

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

## **BOARD OF DIRECTORS MEETING MINUTES**

**JANUARY 4, 2017**

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**Present:** Ken Gagne, Dan Thompson, Jesse Bugbee, Jeff Moreau, Angela Poirer, Jim Tomlinson, Jeremy Reed, Rob Hlrss, Betty Charron, David MacCullum, Sara B. Kittell, Elaine Carpenter, Jason Minor

**Excused:** Anjanette Watson, Carl Rosenquist, David Hutchinson

**Absent :**

**Staff:** Kim McClellan, Ted Mable, Joe Halko, Meredith Vaughn, Stacey Remillard, Steve Broer, Tony Treanor, Kathy Brown, Todd Bauman, Tim Gallagan

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**Minutes called to order by Jesse Bugbee at 6:00.**

**Motion made to approve previous minutes by Dan Thompson at 6:01. Seconded by Jim Tomlinson. All in favor.**

### **Announcements**

An MOU for the United Way was presented to the board by Jesse Bugbee. This agreement stipulated that the United Way will provide funding and that NCSS will not complete for fundraising during the specified timeframe.

**Motion to approve the MOU by Jim Tomlinson at 6:05. Seconded by Dan Thompson. All in favor.**

### **Presentation: Tim Gallagan**

**Motion to enter executive session by Dan Thompson at 6:07. Seconded by Betty Charon. Staff present at the meeting invited into executive session. All in favor.**

**Motion to come out of executive session by Kenny Gagne at 6:40. Seconded by Jim Tomlinson. All in favor. Let the record show that the board voted to approve the Space Needs Committee's recommendations for moving forward.**

### **Executive Director Report:**

The Strategic Plan is under way; almost ready to be sent to the designer.

Ted has been busy, along with other members of the DA system, working on the Unified Community Collaborative, a panel of people dedicated to managing the healthcare of their local populations.

### **Behavioral Health Update:**

Will soon be a doing a training for providers in the PCP offices at the NOTCH.

Discussed the Zero Suicide Initiative for the benefit of the new members of the board. NCSS is a pilot site for the initiative; so far have trained 48 people. Nationwide statistic: 45% of those who

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have died by suicide in the US had seen their PCP within one month of their death. NCSS hopes to be part of the solution in reducing death by suicide.

**CYF Update:**

Received a cap increase from the state to bring kids back to Vermont from out-of-state residential sites. \$1.2 million dollars have been given to this program. Daily rate breaks down to \$220/day/kid. The team is very excited to provide excellent care in the community. The program will work with area schools to provide the best educational opportunities in a way that works with local school budgets.

The Applied Behavior Center opened on Houghton Street; a larger open house will take place in April during Autism Awareness Month. Community Relations will share with the public. New money was provided for this program, so funds are not being reallocated. Allows NCSS to serve more kids!

**DS Update:**

Kathy Brown hopes to have a real voice at the state level regarding eligibility for adults with autism.

Three staff were laid off at the end of 2016; three staff were transitioned to different positions. The DS division is headed in a positive direction financially.

**Community Relations Update:**

Joe Halko reminded the board of the upcoming trainings in February and March. Shared comments from George Rodriguez (Vermont State Police) about the wonderful partnership between law enforcement and NCSS. NCSS is doing important work and is often the reason that situations remain calm, rather than become escalated. Way to go!

Vermont Care Partners will be working with DAs across the state the begin network branding: branding as a whole state system, rather than individual agencies working alone. Vermont is ahead of the game in many ways when it comes to the DA system; this is one more way to showcase the network of care.

**HR update:**

The executive director search as begun. Three applicants have applied and Tony Treanor is expecting that after three weeks of advertising, there should be a solid applicant pool.

**Financials:**

As of 11/30/16, the agency financials stand at YTD gain of \$481,707, aligning us with our FY17 targets.

The SLC roofing project is complete all 2015 Bond Refinancing Capital Funds have been drawn down. To complete all of the SLC projects, went over the Bond financing by \$3,493; uses capital funds to cover the overage.

The FQHC/NOTCH contract was renegotiated for the FY17-18 contract with a modest increase. Great work everyone!

It seems as though Voc Rehab in schools was lower than anticipated, but it evens out when looking at the aggregate numbers.

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Motion to approve and accept the financial report by Elaine Thompson. Seconded by Dan Thompson. All in favor.

**Quality Update:**

RFP under way; projected for Monday Jan 9<sup>th</sup>. Hoping to sign a contract with vendors by the end of August. Tight timeline!

CARF visit is coming soon! A question on everyone's minds: What programs will be showcased?

**Executive Committee Summary**

Executive Committee was cancelled on January 4, 2017.

