

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

BOARD OF DIRECTORS MEETING MINUTES

JUNE 7, 2023

Present:, David MacCallum, Angela Poirier, Tony Treanor, Rob Hirss, Ken Gange, Anjanette Watson, Andrea, Meg Marshall, Dan Thompson, Andrea Patrick-Baudet

Excused: David Hutchinson, Casey Toof, Jim McMillan

Staff: Emily Richards, Todd Bauman, Kim McClellan, Belinda Bessette, Stacey Remillard, Joe Halko, Derek Hoy, Danielle Lindley, Sam Thomas

Presenters: Lynn Daudelin

Minutes received and meeting called to order by Todd Bauman at 5:39pm.

Motion was made to approve April minutes as presented by Dan Thompson. Second by Ken Gange. All in favor.

Presentation:

Facilities Review – Presented by Lynn Daudelin

Executive Director Report

All the agency directors went to NatCon in May. It is a conference put on by the national council. This is why we did not have a May meeting. This conference is a really great conference. It brings us together and gives the time and space to connect with different organizations and people to make sure that we are moving in the right directions. There are many different areas of focus for these conferences which is why it is so good for everyone to go to. There was a big focus on CCBHC's, and data. They talk a lot about why both of these are very important. Sam Thomas added that there was a great diversity of sessions you can pick from and there was a large selection of sessions with a focus on leadership, which has been great to bring back to our staff. The question was asked - How many Vermonters were there? 73 Vermonters were there. Belinda Bessette added it was great team building activity for our team as well, there were great speakers and so many helpful sessions. April Mathieu added the energy of the whole conference was amazing and inspiring. The questions was asked – If a board member wanted to go could they? – We have never seen board members attend but can look into next year. Derek Hoy added that it was a great use of time, he felt like we got so much work done around the CCBHC and cost reporting as just a few examples. We had a lot of meetings with consultants, the state and VCP were there so a lot of great things happened in the space.

The legislature approved the budget and it has 5% increase for most of our agency. The governor vetoed the budget, which means that they are going back into the session on June 20th. This time of year, we are normally voting on a COLA for our staff but we are still do not know what the state will give us so we can't do this with all the unknown. Todd does want to communicate that to the staff this Friday memo. Joe Halko added that at the community partner meeting the legislators

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who were present said that they are cautiously optimistic, but this is uncharted territory for them. It does however need to be decided on by June 30th.

Anjanette Watson asked for a few minutes to talk about a couple of things. She informed the board that she has been talking to legislators. Repentantly Vermont received 1 million dollars from a SAMSA grant. She is wondering what Franklin County will get from this. This money has to do with CCBHC, there are two paths to get money. The state can apply as well as agencies. As you know we have applied for the CCBHC grant. The funds that the state has received are not going to the agencies, they are to help with the planning and getting structures in place so the state can be set up to receive the full CCBHC grant. UVM has received 18 million dollars and the plan is to create a mental health urgent care center for only Chittenden County, an inpatient facility in central Vermont and then other very specific topics like eating disorders, transgender services and ambulatory services. New Hampshire clients sued the state saying that you cannot treat mental health issues different then physical issues like a heart attack. This is something that Vermonters could do. We did submit an upstream and downstream plan as options to help with these areas and what we thought would be a better use of the funds, but it did not receive any traction. Anjanette would like to know if we know who she could reach out and send a rebuttal on how they are spending this money? We do not but can look into finding someone. Todd will also send the report that we submitted about the emergency room usage reduction for the program that was cut by One Care.

Financial Report

KBS is scheduled to do out audit at the end of September. We have a large lift that needs to happen in preparation for the audit. We have many new procedures in place, so we need to make sure our policies reflect our new systems and procedures. We have submitted an extension for the submission of the budget to the state. We now have until the end of August to submit. We will most likely have it to the board for approval at the September meeting. Our financials are closed through March. The projection for the end of the year will be that we will possibly have a small loss this year. This is ok, since we have righted a lot of financial things and have shown large gains in the past few years. Our bank account is still in good standing, but expenses keep rising so we are seeing a slight decrease. The question was asked – Do we need to spend money before the end of the year? We are managing our funds and planning accordingly as we come to the end of the year. We are looking to get a few new vehicles for our programs. We have not replaced any in the past few years and now some need major repairs or replacement. The question was asked – How many vans do we need to get? We have 30 vans in our fleet, and we have gotten off cycle so we will work to get it back on track. The board reviewed financial and reporting responsibilities and liabilities related to participation in CACF and other federally funded programs.

