

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

BOARD OF DIRECTORS MEETING MINUTES
SEPTEMBER 5, 2018

Present: Sara Kittell, David MacCallum, Angela Poier, Jason Minor, Jesse Bugbee, David Hutchinson, Carl Rosenquist, Betty Charron, Ken Gagne, Dan Thompson, Jim McMillan, Tony Treanor

Excused: Jeff Moreau, Elaine Carpenter, Anjanette Watson

Staff: Emily Richards, Todd Bauman, Tim Gallagan, Steve Broer, Joe Halko, Stacey Remillard, Kathy Brown, Kim McClellan

Minutes received and meeting called to order by Jim McMillan at 5:49pm.

Motion was made to approve previous minutes by Dan Thompson. Second by David Hutchinson . All in favor.

Survey Presentation

Our employee engagement survey is taken once a year and it takes the temperature of our culture which is a way to make sure our clients are getting what they need. It lets us know that the staff believes in our mission which helps with our client satisfaction.

There is a 12 question survey which has been given since 2002. We had 60% return rate this year which is great! This year we are a bit higher than last year with 83.8% as a whole.

Last year we started with the benchmark questions which are questions that all DA's ask. Some only ask these questions, we don't for our data purposes. We are higher than the DA average an example of that is the question - Do you want to see this organization succeeded? We are at 93% the average is 87%. The only place we are low is with our benefit packages. Dan thinks we have great benefits so we may need to educate our staff. Stacey says we have made strategic moves to make sure we can afford our benefits in the future.

Question was asked - Do you ever hear the staff talk about being a union? No, a little while ago at Soar there was talk but nothing every came from it. Kathy said a few years there was a door to door campaign about becoming a union and that still didn't move our staff.

Question was asked - Have there been any survey's that rank these questions on their importance? Yes, we do have benchmarks from an outside source which says that base wages, flexible time and paid time off are the 3 top benefits

Question was asked - What is our male to female ratio? We are about 72% women; The thought is that could be why flexible time is important.

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An annual Benefit report will be put out this year. A lot of the times people don't know how their benefits compared to others.

A year and half ago, there was an automatic enrollment into the 403B and we have had great success, there have only been 5 people who opt out of the 125 hired this year.

Dan commented that our most valuable resource are our employees and they want to be here, so we as a board need to keep them in the front of our minds when making policies and decisions.

Our client satisfaction is given to clients once a year. We have a 21% return rate which is great; the average is about 10%. There are 7 questions that all DA's and SSA's ask all clients. We have a 92% satisfaction rate. All the team leaders will bring this back to their teams and do a bend the curve activity and pick 3 items or so to work on in the year to come.

We have the highest return rate; other agencies are asking us how we do it and going to try that in the year to come. We are higher than the rest of the state across the board except for the question I received the right services for me? Which we are equal to the other DA's and SSA's.

We still do not have state numbers for 2018 but will bring the report back to the board once we have them.

Our Ed Data is the results of the work Steve and his team have done so far working on high emergency room utilizers. The challenge was giving to all emergency departments to lower the intake. We have partnered with NMC to work on this. We are using the data we pull to help.

NMC wants us to reduce our clients in the ER and the number of screens we do. So we looked at the numbers. Only 10 people were open clients to us of the 34 in the ER in July. We are lower than the state average. We don't have an issue based on our numbers, so we are saying why we don't talk about how well we are doing which will help in the change of perception. We think we should be looking at the whole number to see how we can help all the people who have been in the ER and talk about whole body health.

We are trying to show that if we can keep lowering the whole number we will be lowering the cost which than those dollars can go to another area of health.

We are working with primary care offices who were 22% of the data and we have been working with them to make changes to keep their clients out of the ER.

We need to be addressing the social deterrents. We need to think about wellness and the whole person, housing, food, security etc. What we are doing is disrupting how it has always happened, so we need to keep pushing, because this is what needs to happen.

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Of these 2247 in the ER how many would benefit from education about whole health. Suggestion was made to do a joint assessment of this small group and track them together. We have been looking at the group that was open to us, but Jason is saying next step look at the group as a whole.

The ER is the biggest revenue to the hospital. So that could be why they only want a 3% reeducation in Mental Health.

Question was asked by Kenny - If he was in the ER would they have to contact us since he is a client? They have to listing to your wishes but would reach out if they felt you needed more support

Executive Director Report

Our psychiatric nurse is leaving in November. We are actively looking to fill the position. We have 5 applicants so far, which is a surprised us. We will need the board approval for salary of over \$100,000, so once we narrow it down we will bring them in to the board and get approval. Dr. Mooney is very interested in integrated care so we are looking to find a person who will alien with his thoughts.

As we have talked about the past our electronic medical record system is no longer being invested in so we need to move. We have selected a vendor and that is Netsmart. This company has great interoperability and they are very strong in data analytics. This system will be able to help us tell our story. We are trying to go at this as a unified group, so we are moving forward with Lamoille, Washington and Bennington. Others may move at some point. The state is supporting this move, and trying to get a 50/50 match with feds toward purchasing and implementation. If we get the 50/50 we are thinking more will make the move with us. There will be a learning curve; we are already paperless so it will be easier for us than others. Howard is not moving with us, they are going with creditbale, we did not choice them because they are small and do not have the interoperability. It is a cheaper option, and implication will probably be easier, but Todd feels this is a short sided view.