**Motion was made to adjourn meeting by Jesse Bugbee at 7:37. Motion seconded by Sara B. Kittell. All in favor.**

Minutes recorded by Meredith Vaughn, Executive Coordinator.

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## **BOARD OF DIRECTORS MEETING MINUTES**

**FEBRUARY 1, 2017**

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**Present:** Ken Gagne, Dan Thompson, Jesse Bugbee, Jeff Moreau, Angela Poirer, Jim Tomlinson, Jeremy Reed, Rob Hirss, Betty Charron, Sara B. Kittell, Elaine Carpenter, Jason Minor, David Macullum

**Excused:** Dan Thompson, Carl Rosenquist, David Hutchinson

**Absent :**

**Staff:** Kim McClellan, Ted Mable, Joe Halko, Meredith Vaughn, Todd Bauman

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**Minutes called to order by Jesse Bugbee at 5:53 pm.**

Jesse Bugbee updated the board on the executive committee's discussions pertaining to a local property of interest for purchase.

**Motion by Kenny Gagne to approve pursuing a contract for purchase in the amount of \$535,000-\$550,000. Seconded by Jim Tomlinson. All in favor.**

Jesse also proposed the idea of a capital plan in the cost of \$32,000 that would take four months to complete and provide NCSS with a detailed understanding of upcoming costs and repairs for the 6 buildings we currently own.

**Motion by Elaine Carpenter to proceed with capital plan as explained. Seconded by Betty Charron. All in favor.**

**Motion by Rob Hirss to approved minutes from January 4<sup>th</sup>, 2017. Seconded by Jeff Moreau. All in favor.**

**Meeting adjourned at 6:09 pm.**

Minutes recorded by Meredith Vaughn, Executive Coordinator.

### **Training provided by Andy Robinson:**

Designing the perfect board activity: The board got into groups and talked about what would comprise their perfect board if they were building from scratch.

Financial knowledge

Diversity

Ambassador

Networking

Connections

**Diverse Skills:**

Legal skills

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Real estate skills  
Regulatory expertise  
Represents community served  
Commitment  
Independent judgment

**Outreach**

**Mission knowledge** – it could be valuable to have direct staff present/connect to the board  
“mission moment” – talk about real stories connected to the agency  
-What are three things that we want community partners to know about us?  
-what is our elevator speech?  
-Can we tell stories? Stories on the website?

**Communications**

Board was given a quiz about financials in the agency, funding for the agency, risks in the future. The board did very well and knew the answers!

Andy suggested a “dashboard” that looks at finances, funding, impact – broken up by two years ago, current years...etc. Visuals can be helpful to the board to quickly understand how the agency has done and is doing.

**It would be more helpful if the monthly financials were in graph form – year to date. Might also be nice to have visuals for the different divisions to make the reports a bit more meaningful. This idea will be brought back to the directors, specifically Tim Gallagan (CFO) for consideration.**

**BOARD OF DIRECTORS MEETING MINUTES**

**JUNE 7, 2017**

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**Present:** Sara Kittell, David MacCallum, Jeff Moreau, (Jim McMillan), Jason Minor, Dan Thompson, Jesse Bugbee, Elaine Carpenter, David Hutchinson, Carl Rosenquist

**Excused:** Betty Charron, Rob Hirss, Angela Poirer, Ken Gagne, Jeremy Read, Anjanette Watson

**Absent:**

**Staff:** Meredith Vaughn, Ted Mable, Tim Gallagan, Kim McClellan, Todd Bauman, Joe Halko, Danielle Lindley

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**Minutes received and meeting called to order by Jesse Bugbee at 6:05 pm.**

**Let the record show that the minutes from May's meeting were adjusted to show Jason Minor as present. Motion was made to approve previous minutes by David Hutchinson. Second Carl Rosenquist. All in favor.**

**Operations:**

**Outcomes Report:**

Kim McClellan passed out the 2016 Outcomes Report that highlights our outcomes for the three service divisions. This Outcomes report is the most streamlined yet and will continue to improve that we have an Outcomes Manager heading the project. The Outcomes Report will be mailed to community partners on Thursday June 8, 2017. The Outcomes Report was revamped this year after some feedback from the board and Con Hogan. It is more condensed with less narrative; there is still room for improvement.

A few highlights: There was an increase in hours of care for person served. This could mean that more people are being identified, more referrals are being made by PCPs, and that prevention efforts are working. Soar Learning Center's restraint numbers have fallen, and that is due to several factors, such as excellent work by staff and the use of various training models like Handle With Care and Life Space Crisis Intervention.

Our Report Card looks great; our client satisfaction is 90%! And our turnover rate is much lower than the average statewide rate of 29%. Jesse commended the directors and staff for their hard work.

