Board Meeting Minutes

Meeting Date 03/09/20  Time: 7:30 am
Chairperson/President/Facilitator: Jerry Rogers, Chairperson

Attendees: Jerry Rogers (Board Chair); Jane Sullivan; Martha Maxwell; Audrey Mitchell; Dennis Gannon; Kathryn Ellis (Board Vice Chair); Kim Harvey-Manus; John Lamping (Board Treasurer); Beth McDaniel (Board Secretary); Mark Mertens; Dr. Josh Isaacson; Cliff Lane; Sylvia Daniels

Not in Attendance: Jenelle Behnen; Kelly Steffens; Dr. Steven Crawford and Tammy Fulbright

Staff in Attendance: Susan M. Curfman, MA (President & CEO); Amy Rhodes (CFO); Kim Elbl (VP Capital Campaign and Fundraising); Katie Harman (VP, HR); Katy Murray (VP Corporate Compliance/QM); Dr. Courtney Garland (Dir of Oral Health); Cindy Vessell (VP of Community Services) and Amy Phillips

Not In Attendance: Rachael Bersdale (Chief Behavioral Health Officer); Lisa Rothweller (COO); Patty Vanek (VP, Clinical Quality) and Dr. Rohatgi (Chief Medical Officer)

1. Meeting Open
The March 9, 2020 Board Meeting was called to order at 7:32 am by Jerry Rogers, Board Chairman with a quorum of members present.

2. Approval of Agenda
The March 9, 2020 Board Meeting agenda was reviewed and no revisions were requested. Recommendations: "I, Mark Mertens, move that we approve the March 9, 2020 Agenda as presented." Kathy Ellis seconded the motion. The motion carried.

3. Approval of Board Minutes
   a. Approval of February 10, 2020 Minutes
The February 10, 2020, board meeting minutes were reviewed with no revisions requested.
Recommendations: “I, Kathy Ellis, move that we approve February 10, 2020 Board Meeting Minutes.” Jane Sullivan seconded the motion. The motion carried.

➢ Sign the final approved board meeting minutes (Jerry Rogers, Chairman)

4. Mission Statement

Jerry Rogers asked everyone to join him in reading the mission statement:
To lead in providing quality, comprehensive healthcare that is affordable and accessible, and to support the dedicated professionals who make caring for the individuals we serve their number one priority.

5. Board Highlight for March – Pediatric Dentistry, Dr. Brian Darling

Dr. Brian Darling was introduced to the Board by Jerry Rogers. Sue Curfman stated that Dr. Darling joined COMTREA about 18 months ago. Dr. Darling spoke of his education background and training and the focus on growth and development on the mouth and behavior management so children feel comfortable with their procedures. The collaboration with the other dentists has been great and leading the others on how to treat kids has been great. Dr. Darling spoke of the coordination of care that the staff does to get the clients in. Dr. Darling went over the protective stabilization that was put in place at COMTREA for those young children. Dr. Darling spoke of the silver fillings that are used for children and stated that a large amount of our population have a lot of cavities. Adding anesthesia to help with treatment has been huge, the process was discussed, the assistants take an extra course to assist with this and the safety. When the children are put asleep they get all the treatment done in one visit.

Dr. Darling stated that having him and Dr. Autry that is something that not all centers have Board Certified Pediatric Dentists. Dr. Darling is part of many associations and right now COMTREA is the only place within 90 miles that takes Medicaid he is able to mention this at organizations since most private practices do not take Medicaid. Dr. Darling spoke of the cases that can be kept in house because of having the Pediatric Dentists in house.
The Pediatric Dentists are considered mandatory reporter and if there is continual lack of follow up reporting then that needs to be reported to make sure the kid is taken care of. Sue Curfman asked how much additional schooling is required for Pediatric Dentistry, he confirmed its 2-3 years. Jerry Rogers asked how many locations can he give care at with the extra equipment. At this time he works at Hickory and Fox and Dr. Autry is at Valley. Mark Mertens asked about the anesthesiologist coming out, Dr, Darling stated that Premier has been great.

