

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

## BOARD OF DIRECTORS MEETING MINUTES

MARCH 6, 2024

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**Present:** Elaine Carpenter, David MacCallum, Meg Marshall, Rob Hirss, Ken Gange, Angela Poirier, Jason Minor, David Hutchinson, Andrea Patrick-Baudet,

**Excused:** Casey Toof, Dan Thompson, Anjanette Watson,

**Staff:** Stacey Remillard, Joe Halko, April Mathieu, Emily Richards, Todd Bauman, Kim McClellan, Sam Thomas, Derek Hoy, Matt Habedank

**Presenters:** Michelle Harms, Tami Mathieu, Jamie Bushey, Danielle Huston

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**Minutes received and meeting called to order by Angela Poirier at 5:44pm.**

**Motion was made to approve February minutes as presented by Rob Hirss. Second by Ken Gange. All in favor.**

### **Presentation:**

Academy of Learning (AOL)

The question was asked - If this is a program that runs in the black? It is not, this generates revenue. The question was asked - What is the age range of clients who use this program? It can start at age 18 and goes to currently 70's. The question was asked - If we wanted to come for lunch, could we? Yes absolutely, just reach out to make sure that we are there and not on an outing. The question was asked - Is there any trouble when a new client joins? No, the folks in the group are so friendly and welcoming. They often form friendships that go outside of the building.

### **Executive Director Report**

Todd wanted to give an update on the redesign. The process is going well, there have been a few staff that have been worried about the change, but as we continue to meet with staff and communicate the changes they seem to be more at ease. Matt Habedank has gone through the first round of interviews for the director position. He is scheduled for the second round next Tuesday. Elaine was present as a standing committee member.

Last month the board voted to approve the agency putting in an offer to purchase 3 Home health Circle. The offer was accepted pending legal review. This will give us that whole area, 3 and 6 Home Health Circle, we will use both buildings to provide programs that will be dedicated to our aging populations in both the Developmental Division and the new CCBHC division.

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Northwestern Medical Center (NMC) is starting their strategic planning process. Todd and Derek have been asked to join in the process. It is a three-day long process, and we will take part in the community partner portion.

The question was asked – In the board report there was mention of BellsAI, what is that? It is an application that will be with our Electronic Medical Record (EMR) system and will help with the administrative burden of the notes we require. This is meant to help staff.

### **Financial Report**

We reviewed the agency's profit and loss statement. We did try a new process in booking DS revenue, but it did not work so we will be reverting to the way we use to do it. Our expenditure is down about 2% and we do have a slight gain in the year so far. We did talk in executive committee meeting that the second half of the year tends to be our strong time. We will be using the capital reserve funds to invest in our agency strategically, as an example we will be asking the board for approval to use some of these funds to do the renovations at 6 Home Health Circle. We are also trying to think of how we can grow the agency. We are in a good place financially.

### **Executive Committee Report**

We talked about all the things we spoke about in the executive committee meeting. We had a lot of conversations about the budget and growth opportunities and will continue to talk about this. Once the wage study that Stacey is doing is complete, we will put this up to our wages and see where we land within there. We will be strategic about what we do with this information.

### **Behavioral Health Report**

988 is going well, Northeast Kingdom was slightly above us with the data, but we just passed them by a little. The team is really excited about this. There was a soft launch in December for the enhanced mobile crisis program, this is where two staff go and people in crisis where they are in the community. We are not quite where we want to be with this program, but we are getting better each month. This is a statewide program, and others are struggling more than we are.

We are hosting the 16<sup>th</sup> annual Ice Cream Social Friday 15<sup>th</sup> 2-4 all are welcome.

### **Children, Youth and Family Report**

We have filled the clinical services program manager position which has been vacant since October, we have also filled the Parent Child Center (PCC) program manager position. We have had some struggles at Soar recently with social media bullying which has led to a few physical assaults and threats. We have been working on the situation and the team down there has done a great job and things seem to be going well.

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### **Nursing Report**

We did the blood pressure clinics in conjunction with the WE committee, and we had 40 staff participate, the last time we did this we had 12. We would like to be more involved with the committees across the agency, things like WE, Health and Safety, Zero Suicide, Outcomes. We are thinking about how we can do monthly things to offer staff different things. In 2023 we had 180 hours of treatment in our Transcranial Magnetic Stimulation (TMS) program. That is five patients who had daily treatments. The question was asked – Is this supported by insurances? Yes, it is. The question was asked – Is this being used by our clients or clients that have been referred to us? It is both.

### **Developmental Services Report**

We have hired a new team leader, Brie Magnent who is a promotion from within the agency. We are excited to have this position filled. On March 28<sup>th</sup> we are having an all staff in service day. Three state partners are coming to talk to staff about the upcoming major changes in our system of care. Yesterday was the Program for Adaptive & Expressive Arts (PAEA) coffeehouse. This is where staff can perform music and show off their artwork. We will send the brochure out the board. Sam did want to highlight that a client wrote a song with the help of Troy Millette (A staff member) and sage it at the coffeehouse, it was magical.

### **Community Relations Report**

Local Access channels for our show are now 1079 and 1089. We have started promoting the orange ribbon project, which is the project that miss northwest teen Vermont has started. It is a way to bring attention to her platform of self-harm. There will be an article in the messenger, WCAX is running a segment on it and she will also be on the show in April. In the program that is being used during the miss teen program there is a full page add from NCSS and Afterglow. March 27<sup>th</sup> Dr. Strockoff will be giving a presentation at Fairfield Center School focused on social media. The home show is next week and it is the 30<sup>th</sup> anniversary.

### **Human Resources Report**

This month's newsletter was in the board packet. We currently have 512 current staff, in January last year we had 498. We are making gains.

### **Quality and Risk Management Report**

A update from the UEMR, we have hired a program manager that is a shared position between the four agencies. He will help manage the project and help find efficiency. The tech team is working on our infostructure, we put a lot of things on hold during COVID and now need to work on things to make sure we are complaint. An update on the PCB's at soar, there was a regular sampling that happened last week. During the April break we will be doing the bulk sampling.

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**Other/New Business**

April 23<sup>th</sup> and 24<sup>th</sup> is the annual voices and choices conference which is happening in Burlington this year and the peer group is getting ready to go. Ken Gagne will be going and will fill us in on how it goes.

Ken let the group know that the new emergency room at NMC is really nice. All patients are in their own rooms now. It is very helpful and comfortable.

**Motion to adjourn was made by Ken Gange. Seconded by Elaine Carpenter. All in Favor.**

**Meeting adjourn at 7:32pm**

Minutes recorded by:

Emily Richards

Executive Coordinator