**Executive Director Report**

Ted updated the board that NCSS closed on Mapleville Depot on June 1<sup>st</sup>; the space will be for various CYF staff across different programs. It will mostly be a client-free zone and is not zoned for substance abuse services. Ted also updated the board on the psychiatry team changes: Steve Sobel has resigned as medical director and David Mooney will take his place in this role.

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**Financials**

- As of April 30th, the agency financials stand at YTD gain of \$1,394,145.
- Performance includes funds set aside for the \$900 net bonus paid to all staff on April 28th and a retroactive one percent base rate increase on May 12th. We are also accruing for another anticipated wage action.
- The Fiscal Year 2018 Budget is ready. We are budgeting a 0.82% profit margin in for FY18 with a 1% salary increase.
- With the self-funded insurance model, we should be prepared for a tougher year financially.

**Executive Committee Summary**

**Motion to enter executive session at 6:34 by Elaine Carpenter. Second by Jeff Moreau. All in favor. Let the minutes show that staff were invited to stay.**

**Motion to exit executive session at 6:57 by Jeff Moreau. Second by Carl Rosenquist. All in favor.**

**During executive session, the board approved a contract for the relocation of Bay View. The board approved a one-time bonus for employees. The board approved a one-time bonus for homecare providers.**

**The committee extended kudos to Kathy Brown for her hard work in securing the DS budget.**

**Motion to approve the FY18 budget by David Hutchinson at 7:00 pm. Second by Jason Minor. All in favor.**

**Board Business:**

The board was asked to review and adopt a program funding agreement from the United Way of Northwest Vermont for a \$6200 award for Camp Rainbow for FY18. The board discussed the stipulations in the agreement and agreed on its details. The funding agreement is available for review.

**Motion to adopt funding agreement in the amount of \$6200 for FY18 by Carl Rosenquist at 7:01 pm. Second by Jeff Moreau. All in favor.**

**Motion to pass resolution by Elaine Carpenter at 7:03 pm. Second by Carl Rosenquist. All in favor.**

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The board passed a resolution to remove Ted Mable as an authorized signatory on all financial accounts and remove his access to the NCSS safe deposit box effective on July 5, 2017; in the same resolution, the board appoints Todd Bauman as an authorized signatory on all financial accounts and authorizes him to access the NCSS safe deposit box effective on July 5, 2017.

**Motion to adjourn made by Jesse at 7:03 pm. All in favor.**

Minutes recorded by:  
Meredith Vaughn  
Executive Coordinator



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## **BOARD OF DIRECTORS MEETING MINUTES**

**DATE 3.1.17**

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**Present:** Jesse Bugbee, Betty Charron, Ken Gagne, Rob Hirss, Sara Kittell, David MacCallum, Elaine Carpenter, Jeff Moreau, Angela Poirer, Jeremy Read, Carl Rosenquist, Jim Tomlinson, Anjanette Watson,

**Excused:** David Hutchinson, Dan Thompson, Jason Minor

**Absent :**

**Staff:** Meredith Vaughn, Todd Bauman, Joe Halko, Kim McClellan, Ted Mable, Tony Treanor

### **MINUTES RECEIVED AND MEETING CALLED TO ORDER BY JESSUE BUGBEE AT 6:03 P.M.**

MOTION WAS MADE TO APPROVE PREVIOUS MINUTES BY ROB HIRSS AND SECONDED BY KEN GAGNE. ALL IN FAVOR.

### **Financial Report:**

Tim Gallagan updated the board on the financials. Discussed some contingencies for end of the fiscal year. Tim also notified the board that NCSS has entered a verbal agreement for purchase for a local building. Next comes purchase and sale agreement, inspections, and close in spring, should everything move along as expected.

The board briefly viewed some graphs Tim had put together after last month's board meeting. The board seemed pleased and will discuss/review the graphs further at the next meeting.

**Motion to enter Executive Session at 6:07 by Anglela Poirer. Second by Elaine Carpenter. All in favor.**

**Motion to exit executive session at 6:20 by Ken Gagne. Second by Sarah Kittell. All in favor.**

**Motion to approve Todd Bauman as new Executive Director for NCSS by Jim Tomlinson. Second by Ken Gagne. All in favor.**

Jesse thanked the hiring committees and interview committee for their work in finding the Executive Director. The board looks forward to years of excellent service!

Motion to adjourn at 6:22 by Dave MacCullum, Second by Betty Charron. All in favor.

### **Andy Robinson: Board Training**

The board looked at examples of sample agreements and job descriptions. The board did not really like the sample agreement, as our board is a volunteer board and the agreement sends a strange message. The board did like the clear job description, as it lays out expectations.

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Should there be a committee to guide the board in governance? Nominations? Matching board members with appropriate actions...?

The term “fiduciary responsibility” can be a bit scary, but the job of the board is not to be financial helicopters. There are many checks and balances within the NCSS system, thereby protecting the board.