6. Financial Review

John Lamping gave the financial report for January 2020. Cash on hand is just over $2.6M. The number looks strong but the days in cash is a little light. AR is just over $4.2M and the DMH is over allocation, Amy Rhodes mentioned the number should now be $3.9M. Overall for January there was a small loss. Amy Rhodes stated that the implementation into Avatar for PC and new doctors impacted PC. There was also a recruitment fee paid in January. **Recommendations:** “I, John Lamping, move that the Board approve the financial report for the month of January 2020.” Josh Isaacson seconded the motion. The motion carried.

7. CEO’s Report

   a. What are our clients saying?

Sue Curfman went over an email that came in regarding help with Special Needs children. Sue Curfman stated that the annual report from COMTREA was in the past week’s Leader. The CARF survey came back at 98.9% compliant. Sue Curfman stated her appreciation of the board members and the work that was done. Audrey Mitchell sat in at the closing and stated that it was a very proud moment to hear some of the words spoken. Jerry Rogers stated that he is going to make sure everyone else is aware of the report in the leader.

   b. Financial Focus Update

      i. Growth Report

Sue Curfman stated that the February numbers for BH Adult 61%, Child Youth Psych 84%, Integrated Staff not available at this time, on the PC side production was impacted with Avatar implementation coming in at 55%. Oral Health, dentists was 75% and the hygienists were at 81%. Sue Curfman complemented Oral Health on making changes to see that increase the hygienists.
c. Federal/State Associations/Advocacy Update/Community Involvement
Sue Curfman stated that there is not much to report in the expansion the signatures have been collected and discussions are being had. Sue Curfman spoke of some numbers she is waiting on from MPCA to see what the impact would be on the agency. Sue Curfman is scheduled to be in DC next week and spoke of some closures that might take place that would impact her travel. The CTeam will meet today and decide how to approach things agency wide.

i. Update on Medicaid Expansion Campaign

d. Service Line Alignment and Financial Sustainability
Sue Curfman asked everyone to refer to map in front of them. One of the providers in PC has given their resignation, with this there was discussions on how Primary Care is structured. The stars on the map are the primary and the secondary is shown by a triangle. Sue Curfman stated that the Primary PC site will be Emerson and at Hickory will be shifted to 1-2 a week and staffed a mid-level practioner. Sue Curfman spoke of the same day walk ins and the capacity that is not in the schedules and that capacity needs to be created for this – this space would be opened up at Emerson. The hope is that shift will allow productivity to increase. Jerry Rogers asked if the physician spot will be replaced and Sue Curfman stated that will not. This realignment is based on care type and patients and this will change as the provider departs. Jerry Rogers asked if Emerson will still have appointment, Sue Curfman confirmed.

e. Divisional/Department Updates
   i. Behavioral Health/Psychiatry Updates
Rachael Bersdale will return from vacation tomorrow and will be working on the Welcome Center transformation. Amy Phillips is the new VP, BH and has finally hired an AVP to start.
   ii. Primary Care Updates
   iii. Oral Health Updates

f. HRSA
   i. PR Monthly Review – Clinical Staffing /Key Management Staff
Sue Curfman stated that this area was 100% compliant. Sue Curfman spoke of recent compliments from outside individuals on HRSA and CARF surveys.
   ii. Current % of Board Consumers
The % is currently at 50% and out of compliance. This needs to be 51%. This needs to be a face to face visits.

**g. Monthly Grant Update**

The Franklin County United Way awarded the amount of $13,600 at the end of January. Sue Curfman explained the Walmart grants and one is still pending.