Behavioral Health

Belinda shared a slow show and talked about the Celebration of the Arts presentation. It was truly a great event.

Child Youth and Family

Danielle asked her program managers if they could share three things with the board what would they be. They sent her a lot of great stuff, but she would like to focus on three of them, employee engagement, outcomes and community partnerships. When it comes to the engagement of staff, the school environment has been very challenging this year, with staff turnover and students' acuity. But our staff have really been strong and doing all things in their power to keep kids as engaged as possible. Danielle would like to give Michael Bombard and Christy Moffett a big shout out. They had a staff town hall at Soar las week and there were some tough conversations but so much positive thinking and planning for a reboot in the fall. For the outcomes, our target number of school kids is 118 but this month staff hit 163 kids. This just shows are staff are invested and working hard and being creative. The community partnership Danielle would like to point out is the one with NMC. We have the DULCE program that is for client's birth to age 6, we are working on getting them in to NMC and local pediatric offices. We do currently have this program at the Timberlane pediatrics office in Milton. We are also creating miscarriage kits that NMC will have to give to clients. This will have resources that can help families cope with a tragedy like this.

Developmental Services

Sam would like to share a client success story this month. We have a client that is a residential client and has been as NCSS since before Sam. He came with vey dangerous behaviors. We have been 300 days now of this client transition to 1:1 care from 2:1 care. They have gained some independence and relationships. This is such great news for this client and the quality of their life.

Community Relations

Joe wanted to share that the most important thing we can do is tell success stories and the best ones are when clients tell their story. Randy Lizotte does a great job of this, and we leverage his story on many platforms. Miss Vermont 2022 was on the latest episode of We Re Here For You. When she tells her story people stop and listen.

Human Resources

Lexie from HR and Heather Getty did NCSS Here For You Episode around diversity and culture awareness. It is the next episode of the show. PayCom is going very well, the data is great and easy to get. We were just awarded the Worksite Wellness Gold Award for another year in a row. The employee engagement survey just closed and the only data for now is that we had a 55% return rate which is up from last year. We have our onsite career fair coming up, it will be July 27th. Our annual wellness fair will be August 18th this year and we would love to see you all there.

Operations

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Complaints Grievance and Appeals, Children Youth and Families had two complaints with both being resolved. They also had two grievances one was resolved, and one is in progress. Behavioral Health had two grievances, and both were resolved. Developmental Services had none. We are working on the provider agreement, Kim, Derek and Amanda are NCSS people on the committee. This year we have an outside moderator and might be the first time we are finished with negotiations on time. We have just hired a certified coder for our billing team, she will be only the second one in the whole DA system. She starts in two weeks, and we are excited.

Nursing and Psychiatry

April wanted to share a little about NatCon. She thought it was amazing and such a powerful trip. She brought with her some lessons she took from some of the leadership sessions, such as “finding my voice as a leader” and “being a leader vs a boss.” At the teams meeting when we were out there Stacey and Danielle did a great activity that was to talk about the qualities of the people on your team. She did this activity with her team when she got back. She wanted to share with the board what her team thinks of each other. Kath is a strong advocate, keeps people alive (CPR), makes awesome baked goods, knowledgeable, thorough, great resource, loves her co-workers, knowledgeable, kind, helpful, dependable, caring, compassionate, thoughtful, detail oriented, resourceful, and generous. Theresa is a Problem solver, dependable, resourceful, kind, caring, fun, friendly, helpful, hardworking, reliable, spunky, always helpful, hard-working, easy to get along with, friendly, Joyful, organized. Jenn is good with her clients, PA guru, great advocate, great at providing education/support for her pts, helpful, friendly, trustworthy, caring, respectful, dependable, easy to talk to, caring, organized, independent, empathetic. Lindsay has tons of patience, positive attitude, great communication, caring, patient, compassionate, always calm and doesn't overreact, dependable, friendly and kind, relaxed/calm, caring, reliable, hardworking. Miranda loves her TMS work, nice smile, organized, great at small talk, caring, compassionate, very thorough, willing to help others, passionate about job, hardworking, organized, compassionate, caring, reliable, knowledgeable. And last but not least Loryn is kind, friendly, compassionate, caring, respectful, ambitious, flexible, enthusiastic, organized, great teacher, energetic, cheerful, kind, thoughtful, positive attitude. She wanted to share how wonderful her team is with you all.

Motion to adjourn the meeting was made by Tony Treanor. Second by Ken Gagne. All in Favor.

Meeting adjourned at 7:33pm

Minutes recorded by:

Emily Richards

Executive Coordinator