The board looked at some different examples of agendas, with a specific focus on making important decisions, not only hearing reports. The reports are useful for the board, as they inform the board of various programming, new funding streams... the presentations in the long meetings are informative and fun.

It would be helpful in the board packets if there was an advance notice of important decisions to be made the meeting. This is something we will consider for the upcoming reports. Are there other ways to enhance the agenda?

We have quite a reliance on public funding; is there a way to gather more funds from fundraising (philanthropic)? Only 5% of funding comes from corporations! Philanthropic donations: Is this an avenue we could explore? Fundraising is more than just asking for money. It’s education, cultivation, involvement, recognition.

Minutes recorded by:  
Meredith Vaughn  
Executive Coordinator

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## **BOARD OF DIRECTORS MEETING MINUTES**

**MAY 3, 2017**

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**Present:** Betty Charron, Rob Hirss, Sara Kittell, David MacCallum, Jeff Moreau, Anjanette Watson (Jim McMillan), Jason Minor

**Excused:** Dan Thompson, Angela Poirer, Carl Rosenquist, Ken Gagne, Jesse Bugbee, Jeremy Read, Elaine Carpenter

**Absent :**

**Staff:** Meredith Vaughn, Ted Mable, Tim Gallagan, Kim McClellan, Todd Bauman, Kathy Brown, Stacey Remillard, Hillary Holmes, Joe Halko, Steve Broer, Kathy Brown, Danielle Lindley

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**Minutes received and meeting called to order by Rob Hirss at 5:47 pm.**

**Motion was made to approve previous minutes by Dave Hutchinson. Second Jason Minor. All in favor.**

### **Presentation**

Presented by:

Hillary Holmes and Stacey Remillard presented about the agency's current Diversity and Cultural Competence initiatives. In 2009, the Diversity Committee was formed, and since then there have been much progress toward a culture of inclusion, such as gender neutral bathroom signage, trauma informed care initiatives, and gender acceptance language on our forms. A welcome sign in multiple languages is on its way.

Prior to the Cultural Competence presentation, which was created in 2016, the board was asked to complete a survey that assesses their perception of how the agency currently addresses diversity and cultural competence. The hope is that after the presentation, their perceptions would change. The presentation covered the definition of culture; it is more than what is easily visible. Culture also encompasses beliefs, movements, traditions, language...etc.

The presentation addressed the varying levels of cultural competency. It is not a fixed scale, so while one day a person might not speak up about a diversity issue—and therefore inadvertently participate in a possibly negative or oppressive situation—other days, the opportunity to voice acceptance might present itself more readily. The decision to speak up in certain situations is often a response to how safe we feel, both physically and emotionally. The negative effects of targeting others is that the society misses out on what might have been created by the oppressed. During the presentation, Hillary reviewed some questions we can ask ourselves in self-reflection following an incident. What happened? Who did you feel? What did you learn? What will you do in the future?

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This training has been powerful for our nearly 100 new employees who have thus far received it. As an agency, we hold a great deal of power. By recognizing cultural differences, we maintain our power but allow others to feel safe in the process.

**Executive Committee Summary**

Executive Committee was canceled on May 3<sup>rd</sup> due to attendance so no update was provided.

**Executive Director Report**

- Agency Leadership and other key staff met with leadership from Northwestern Medical Center on April 10, 2017 to brainstorm about various community needs, areas of concern, and opportunities. Out of the meeting, the two leadership teams landed on three action steps and will work together to move forward. These initiatives align with both NMC's and NCSS's strategic plans:
  - Training and development with a focus on primary care relationships
  - Space utilization
  - Emergency Department data review.
- The board had a discussion about the current Emergency Bed situation, which has really become a crisis across the state. The system needs to be addressed by those at the state level and not rest only on the shoulders of the mental health agencies. We can all take a part in making this a true priority by speaking about it openly, attending public meetings, and communicating with our reps.
  - Ted discussed some legislation that could have a positive impact on reimbursement for select staff. He also discussed Duty to Warn and its impact on mental health agencies.

**Behavioral Health Divisional Report**

Steve mentioned the fond remembrance of Jim Tomlinson in standing committee. Nothing has been heard regarding a service. Joe will reach out to find if any arrangements have been made.

**Children Youth and Family Divisional Report**

- Welcome Danielle! She enters the position with 13 years' experience in the human services field, primarily in the children's system of care. Since 2009, she has acted as the NCSS Parent Child Center Program Manager, a role in which she develops and oversees all programs and activities of the NCSS' Parent Child Center.
- She offers a focus on the future, specifically with population health
- Several NCSS staff has been supporting Highgate School with the para-educator incident- supporting staff and parents around sexual trauma and crisis. The Messenger will write an article about the NCSS staff support- keep an eye out. Developed a cohesive response for future incidents.

