

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

BOARD OF DIRECTORS MEETING MINUTES

MARCH 4, 2020

Present: Sara Kittell, Betty Charron, David MacCallum, Meg Marshall, Rob Hirss, Carl Rosenquist, Dan Thompson, Jim McMillan, Tony Treanor, Jason Minor, Elaine Carpenter

Excused: Jeff Moreau, Anjanette Watson, David Hutchinson

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

Minutes received and meeting called to order by Jim McMillan at 5:41pm.

Motion was made to approve February minutes by Dan Thompson. Second by Carl Rosenquist. All in favor.

Presentation

Academy of Learning presented by Claire Thompson and Alyssa Sartelle

Executive Director Report

We recently received an anonymous editorial critical of our agency. We take all feedback seriously and reviewed several recent reports to better understand the data. Employee satisfaction, Client Satisfaction, vacancy rates, employee turnover, and staff retention rates are strong and indicate healthy culture. In all of these areas our scores are better than the industry standards. The scores reflect a culture with an engaged workforce who enjoy working here. One board member commented on the large amount of oversight that we have from outside entities. Todd presented a few data points and summary quotes from several of these external reviews. There is always an aspect of perception and not everyone sees things the same way. We have a structure in place for individuals to articulate concerns and we take all concerns seriously. The board appreciated the way our Directors handled this situation and relied on data to inform our approach. We will continue to monitor the data and change if we see a need. We will continue to share data with staff to inform and engage our NCSS Team.

Financial Report

As of now we are on track to with our financials to be on pace with the last two fiscal years. The cash on hand has recovered from last month to thirty days which is where we said it would be. We are still running at about a 12% decrease with our self-funded insurance. We lease a property on French Hill and were in the process of renegotiating the lease when the owner decided to put the property on the market for sale. We do not want to purchase the house. We do have two clients there who receive 24/7 services. We had an existing place for one of the clients, and we were able to find an apartment to rent for the second client.

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

Executive Board Report

Everything that we talked about has been reported out on.

Behavioral Health

Our standing committee is very active, where apparently others DA's are not. We feel really good about ours. We have been asked to share our structure. The question was asked – have the fallen off in other agencies because it is a CARF requirement? Steve, Kim, and Danielle agree that probably isn't it due to have fact that standing committees are designation requirements. We have had a lot more training requests, from outside agencies like board control and many others. The question was asked – Will we be able charge for these trainings? In some case yes, but not all. We also try to work with our community, because we are all in this together. We were also invited to testify to both the senate and house committees at Suicide Awareness day.

Children Youth and Family

Our PCC is making a lot of activity and strives to get more money by testifying. The staff are really doing a great job on this. We are also working on suicide prevention, Lance and Holly trained some Richford 10th and 12th graders on a new teen MHFA training. We also did a ripple effect viewing at BFA. ABS just was audited, and they are doing really well, and the state is talking about us, which just goes to show the wonderful work we are doing. The para educators in the area were given a training on self-care. The family center just took part in healthy hearts with NMC. The question was asked – Do we charge for the MHFA trainings? WE can only for some, most fall under a grant we received so we cannot charge.

Community Relations

Joe wanted to point out that the MHFA training that Lance and Holly did in Richford was part of a pilot program and we are one of the firsts, just like when we got into MHFA and yMHFA. VCP is working on getting the information out that there are services all across the state. So we are working with VCP and the other DA's and SSA's on a 13 week article serious in Vermont Digger. Our article ran during week two of the serious and has received the most readership and shares. We are a gold sponsor for the Messengers Trivia game; we will get 8 half page ad placements, as well as be on the boards and posters for the game.

Human Resources

The switch to self-funded insurance, was a good shift for our agency. Our agency will be receiving the gold award for the state awards. We have scheduled a meeting on Thursday with our health and safety committee to talk about the COVID-19 virus. We have travel size hand sanitizer that will be here tomorrow that will be at all locations. We will also look at policies and are looking at ways to help people stay home if they need to. For the DS director position, we

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

have 4 really good applications and one just came in, we will let the add the run its course, and then set up interviews. We have a hiring committee that is heavily DS, but we will also have a CYF, BH and Admin staff as well as a standing committee member. We need to keep the position focused on DS but they need to make sure the new director is agency centric.

Operations

We are still tracking the reports to show our encounter data for the DS payment reform. The data is being collected for our base lines on payment reform.

Motion was made to ajourn by Carl Rosenquist. Second by Sara Kitell. All in favor.

Meeting adjourn at 7:19pm

Minutes recorded by:

Emily Richards

Executive Coordinator