

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

BOARD OF DIRECTORS MEETING MINUTES

SEPTEMBER 7, 2022

Present: Jim McMillan, Dan Thompson, Ken Gagne, David Hutchinson, Tony Treanor, Angela Poirier, Elaine Carpenter, David MacCallum, Carl Rosenquist, Rob Hirss, David Hutchinson, Sara Kittell

Excused: Betty Charron, Anjanette Watson,

Staff: Emily Richards, Todd Bauman, Derek Hoy, Danielle Lindley, Sam Thomas, Kim McMlellan, Stacey Remillard, Belinda Bessette, Amanda Morong

Minutes received and meeting called to order by Jim McMillian at 5:52 pm.

Motion was made to approve August minutes as edited by Angela Poirier. Second by Ken Gagne. All in favor.

Will correct that Rob was present for both interviews not just one.

Executive Director Report

Welcome Belinda Bessette to the team as the new Behavioral Health Division Director. We are so happy you are here and jumping right in. We have signed the contract with Green State Psychiatry. They are going to be providing the psychiatry services for the agency. They are meeting tomorrow to make sure that everything goes smoothly during the transition. Todd is working on setting up a time to for the board to meet Dr. Strokoff, as he will be the new medical director. The question was asked - Does he see children? Yes, he does. The question was asked - Is he is contract with any other agencies in the state? Currently he is only in contract with us. He is bring four different staff with him which is helping us set up clients' with the provider that is right for them. We just completed our Center of Excellence Review today. Amanda Morong is a big part of this. One of the reviewers told Todd on the way out that "We have something special here." We are going through the designation review process as well and Kim has submitted all the information required from across the agencies. It is not completed yet the next step is the state will review the material and then set up interviews with different parts of the agency. We will keep you up to date on the process. One of the items we need to do it update our bylaws. This was brought to us during the designation process. We need to add language around what happens to our funds if we were to merge with another entiy. We used the language right from the administrative rules. The bylaws were sent to all board members as part of the board packet for review prior to the meeting. The question was asked – Can we confirm we have 2/3 of the board of directors present. That is what is required to vote on the by-laws. We do have at least 2/3 of the board present.

Motion to amend the by laws as presented made by Dan Thompson. Second by David Hutchinson. All in Favor.

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Financial Report

We closed June 2022 about an hour ago. Derek has not had to much time to digested it fully but want to share as much as we can. Our senior financial analysis is going to be out for a large portion of September, so it is really great to have June closed. Now we are starting to get ready for the audit. We are still working on the purchase of 6 Home circle. We have until September 29th in our due diligent stage, but we can extend that if we need to. We have been doing some renovations to 7 North, The Tomlinson Center which we are using AHS Capital Fund for. WE are hoping to be able to use some of these funds for 6 Home Health Circle as well. The team is meeting tomorrow to discuss capital projects and funds in more detail so we can make sure the ASH funds are going toward the right things. We will be looking closely at our AR Balances due to the EMR and GL not matching as they should. The budget has been submitted to the state. They have returned some questions for us. Derek has answered all these questions and once we have a vote, he will submit the budget and the answers. Derek reviewed the budget and questions from the state in detail with the full board. The question was asked - What we are doing to help get more money into staff's hand? We talk to the state all the time for the benefit of our staff. The question was asked - Would the state like to hear from board members as advocates, because Ken would like to speak on behalf of clients and the board? Thank you for offering, we will keep that in mind and if there is an opportunity, we will make it happen. The questions was asked - Why are we filling a contract in Colchester when we can't fill the franklin county contracts? The school and Howard center reached out to us due our expertise; the kiddo needed services that we provided the best. It also just so happens that job has already been filled

Motion to approve the budget as presented was made by Dan Thompson. Second by Ken Gagne. All in Favor.

Presentation

Client Satisfaction Survey presented by Amanda Morong

The board would like to know what our response rate for this survey. As soon as Amanda gets that data Kim will share with the board.

Children Youth and Family Update

Working on our partnership with NMC and this month we have started doing daily rounds on the birthing ward to help get our services out there. We have hired 3 new BCBA's which will help with some of our school contracts. We have had really great camps this this summer. We also had our agency wide BBQ and it was a success. The process in filling Belinda's position has started; it will be big shoes to fill but we are looking hard. We had a staff that was with us and left to go to another agency but has come back in a leadership role, so that is really great. Stacey shared that we have 10 staff who left and have come back.

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Developmental Services Update

We are fully staffed with services coordinators which is big win and we need to celebrate that. There is a large amount of them that are internal staff who have moved into this position. We do have an open team leader position. We have a few interviews and are looking for the right person for the team. We did take a break from AOL summer programming, but next week we are coming back and we are taking a few groups to Heart and Soil farm in Fairfield. The owners of the farm reached out to us and said they wanted to work with us, so this a great partnership. Our 7 North residence is open and our client is back in his home community and that is what our work is all about. Next week is DSP recognition week. It is nationally celebrated week, and we will be celebrating all week long. DSP for day, is coming to Vermont. The purpose of this day is to grow awareness within our government, we have Becky Balint coming to the agency, she will shadow a DSP working with a client, and have a meet and greet here with other staff.

Behavioral Health Update

Belinda is working fulling the division. She is meeting with the leadership and really enjoying meeting staff and learning about them all. Her first meeting with the CRT team ended in an ice cream social, they were celebrating the fact that their client engagement is up, which was a goal they made for themselves. She is working closely with the outpatient team, around access and how do we know if clients are getting better.

Operations Update

The Core4 for the UEMRVT came together with all teams involved in the project. We talked about renewing our commitment to the project, since language is so important, we started talking about be aligned, not just unified. We have shifted from a project to a program because now we are focused on the continuous improvements. We have two people who have been involved in recent agency reviews commented on how much they liked myAvatar and wished their agencies when in that direction.

Human Resources Update

Stacey is tracking our staffing patterns and we are about 4 staff behind where we were last month. But we did bring in about 17 people this last month. We did a stay bonus last December and we have been tracking to see if it was a success, it was 81.3% successful. This last ASH bonus has been 98% successful. We had about 12 staff who were leaving or have denied the funds, so all in all these things are working. We have also revamped our mentor program which is something we have always done with new staff. It has a new focus which is being engaged with the agency. COE reviewers were very impressed with how we are doing things, around engagement, retention, wellness and diversity. VCPIEIP are the funds we got to repay loans or tuition, we have had 53 applicates, and these funds come with a year commitment.

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**Motion to adjourn the meeting was made by Dan Thompson. Second by Angela Poirier.
All in Favor.**

Meeting adjourned at 7:12pm

Minutes recorded by:
Emily Richards
Executive Coordinator