**Community Relations**

- May is Mental Health Awareness Month

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- CPC- June 16<sup>th</sup>!
- Autism Walk- May 21<sup>st</sup>!
- Kids Fest June 2<sup>nd</sup>- 3:00-6:00
- May 11- Tony's farewell, 5:00-7:00 at Twigg's in the backroom. Informal, come and go as you please.
- June 23<sup>rd</sup> (Friday), Ted's farewell on the Family Center Green, 5-7:00 pm. More details to follow.

**Developmental Services**

- VT has received an award (Zero Project Award) for its outstanding work in the realm of Supported Employment. Each agency will be receiving a plaque to honor their hard work and dedication to this cause.
- Two new individuals from corrections are being served at our Berkshire site. Although the individuals present significant challenges, the highly skilled and trained staff continue to carve out ample opportunity for their success.
- DS PICNIC- Tentatively scheduled for the last Friday in June. Georgia Beach is scheduled to be under construction so alternative (local) sites are being looked into.

**Financials**

- As of 03/31/17, the agency financials stand at YTD gain of \$1,197,947.
- Performance includes funds set aside for the \$900 net bonus paid to all staff on April 28th and anticipated one percent base rate increase on May 12th. The base rate increase will be retroactive to July 1, 2016.
- The Fiscal Year 2018 Budget Process continues. The budget will be presented at the June Board meeting.
- As of March 31st, NCSS is averaging claims & stop loss premium fees of about \$65,300 per week for Fiscal Year 2017. In our previously fully-insured world, the weekly average of premiums, adjusted for current marketplace, would be roughly \$77,000.

Revenue, along with expense, has ticked up for 2017 – this was the graph was requested at the previous board meeting.

Rob questioned why total expenses had gone up nearly a million; raises of 2% and 1%, bonuses and hiring explain this number.

**Unified EMR:**

So far, 16 RFPs have been reviewed. Kim will soon know who the five chosen vendors are. The plan is have a finalist by November.

**Strategic Plan (SP):**

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Several SWOT analyses went into this document- the SWOT in the SP are a gathering of all the divisions' analyses.

Next steps—directors are looking at internal initiatives and what the agency is doing cross divisionally. The entire leadership team of nearly 60 people was all given the SP. The entire team will contribute to executing the internal milestones.

Client satisfaction and staff engagement will change soon on the score card, as new surveys are going out soon. Historically, our engagement rate is high and turnover rate is low. This year, all 16 agencies will ask the same questions to staff in the engagement survey, so it will allow for greater comparison.

The SP is on the website under About Us/Community Relations. It will also be mailed to community partners and state reps.

The SP is now for three years; it used to be for five.

The board discussed some staff retention tools- loan repayment and supervision reimbursement. Kudos for attempting for these initiatives.

Medicaid Next Generation is a great initiative as well. Hope NCSS will receive the due credit for this great work!

Rob Hirss requested a list of ongoing trainings/meeting...etc. They could attend and learn more about the organization. The board liked this idea.

**Adjournment**

**Motion to adjourn made by David Hutchinson at 7:10 pm. All in favor.**

Minutes recorded by:  
Meredith Vaughn  
Executive Coordinator

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## **BOARD OF DIRECTORS MEETING MINUTES**

**SEPTEMBER 6, 2017**

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**Present:** Sara Kittell, David MacCallum, Jeff Moreau, Jason Minor, Jesse Bugbee, Elaine Carpenter, David Hutchinson, Carl Rosenquist, Betty Charron, , Angela Poirer, Ken Gagne, Anjanette Watson

**Excused :** Dan Thompson, Rob Hirss, Jeremy Read

**Absent :**

**Staff:** Meredith Vaughn, Ted Mable, Tim Gallagan, Kim McClellan, Todd Bauman, Joe Halko, Danielle Lindley, Steve Broer

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**Minutes received and meeting called to order by Jesse Bugbee at 5:51pm.**

**Let the record show that the minutes will be adjusted to show Carl Rosenquist as present at the previous meeting. Motion was made to approve previous minutes by Carl Rosenquist. Second by David Hutchinson. All in favor.**

Todd Bauman introduced newly hired David Mooney as medical director. The hiring took place when the board was on summer recess.

**Motion to enter executive session at 5:57 by Elaine Carpenter. Second by Jason Minor. All in favor. Let the record show Stacey Remillard was invited to stay; all other guests exited.**

**Motion to exit executive session at 6:10 by Ken Gagne. Second by Jason Minor. All in favor.**

**Motion to ratify compensation package of newly hired David Mooney by Sara Kittell at 6:11. Second by David Hutchinson. All in favor.**

### **Presentation:**

**Go Kit and Good Grief (Bridget Archambault, Tony Stevens, Cris Gravelin, Steve Broer)**

A group came together to discuss NCSS's general community response to tragedy. There is a need for a great response for assurance that everyone in a crisis is wrapped. This committee focused on chain of command for tragedy response, creating resources by division, and having a set structure for handling these crises internally that is clear to any staff that may need it.

