Board Meeting Minutes

Meeting Date: 09/12/2016 Time: 7:30 am

Chairperson/President/Facilitator: Jerry Rogers, Chairperson

Attendees: Jerry Rogers (Board Chair); Kathryn Ellis (Board Vice Chair - Community Development and Fundraising Committee Chair); Elizabeth Diveley (Board Secretary) Stan Stratton (Board Treasurer); Martha Maxwell (CMHFB Chair); Jane Sullivan; Katherine Hardy-Senkel; Vicky James, Ken Waller; Mark Mertens; Cliff Lane; John Lamping and Kyle Gowen.
Not in Attendance: Dayle Burgdorf; Dr. Steven Crawford and Audrey Mitchell.

Staff in Attendance: Susan M. Curfman, MA (President & CEO); Tracy Wiecking (COO); Amy Rhodes (CFO); Margo Pigg (EVP Adult Behavioral Health Services); Nathan Suter (Clinical Director-Oral Health); Patty Vanek (AVP Primary Care); Kevin Turner (PC Medical Director) Ghada Sultani-Hoffman (EVP Children & Youth Behavioral Health Services); Kim Elbl (VP of Marketing); Donna Harris Brekel (VP of HR) and Katy Murray (AVP Corporate Compliance/QM).

Jerry Rogers called the meeting to order at 7:32 am.

Agenda Item #1 Approval of Agenda

Recommendations: There were no additions or revisions to the Agenda.
"I Cliff Lane, move we approve the Agenda as presented". Stan Stratton seconded the motion. The motion carried.

Agenda Item #2 Approval of the August 8, 2016 Board Meeting Minutes

There were no corrections or additions to the August 8, 2016 Board Meeting Minutes.

Recommendations: “I Kathy Ellis, move that we approve the August 8, 2016 Board Meeting Minutes”. Beth Diveley seconded the motion. The motion carried.
Action Items

1. Mr. Rogers signed the final versions of the August 8, 2016 Board Meeting Minutes.
   Committee member(s) responsible: Jerry Rogers

Agenda Item #3 Financial Report
Amy Rhodes discussed the financial report noting the high number of accounts receivable. A workgroup has been established to discuss workflow and remedy this issue.

Recommendations: “I, John Lamping, move that the Board approve the attached financials for the month of July, 2016.” Kathy Ellis seconded the motion. The motion carried.

Agenda Item #4 CEO’s Report

1. Reorg Update & Alignment with Healthcare Reform: Ms. Curfman noted the upcoming changes in healthcare were focusing on quality and incentive based. She felt the changes the Agency was making aligned with the direction of this movement.

2. MORs Implementation: Ms. Curfman informed the Board that Monthly Operating Reviews were to begin with each program. The meetings will include discussion regarding program drivers, revenue-actual to budget, how the Agency can support the various programs, trends, complaints and other issues. The predicted outcome would be more educated and informed Agency leadership.

3. Metrics Reporting
   a. Revenue Cycle Dashboard: Ms. Curfman reviewed the revenue cycle dashboard that was created and would be implemented.
   b. KPI Report: Ms. Curfman reported that this document was too cumbersome and she planned to discontinue its use to focus on other reports that will more effectively help the Agency reach its goals.
   c. Board Members using FQHC Services: This number remains unchanged from last month at seven. That is 44%, the Agency needs to show 50% of its Board members receiving services.

4. Strength Based Leadership: Ms. Curfman distributed a book with a strengths assessment in the back. She asked each Board Member to take a few minutes to take
the assessment and send her the results to be reviewed at the upcoming Fall Planning Retreat.

5. **United Way Site Visit:** Ms. Curfman thanked the site visit team. The Agency received great feedback and believes the United Way now has a better understanding of our scope of services and the amount of work we are doing for the community. Formal feedback is pending.

6. **Fall Planning Retreat:** Ms. Curfman reminded the Board that there would be a Fall Planning Retreat on October 7th to discuss future site planning.

7. **Volunteers:** Ms. Curfman reviewed the Volunteer Report and thanked the Board Members for their service to the Agency.

**Agenda Item #5 Action Items**

1. **Policy Approvals:** Katy Murray reviewed the proposed addition to G3.7.02c of the Governance Manual. A section was added at Sue Curfman’s request stating that the Board supports opportunity for Chief Executive Leadership Development through annual participation in state associations and leadership training forums including, but not limited to, journals/books, conference, coaching, etc.