<table>
<thead>
<tr>
<th>Funding Entity</th>
<th>Program Recipient</th>
<th>Description</th>
<th>Amt Requested on Pending Grants</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Franklin County United Way</td>
<td>CAC</td>
<td>Currently working on the application for this funding</td>
<td>$13,600</td>
<td>Awarded</td>
</tr>
<tr>
<td>Walmart Grants</td>
<td>NMHO</td>
<td>Applied for (3) grants</td>
<td>Unknown</td>
<td>Awarded (1) Festus Walmart $2,000 / Denied (1) Waterloo Walmart and pending a 3rd</td>
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</tbody>
</table>

**h. Volunteers**

Sue Curfman went over the volunteer hours, they are detailed below. There was 211 hours total for the month.

<table>
<thead>
<tr>
<th>Location</th>
<th>JULY</th>
<th>AUG</th>
<th>SEPT</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
<th>JAN</th>
<th>FEB</th>
<th>TOTAL HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Safe Place</td>
<td>0</td>
<td>9</td>
<td>19</td>
<td>8</td>
<td>9</td>
<td>14</td>
<td>6</td>
<td>8</td>
<td>73</td>
</tr>
<tr>
<td>Code</td>
<td>0</td>
<td>7</td>
<td>10</td>
<td>4</td>
<td>5</td>
<td>8</td>
<td>2</td>
<td>2</td>
<td>33</td>
</tr>
<tr>
<td>Employees</td>
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<td>0</td>
<td>19</td>
<td>11</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>59</td>
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<tr>
<td>Food Pantry</td>
<td>22</td>
<td>19</td>
<td>30</td>
<td>26</td>
<td>33</td>
<td>23</td>
<td>23</td>
<td>21</td>
<td>179</td>
</tr>
<tr>
<td>Adult and C&amp;Y Div.</td>
<td>48</td>
<td>40</td>
<td>71</td>
<td>140</td>
<td>32</td>
<td>26</td>
<td>0</td>
<td>0</td>
<td>357</td>
</tr>
<tr>
<td>Job Shadowing</td>
<td>0</td>
<td>7</td>
<td>25</td>
<td>58</td>
<td>48</td>
<td>11</td>
<td>11</td>
<td>53</td>
<td>213</td>
</tr>
<tr>
<td><strong>TOTAL Hours:</strong></td>
<td>199</td>
<td>236</td>
<td>312</td>
<td>460</td>
<td>330</td>
<td>189</td>
<td>165</td>
<td>211</td>
<td>2102</td>
</tr>
</tbody>
</table>

**9. Action Items (Anything that requires a vote)**

**a. Leadership Council Reports (Month of February)**

**Recommendations:** "I, Josh Isaacson, move that the Board approve the February Leadership Council Report." Mark Mertens seconded the motion. The motion carried.

**b. Approval of Board Nomination – Tammy Fulbright (JCCMHFB Appointed)**
Jerry Rogers stated that a new individual was presented for the JCCMHFB and by virtue of the current bylaws she will be a member of the COMTREA board. She represents district 3.

**Recommendations:** "I, Dennis Gannon, move that the Board approve the nomination of JCCMHFB Member Tammy Fulbright to the COMTREA Board of Directors effective March 9, 2020. Cliff Lane seconded the motion. The motion carried.

c. Approval of Board Treasurer – John Lamping

Beth McDaniels stated that John Lamping understands the financials that the Executive Board would like for him to continue in the role and the conflict between his employment with Enterprise and that he would abstain from voting in these discussions.

**Recommendations:** "I, Beth McDaniels, move that the Board approve the nomination of John Lamping to the Treasurer position effective March 9, 2020." Kathy Ellis seconded the motion. The motion carried.

d. Board By Laws Revision – per CARF Standards

Sue Curfman stated that during the CARF, the change will be with the word periodically will state annually.

**Recommendations:** "I, Mark Mertens, move that the Board approve the revisions to the COMTREA Board By Laws changing the wording periodically to annually in Section III." Cliff Lane seconded the motion. The motion carried.

e. Sliding Fee Schedule

Amy Rhodes stated that this is based on the poverty level that comes out every January the only change is the income level for the sliding fees.