Go Kits—binders full of information about communication paths and resources—are available around NCSS for sign out and also on the Intranet. It will be updated regularly.

There is a wealth of skill in the agency; in order to prevent burn out and vicarious trauma, community tragedy response is shared among NCSS providers. Debriefs are not the norm following an event and they have been very helpful in helping staff handle their emotions. The

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committee is also working on developing a consultation strategy for schools; NCSS has been consistently proactive with schools and would like to continue to assist in any capacity.

The board was very impressed with the work that has been done and would like to be updated on a more regular basis regarding these tragedies and NCSS's response.

### **Executive Director Report**

We are the only DA in the state with a CARF accreditation and we are very proud. The CARF review has been extended to February or March.

Great work to Danielle Lindley for her securing of a grant; for 5 years, NCSS will receive about a ½ million dollars, earmarked for kids, specifically wellness promotion and pediatric social workers. Outcomes will prove useful in demonstrating the effects of wellness promotion and social work within primary care settings.

### **Financials**

- As of June 30, 2017, the agency financials stand at a YTD gain of \$414,953. With Period 13 adjustments, this will increase to \$448,342 or 1.1%
- Performance includes funds a \$1,850 net bonus paid to all staff on September 1st, a \$900 net bonus paid to staff on April 28th, a retroactive one percent base rate increase on May 12th, and a retroactive two percent base rate increase on August 21, 2016.
- The Fiscal Year 2018 Budget was submitted in June. As is typical, we received several clarifying questions from the State, which we answered promptly. We are awaiting further word.
- Kittell, Branagan & Sargent will be on site the week of September 18th to complete our Fiscal Year 2017 financial audit.
- We have received notification from the State of our Act 82 allocation. We will be meeting to determine how to best deploy to funds the objective of the legislation. All changes will be retroactive to July 1, 2017.
- RFP's to renovate Mapleville Depot are out. The St. Albans House lease expires at the end of 2017.
- We are awaiting a response from the State surrounding increasing funding and capacity for the Autism Behavioral Services. We expect some funding, but likely not our entire request.
- Discussions surrounding the ARIS Respite and Community Support funds continue. Further analysis of the Fiscal Year 2016 has been submitted to the State. A similar analysis will be completed for Fiscal Year 2017.
- Select Service Lines are being analyzed collaboratively to assure the best use of agency assets.
- The State has indicated the potential of bundling funding for Behavioral Health services in the future. No changes are eminent due to the review and approval process required at the State level.



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### **Executive Committee Summary**

Act 82, previously S133: we have been notified of our allocation. Leadership will meet in the coming weeks to discuss fund deployment. This will ultimately need board approval.

Leadership recently received the plan from Bread Loaf. Directors will review and prioritize and come back with a comprehensive capital plan.

Space update: the executive committee discussed local properties of interest, specifically for the relocation of Bay View. The board will be updated throughout the process.

### **BH update:**

Representatives from the Behavioral Health Division's Integrated Health Team will be presenting to the Vermont Next Generation statewide group when they are here in September. We have been asked to highlight our efforts to be located in all the Patient Center Medical Homes as well as the partnerships with NMC, NOTCH and others.

### **CYF update:**

Members of the Parent Child Center created the first local Childcare Action Team of Franklin/Grand Isle. This group was developed to support the region around recruitment and retention of childcare providers.

CYF hosted Camp Rainbow the second week of August at Soar Learning Center. In order to for the camp to run smoothly, this took support from multiple teams within the CYF division and several volunteers from the community. Due to the thoughtful planning, dedication of staff and volunteers, 40 campers were able to register and enjoy camp this year.

Matt Habedank, NCSS Children's Behavior Services Program Director, was awarded the Eddie award at the 9th annual Success Beyond Six Conference. This award is provided to individuals who have been identified as being a leaders and innovators in the field of Applied Behavior Analysis. Matt has been instrumental in the growth and success of the divisions support and services that are provided to children and their families who have been diagnosed with Autism and other developmental diagnoses.

### **DS update**

The state is looking to NCSS for help in developing programs like Berkshire, as Berkshire has been successful. This may, ultimately, help in the procurement of funds for further development of our programs.

### **CR update:**

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Planning continues for the 2017 Buddy Walk of Northwestern Vermont which will be held on October 1st at the Collins Perley Sports and Fitness Center. For the fourth consecutive year, KBS – Kittell Branagan & Sargent is serving as the Event Sponsor.