   **Recommendations:** “I, Kathy Ellis move that the Board Approve the revision to the G3 Governance Manual, section G3.7.02c to reflect the changes discussed.” Cliff Lane seconded the motion. The motion carried.

Ms. Murray reported that the requested change to G16.20 was just to move the policy to the Finance Risk Management Manual. The only other changes made were to reflect current procedure.

   **Recommendations:** “I Ken Waller, move that the Board approve the move of policy G.16.20 Grant Contract Development to the Finance Risk Management Manual as presented.” Stan Stratton seconded the motion. The motion carried.

Katy Murray reported that a section needed to be added to the Agency’s grievance policy to ensure compliance with Section 1557 of the Patient Protection and Affordable Care Act.
**Recommendations:** "I Mark Mertens, move that the Board approve the revision to G1.8 Grievance Procedures as discussed." Ken Waller seconded the motion. The motion carried.

Katy Murray reported that the Tails with Tales Program was requesting approval of a volunteer grievance policy and dismissal guidelines for the program. The polices are aligned with existing employee policies.

**Recommendations:** "I Ken Waller, move that the Board approve the addition of Section XLIII – Volunteer Grievance Policy and Section XLIV – Volunteer Dismissal Guidelines to the Tails with Tales Policy and Procedure Manual as discussed." Ken Waller seconded the motion. The motion carried.

2. **HRIS System:** Donna Harris-Brekel reported that $30,000 had previously been budgeted for a new HRIS System that included only HR components such as recruitment, job descriptions, performance evaluations, FMLA tracking and would not include payroll or timekeeping. In FY17 $30,000 was again carried over. Strategic plans (Financial and HR) called for an HRIS system that will include not only the HR components noted above, but payroll and timekeeping as well. A preferred vendor (Paycor) has been identified who can provide the services needed by both HR and Finance. The initial annual cost proposal from Paycor was $49,385, negotiated down to $40,511 with a one-time implementation fee of $7,000. Annual cost will actually be lowered by $8,655 due to the retirement of two older HR systems. The cost savings for retirement of those systems will be $8,655. Thus, the net cost to COMTREA is $31,856 annually. There is also some anticipated cost savings on current labor/FTEs.

**Recommendations:** "I Mark Mertens, move that the Board approve the budget revision to include the additional $10,000 upfront cost for a new HRIS system to be provided by Paycor as presented." Beth Diveley seconded the motion. The motion carried.
3. **Off-Site Space Lease:** Ms. Curfman discussed the urgent need for additional space for clinicians. She then reviewed the pro-forma for leasing off-site space. The pro-forma shows a positive change to the budget if administration is moved off-site to create room for more providers to address the long wait lists experienced by our clients and patients.

**Recommendations:** “I Cliff Lane, move that the Board approve the Agency procurement of offsite space.” Beth Diveley seconded the motion. The motion carried.

**Trauma Informed Care Team:** Ghada Sultani-Hoffman explained the need to address instances where employees may experience trauma in their daily job duties. A CARE (Caring Available Resources Education) Team consisting of licensed clinicians will be available to be utilized for debriefing sessions with active employees as they may be impacted by different types of trauma events in their daily work schedules at COMTREA. Debriefing consist of: attempting to lessen or prevent psychological damage in crisis victims by utilizing specialized debriefing methods. This is an important component of the Agency becoming “trauma informed”.

**Recommendations:** “I Beth Diveley, move that the Board approve the Agency implementing a CARE Team as discussed.” Cliff Lane seconded the motion. The motion carried.

4. **Credentialing & Privileging:** The Board reviewed the list of new staff and interns requiring privileges during the month of August. The list composed of the following individuals:
**New Staff / Interns (August 2016)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Division</th>
<th>Status</th>
<th>Date Signed</th>
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<tbody>
<tr>
<td>None</td>
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**Re-Privileged Staff (August 2016)**

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<tr>
<th>Name</th>
<th>Title</th>
<th>Division</th>
<th>Status</th>
<th>Date Signed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amy Knobbe</td>
<td>School Liaison/LPC</td>
<td>C &amp; Y</td>
<td>Approved</td>
<td>9/8/2016</td>
</tr>
<tr>
<td>Hallie Lillmars</td>
<td>Dentist</td>
<td>CHC</td>
<td>Approved</td>
<td>9/8/2016</td>
</tr>
<tr>
<td>Mohammed Ashraf</td>
<td>Doctor</td>
<td>CHC</td>
<td>Approved</td>
<td>9/8/2016</td>
</tr>
<tr>
<td>Brooke Hogrefe</td>
<td>Therapist/LPC</td>
<td>C &amp; Y</td>
<td>Approved</td>
<td>9/8/2016</td>
</tr>
</tbody>
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**Recommendations:** "I, Kathy Ellis, move that the Board accept this report and these staff as presented." Katherine Hardy-Senkel seconded the motion. The motion carried.