Question was asked - Do we have someone who is trained in data analytics to help us with that. Yes we do.

Question was asked - What do we for security? We have a security committee; we use software, we have policies, we do monthly drills.

Financial Report

Per our June meeting we are presenting the FY19 budget for approval. It still does not included payment reform adjustment because they are not finalized. We present this budget with an up to 3% increase in salary providing the reform doesn't change too much. The DS waiver is up 5%,

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and success beyond 6 is unsure if we get the increase or not due to the state being close to their caps. Success beyond 6 does included of our schools. We feel very strongly that our community needs to know this, so we are communication with 2 superintendents. Once we work this out we will share with everyone. IFS Bundle will have an increase, and the Netsmart implication is built into the FY 19, as well as some building expenses. Adolescence substance abuse has been taking out of the IFS bundle. We believe that we should be working up stream to keep kids from needing these services as they get older. ADAP is more focused on the optic problem and not prevention.

Question was asked - Do we have money to partner with schools? We do have a clinician in all high schools. We do have things to help, we just don't have enough.

Question was asked - Do we bring ADAP back into a board meeting so we can talk again? We do need to come up with a strategy. The ED is a great place to work with. There are 20 kids or so being served at BART. We will start to come up with a plan at the next board meeting

Motion made to approve the budget as presented by Tim, was made by Carl Rosenquist. Second by Tony Treanor. All in Favor.

Financials

We have gotten the budget and was approved just a few minutes ago. We are still looking for permanent replacement sites for the interim Bayview. We abated and replaced two floors at Soar Learning Center this summer. DMH has been gathering information regarding Success Beyond Six contracts in an effort to understand the growth in requests from the DA system. We are also continuing discussions with DVHA regarding the ABA bundles. We have also been doing a time study with Kathy and DS. This is based on a 47 page costing worksheet from Burns and Associates. It is due back by September 17th, we are target for that.

Committee Reports

Behavioral Health - We have been doing a lot of work with our zero suicide program, we will have about 85 staff trained. Steve submitted a bid to get the national suicide life line. It will be a daytime number that is answered here on site. We are in the contract writing phase. This will help subsidize some costs in crisis. Jason brought up a pilot program that works with ketamine as a suicide stopper. Jason just wanted to give Steve the heads up. There was an NPR story about a gentleman who started taking it because antidepressants weren't working.

Question was asked - Does our catchment area have the highest rate? No we are in the middle of the pack. It is hard to determine and accidental overdose vs suicide so it does murk the numbers.

Children Youth & Family - Danielle is at a conference for trauma.

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Developmental Services – We have been given a very large charge of a cost study, Kathy feels good about what will be handed in. We just went through the state audit. Looks good Kathy doesn't think any big charge will come out of it. Intake is busting, we have 2 new service coordinators and 8 direct staffs. We haven't grown out of our foot print because we are very mobile so that is nice. We are thinking we should have a home provider portal, to have a place to make sure they have all current documentations. Berry Hill respite bed is up and running, and booked for the next month.

Community Relations - September is Suicide prevention month and we had a lead up to this month. An ad campaign started this past weekend in the Messenger. Next week we will have an article that will be published about youth and suicide and it will be linked to our Mental Health first Aid training. We are trying to get people to talk about this. And Joe is very excited that we had something lead us into this month. It started with Stacey getting an email from Betsy LaBlanc's Dad. She and her dog Sam hiked 272 miles on the long trail. It was a great thing to help her get her story out there. No One Has To Walk Alone, was the title of her walk and it is phase one, and she is setting up to do a few things in the future. We are hoping to work side by side with her to talk about depression and suicide. This month's TV episode is all about her journey. She exceeded her fund raising goal which is very exciting.

Question was asked - Should we offer resources to families to help write obituaries when a family dies from suicide? Maybe reach out to funeral director that is where the obituaries start.

Human Resources:

Motion made to enter executive session was made by Jesse Bugbee. Second by Carl Rosenquist. All in favor.

Motion made to exit executive session was made by David Hutchinson. Second by Carl Rosenquist. All in favor.

Motion made to approve workforce investment phase 2 as discussed in executive session by Jesse Bugbee. Second by Carl Rosenquist. All in favor.

Quality and Risk Management – At the end of September we will have our peer audit with Center of Excellence. We will all so be going through our re-designation process and the board will be part of that next month.

Board Business

Jesse would like to make suggestion that since we aren't keeping time we should landscape the agenda so there is room for notes.

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David made the suggestion that we try to pin point our adjournment time, so everyone has a better idea of timing of the evening.

Motion to adjourn made by David Hutchinson. Carl Rosenquist seconded at 8:00pm. All in favor.

Minutes recorded by:
Emily Richards
Executive Coordinator