The Annual Meeting will be held on Wednesday, November 1st at the American Legion in St. Albans.

September is Suicide Prevention Month; NCSS will promote awareness throughout the month on social media. Jeremy Read will be assisting on the Messenger as well to promote this message.

**Quality:**

For the Agency Review, the board was asked to fill out a survey. The results will be tabulated.

**Board Business**

No new business.

**Motion to adjourn made by Jesse Bugbee at 7:40 pm. All in favor.**

Minutes recorded by:  
Meredith Vaughn  
Executive Coordinator

## **BOARD OF DIRECTORS MEETING MINUTES**

**SEPTEMBER 7, 2016**

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**Present:** Jesse Bugbee, Rob Hirss, Jeff Moreau, Dan Thompson, Jim Tomlinson, Anjanette Watson, David Hutchinson, David MacCallum, Angela Poirer, Jim McMillan

**Excused:** Betty Charron, Ken Gagne, Jeremy Read, Carl Rosenquist

**Absent :**

**Staff:** Tim Gallagan, Meredith Vaughn, Ted Mable, Todd Bauman, Tony Treanor, Kim McClellan, Steve Broer, Stacey Remillard

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*Meeting called to order by Jesse Bugbee at 5:57.*

### **Presentation: Zero Suicide**

#### **Steve Broer**

Vermont is ranked 7<sup>th</sup> in the nation for rate of death by suicide and ranked the highest in New England. In 2014 alone, 124 Vermonters died by suicide. Suicide is a public health issue and one that NCSS is focused on changing. How can we help? What are the major risk factors for suicide? Vermonters use firearms to take their lives at very high rates; according to the most recent 5 years of data, 59% of Vermont suicides involve firearms, while the rest of the Northeastern US only 36% of suicide deaths involved firearms. Zero Suicide is a commitment to suicide prevention in health & behavioral health care systems which involves a specific set of tools and strategies. It is both a concept and a practice.

The Zero Suicide model focuses on screening, assessment, suicide-focused care, and follow-up care. NCSS and Howard Center are the two pilot sites for the Zero Suicide evidence-based treatment model. Many staff are trained; the roles include peer support staff, outpatient therapists, therapists embedded in primary care practices, directors, coordinators, supervisors and more.

There are still several areas for consideration, such as the development of CAMS protocols with specialty populations, the use of a standardized screening tool, and the creation of a “train the trainers” model. NCSS hopes that with this new initiative, we can begin to effect some change with this public health crisis.

#### **Executive Director Report:**

##### **Health Insurance:**

NCSS had a great year for health insurance! We are pleased with the Richards Group.

##### **Financial report:**

We are almost finished with the financial audit. We are expecting gains now that the school programs have started once again.

The Soar Learning Center boiler installation is complete; Efficiency Vermont foresees a \$5700 savings!

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**Client survey:**

We have a high return rate compared to other DAs.

Team leaders are looking into the stories behind the numbers and how we can continue to improve.

*Motion made to approve minutes for previous two board meetings by Jesse Bugbee at 6:40.  
Seconded by Rob Hirss. All in favor.*

**Executive Committee Report:**

The board briefly discussed the need for space to accommodate growing programs and services. More details to come to the board in the future.

**Adjournment**

*Motion to adjourn made by Jesse Bugbee at 7:01. Motion seconded by Jim Tomlinson. All in favor.*

Minutes recorded by:  
Meredith Vaughn  
Executive Coordinator



## **NCSS Board of Directors Annual Meeting**

*November 1, 2017*

*The American Legion, St. Albans, VT*

**Present:** Ken Gagne, Carl Rosenquist, Dan Thompson, Jesse Bugbee, Jeff Moreau, Angela Poirer, Jeremy Read, David Hutchinson, Anjanette Watson, David MacCullum, Betty Charron, Sara Kittell, Elaine Carpenter, Jason Minor

**Excused:** Rob Hirss

**Guests:** Staff and Community Members

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### **Welcome**

Joe Halko welcomed staff, community and board members to the 2017 NCSS Annual Meeting and Recognition Dinner.

### **Recognition ~ Special Friends**

- Jeff's Maine Seafood
- The American Legion

### **Board Business**

#### ***Retiring Board Members***

Jesse Bube, Board President, called the Annual Meeting to order at 6:44, welcoming and thanking all those who contributed to the evening.

Jesse Bugbee recognized past NCSS Board members and past award recipients. Jesse recognized the following Board members completing a 6 year term.