**Action Items**

1. Jerry Rogers signed the HR Credentialing and Re-Privileging Report  
   Committee member(s) responsible: Jerry Rogers

5. **QIQA Committee:** Dr. Suter reported that the latest patient satisfaction surveys were reviewed at the last meeting. Peer reviews were also reviewed, oral health charting issues were noted and will be addressed.

**Recommendations:** "I, Mark Mertens, move that the Board accept this report as presented by the QA/QI Committee." Stan Stratton seconded the motion. The motion carried.
Agenda Item #6 Discussion Items

1. Building and Grounds:
   a. “A” Building: Flooring is being laid and door frames and doors will be placed next week.
   b. A Safe Place: MODOT is reviewing the entrance plans off Highway 61-67. 
      In a related note, chloroform was discovered in the water supply. The Health Department supervised and provided guidance to our maintenance staff which eradicated the problem.
   c. Fox Service Center: Construction has begun on the new entrance for the Fox Dental Center. The sidewalk has been poured, steel framework for the vestibule set and the entrance cut into the current lobby. A protective, temporary wall has been set up in the current lobby to minimize dust and noise from the construction.
   d. Valley: Final drawings are under review for permitting.

2. Community Relations: We have moved the date for the third party half marathon/5K run, “Race for Their Lives”, benefiting the CAC (Union) to April 29, in Owensville. The committee met this week to finalize the race theme, shirt design and committee structures for the run.
   a. We will have an open house for the Dental MAP trailer on Friday, September 9, from 3-5 p.m. Senator Roy Blunt will be touring the trailer on that day, as well. The time for that visit is still being scheduled by his staff.
   b. The 11th Annual CAC Golf Tournament held on August 5 was success with 28 hole sponsors and 31 teams. The tournament netted $25,695.00.
   c. The Friends of A Safe Place Foundation is now officially a 501c3 and the Foundation will be holding an evening meeting on Thursday, October 6 in the Arnold Café to recruit members for an Advisory Board that will assist and work with the Board to raise funds to benefit A Safe Place and the capital campaign.
   d. Letters asking Executive Board and community members to participate in the feasibility study for the capital campaign will be going out soon.
e. A Safe Place will be holding a Mardi Gras Birthday Ball on Saturday, February 18, 2017. This year's ball will celebrate 30 years for A Safe Place.

3. Updates or Questions from Division Program/EVP or VP Reports:
   a. No new updates were discussed.

Agenda Item #7 Board Member Recruitment Discussion
Jerry Rogers reported that we were still missing a Board Member from the second district. Ken Waller discussed the reappointment of JCCMHFB Members and the end date of those appointed terms would be changed to the end of the fiscal year.

Kathy Ellis reminded the Board that the MPCA Conference is Branson was coming up in September. She encouraged all Board members to attend. Anyone interested was instructed to contact Laura Casey.

Agenda Item #8 Closed Session – Personnel and Legal: “I, Mark Mertens move that the Board enter into closed session.” Ken Waller seconded the motion. The motion was carried by a voice vote from: Jerry Rogers (Board Chair); Kathryn Ellis (Board Vice Chair - Community Development and Fundraising Committee Chair); Elizabeth Diveley (Board Secretary) Stan Stratton (Board Treasurer); Martha Maxwell (CMHFB Chair); Jane Sullivan; Vicky James, Ken Waller; Mark Mertens; Dayle Burgdorf; John Lamping and Kyle Gowen.

Agenda Item #9 Adjournment
Discussion: No further business to discuss.

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

Notes: FY17, the Board will meet every 2nd Monday of the month at 7:30 am in the Arnold Suburban Office, Anderson Building.

Next Meeting Date: 10/9/2016    Time: 7:30 am    Location: Arnold Suburban Office

☐ Minutes approved   [Signature of Committee Chair]    10/10/16

FMMSC 0116
Approved 8/20/2014