**Recommendations:** "I, Mark Mertens, move that the Board approve the updated Sliding Fee schedule as presented." Kim Harvey-Mangus seconded the motion. The motion carried.

f. Position Approval – Director of Office Management (split into 2 positions)

Sue Curfman stated that she doesn’t like to come to the board asking for an additional role when there was a loss month. The current Director of Office Management has resigned and one thing that was being worked on is trying to manage revenues with the number of locations and clinics. Some of the tasks that this role oversees were explained and the role of one person to manage all sites. There is a restructure would divide by school based and office based. The impact should help cover the cost of the additional salary needed. This would be an addition to the budget and requires an approval. Jerry Rogers stated that the Executive Committee agrees. Audrey Mitchell asked if this is why the individual is leaving, Sue Curfman stated that this is not why but this change was discussed a while ago.
**Recommendations:** “I, Kathy Ellis, move that the Board approve the addition of a Director of Office Management role as presented.” John Lamping seconded the motion. The motion carried.

**g. 3Q Patient Satisfaction Survey**
Katy Murray went over the survey for the Board and the results. Katy Murray spoke of the Welcome Center and the impact it has. The communication methods with clients was discussed and most patients prefer to be texted.
Jon Isaacson asked if some of the marketing tools being used that aren’t reaching individuals like bill board and radio and was there a cost analysis. Sue Curfman stated that the bill boards have been cancelled. Jon Isaacson asked if post cards will be eliminated, Katy Murray stated that letters are only limited times they are used. Sue Curfman asked that Katy Murray provide what the other is for her to report to the Board.
**Recommendations:** “I, Audrey Mitchell, move that the Board approve the 3 Quarter Patient Satisfaction Survey results as presented.” Beth McDaniel seconded the motion. The motion carried.

**h. Credentialing & Privileging**
Kathy Ellis went over the report for February 2020. There were 8 current staff and 3 new staff.
**Recommendations:** “I, Kathy Ellis move that the Board accept the February 2020 Credentialing & Privileging Report as presented.” Mark Mertens seconded the motion. The motion carried.

**i. QIQA Monthly Report – 2020 MPCA Quality Awards**
Beth McDaniel stated that there was no meeting due to CARF, the 2020 MPCA Quality Awards were changed and a few measures and she reminded everyone that the Board is out of compliance and appointments are needed. Jerry Rogers would like to see a buffer with the consumer usage, spouses don’t qualify but children do.
**Recommendations:** “I, Beth McDaniel move that the Board accept the February 2020 QIQA Report as presented.” Mark Mertens seconded the motion. The motion carried.

**Discussion Items (Informational; no action taken)**

**a. Subcommittees of the Board**

**i. Building and Grounds**
Sue Curfman stated that the report was given in Friday update.
ii. Fundraising & Capital Campaign
Kim Elbl stated that there are still tax credits available. Kim Elbl spoke of the donation that was made by an organization. There is a circle of hope program being developed that will be part of the sustainable funding for MHOH and this allows the families in the home to be adopted, the brochure will be finalized and out in the community by the end of the month. Kim Elbl will be out in the community speaking.
The fundraiser list is available for the board, MHOH trivia, Stand Up Comedy and the TWT ungala, fundraisers are scheduled now through October.

iii. MHOH Committee

11. Board Member Information
   a. Board Recruitment
Jerry Rogers spoke of TWT going out to the schools for a recent suicide. Josh Isaacson stated that the assistance given was much appreciated.

12. Old Business
No old business at this time.

13. Next Scheduled Board Meeting
   a. Monday, April 13, 2020 – Arnold
15. Adjournment

There was no further business to discuss.

Recommendations: With there being no further business to discuss, John Lamping moved for adjournment. Mark Mertens seconded the motion. The motion carried.

☑ Minutes approved [Signature of Committee Chair] 4-13-20

(Date)