- Rob Hirss
- Jeremy Read

#### ***Recognition of Board Members who have completed a three-year term.***

Jesse recognized the following for completing their first three-year term and reconfirmed them for a second three-year term. The recipients were: Jeff Moreau, Dan Thompson, Anjanette Watson

#### ***Reconfirmation of Board Members***



The following Board members have requested to serve a second three-year term on the Board:  
Jeff Moreau, Dan Thompson, Anjanette Watson

**Motion made by Ken Gagne and seconded by Carl Rosenquist to reconfirm the above mentioned Board members will serve a second 3-year term commencing January 1, 2018, through December 31, 2021.**

**Motion put to a vote and passed unanimously.**

### ***Election of New Board Members***

The Executive Committee Jim McMillan and Tony Treanor as new Board Members to serve a 3-year term commencing January 1, 2018 through December 31, 2021.

**Motion made by Dan Thompson and seconded by Sara Kittell to elect the above outlined individuals as new members of the Board of Directors. They will serve a 3-year term commencing January 1, 2018, through December 31, 2021.**

**Motion put to a vote and passed unanimously.**

### ***Election of New Officer***

The Executive Committee recommended the following Board member as a new officer of the Executive Committee, to serve a two-year term commencing January 1, 2018 through December 31, 2020: Jim McMillan as president of the board.

**Motion made by David Hutchinson and seconded by Carl Rosenquist to elect the above member to serve as executive officer commencing January 1, 2018 through December 31, 2020.**

**Motion put to vote and passed unanimously.**

### ***Reappointment of Executive Officers***

**Motion made by Anjanette Watson and seconded by Betty Charon to confirm the following executive officers for a two-year term from January 1, 2018 through December 31, 2020:**

Carl Rosenquist as Vice President  
Dan Thompson as Treasurer  
Jeff Moreau as Secretary  
Angela Poirer as Member at Large

**Motion put to vote and passed unanimously.**

### ***Adjournment***

**Motion from Carl Rosenquist to adjourn the annual meeting at 8:06 p.m. Second by Sara Kittell.**



**Motion put to vote and passed unanimously.**

Minutes Recorded By:

*Meredith Vaughn*

Meredith Vaughn

Executive Coordinator

11/1/17

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## **Annual Report to the Community**

Todd Bauman, Executive Director, presented NCSS's year in review  
"2017 Year in Review – An Array of Specialty Services "

## **Awards Ceremony**

### **2017 Awards presented to:**

#### ***For completing 6 years***

- *Jeremy Read*
- *Rob Hirss*

#### ***For completing 3 years***

- Jeff Moreau
- Dan Thompson
- Anjanette Watson

### **2017 Partner in Excellence Awards presented to:**

- Amanda Lobb
- Nancy Taylor

### **Marcheta Townsend COMMUNITY PARTNER AWARD:**

- Champlain Housing Trust

# NORTHWESTERN COUNSELING & SUPPORT SERVICES

## BOARD OF DIRECTORS MEETING MINUTES

DECEMBER 6, 2017

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**Present:** Ken Gagne, Jim McMillan, Carl Rosenquist, Dan Thompson, Jesse Bugbee, Jeff Moreau, Angela Poirer, Jeremy Reed, Rob Hirss, David Hutchinson, Betty Charron, David MacCullum (Tony Treanor), (Jim McMillan)

**Excused:** Anjanette Watson, Dan Thompson

**Absent :**

**Staff:** Kim McClellan, Ted Mable, Joe Halko, Meredith Vaughn, Stacey Remillard, Steve Broer, Kathy Brown, Todd Bauman, Tim Gallagan

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**Minutes received and meeting called to order by Jesse Bugbee at 6:04 pm.**

### **Announcements**

Todd thanked the board for all their hard work and dedication to NCSS.

### **Executive Director's Report**

Representative Betsy Dunn visited on November 28<sup>th</sup> to gather a sense of the designated agency system as a whole and how NCSS fits into state-wide initiatives. She was impressed by the agency and was grateful for the visit.

Bay View is currently closed; its closing has revealed just how relevant and vital this program is to our community. The target for a new home for Bay View is December 5<sup>th</sup>.

### **Executive Committee Summary**

Jesse Bugbee updated the board on the clean audit.

The CFO presented details of the Act 85 implementation plan in 4 phases:

Phase 1: Minimum Wage increase to \$14

Phase 2: Crisis Workers

Phase 3: Compression

Phase 4: Salary Grade Minimums

It was discussed that senior leadership should be very transparent about the reasons for this plan and the different salary amounts presented.

**Motion by Ken Gagne to adopt this plan as presented. Second by Carl Rosenquist. All in favor.**

Kudos to the finance team and Human resources for all their hard work on this plan.

Jesse Bugbee presented Rob Hirss with an award for his six years of service to the board. Todd Bauman presented Jesse Bugbee with a gift for his service as president.



## NORTHWESTERN COUNSELING & SUPPORT SERVICES

**Motion to adjourn at 6:36 pm.**

Minutes recorded by:  
Meredith Vaughn  
Executive Coordinator