as the no show rate being down so the income must be up? We do have some data, but even that has been hard to collect in this time of uncertainty. We have won the bid for the Chittenden county early intervention children services. This will be new revenue for the agency. Todd has challenged the directors to be creative. Steve and his divisions are working with the hospital on the sleep clinic they started. The question was asked - Is the plan going forward to redistribute the caseload Dr. Mooney has and will the board be asked to approve the hire of another doctor? We have been making a plan, and will be trying to refer some patients back to their PCP depending on their acuity as well as giving clients to the other doctors of the agency. The question was asked - How do we define acuity and when they can be referred back to their PCP? Clients acuity is all decided on with input from the doctor, patient and PCP. The questions was asked - How are the DA's working together to get through all the unknown? When it comes to the state and our budgets we are working very closely. We are also trying to be very creative in how we delivery services. Our school contracts are very much stand alone. The divisions' directors across the state are working together and have been very supportive or each other. The question was asked - How many people are on site and how many are still remote? We see between 30-40 people a day at 107 and a little less at 130. Todd says about 20% are onsite. We are sticking to the guideline of; if you can do your job remotely you should, if not than you need to be in the office. The question was asked - Have we brought more of our laid off staff back? We have been looking at this very carefully, we do not want to call people back and then get our budget and have to let them go again. So we are being very mindful of this process to make sure we are bring back the right people to do the best work possible. We did push of the recalls back due to the delay in starting schools. Carl did ask if he could talk to Todd and Danielle about the daycare and school issues to inform him as a legislator.

Motion to adjourn was made by Carl Rosenquest . Second by Rob Hirss. All in favor.

Meeting adjourn at 6:18pm

Minutes recorded by:

Emily Richards

Executive Coordinator