

Board of Directors Meeting MINUTES

July 28, 2025

Board Present: Kari White, Chair; Lisa Boskind, Vice-Chair; Patrick Shattuck, Treasurer & Personnel Chair; Susan Franzblau, Diana Gibbs, Christine Milne-O'Grady, Heather Lindstrom, Stacy Thrall, Tracey Paul
Board Absent: Jane Kitchel, Secretary; Neila Anderson-Decelles, Nominating Chair
Staff Present: Kelsey Stavseth, Executive Director; Brooke Bury, Dir. of HR; Denis Houle, CFO; Laura Nelson, Chief of Organizational Development; Sharon Ryan, Chief of DS; Terri Lavelly, Training and Community Engagement Director; Carol Hemenway, Executive Office Admin *Indicates attachment(s) sent to Board prior to meeting
Welcome and Call to Order
<i>The meeting was called to order at 10:07am by Chair, Kari White</i>
Review and Approval of Agenda*
The agenda was presented for approval. The Board would like to add "policy review and approval" to this month's agenda. <i>Motion to approve the agenda as presented with the above noted change was made by Heather. This was seconded by Susan and carried by unanimous consent of the Board present.</i>
Approval of Consent Agenda*
The consent agenda was previously sent to the Board for review. • 6/30/25 JUNE 2025 Board Minutes • Monthly Director Reports • Standing Committee Minutes Kari inquired if there were any items to be removed from the consent agenda for discussion. None noted. <i>Motion to approve the consent agenda as presented was made by Lisa. This was seconded by Heather and carried by unanimous consent of the Board present.</i>
Policy Review*
There are four policies being brought to Board for approval and are recommended by the Executive Committee with two small spelling edits. • 3.11 Deficit Reduction Act • 3.12 False Claims Status • 7.1.5 Accounting of Disclosures • 7.4.1 Quality Assurance <i>Motion to approve the policies as presented was made by Lisa. This was seconded by Stacey and carried by unanimous consent of the Board present.</i>
Finance Committee Report* (Denis Houle)
Patrick noted that as the Finance Committee meets prior to each Board meeting to review the financials in depth, and that most recent months are proving standard, the Committee <i>proposes adding monthly financials to the consent agenda</i> unless there are unexpected shifts or unusual occurrences to discuss. • This follows feedback from the Board during the Annual ED Evaluation. • There would instead be a more in-depth quarterly review by the full Board. <i>The Board is in favor of this change going forward.</i> Denis presented the Monthly and Year To Date Financials*

- June was a very solid month. Waiting on the expense spreadsheet from DAIL to fully reconcile.
 - **Revenues** are ahead of budget by \$562k for the month and \$597k YTD.
 - There is a \$51k estimated payback for Adult programs for the month, and a cumulative payback for \$349k for the year.
 - **Expenses** were under budget for June by \$137k and are \$1.8M below YTD.
 - Fringe benefit expenses are over budget YTD – healthcare cost were \$440k over budget.
 - The Richards Group recently sent a quarterly report. Dental is over budget, however prescription costs are lower as a result of the change to Smith Rx from 1/1/25.
 - Health insurance: As a reminder, NKHS offered staff 3 new plan options during the recent open enrollment. The budget impact is TBD.
 - June **margin** is \$367k and YTD \$2.6M which is well above budget.
 - Denis is somewhat concerned that we will be subject to questions by the State, however there are still some expenses to book.
 - **Schools** had a contract reconciliation that skewed the numbers a bit and June only had 10 days of school services.
 - **Emergency Services (ES)** ended the year with a loss of \$785k. Working on operational changes for next FY aimed at reducing the loss. The ES team is performing well above expectations. Front Porch continues to increase the number of daily guests.
 - **Mental Health** programs had a YTD gain of \$395k and this reflects lots of operational work while maintaining good clinical outcomes.
 - **Developmental Services (DS)** had a gain of \$1.6M YTD – working off estimated waiver. These numbers will be will reconciled once the waiver is received.
 - **Admin** finished the year under budget by \$98k (and below GM Care Board standard) as reorganization and efficiencies have been made.
 - **Balance sheet** shows \$14.85M in the bank and Days cash on hand back up to 90 days – we continue to do very well compared to other DAs.
 - Days in Accounts Receivable (AR) coming back down – at 33.62 days in June.
 - \$561k invested in Capital Expenditures –Lincoln St., Elm St. and Cornerstone renovations.
 - ERTC monies still to be received.

Motion to approve the monthly and YTD finance reports as presented was made by Lisa. This was seconded by Susan and carried by unanimous consent of the Board present.

Chair Update

Meetings

- Reminder that there is no Board meeting in August, but the annual NKHS picnic is on 8/14.
- As a follow up item from the ED Evaluation, Kelsey will schedule time for the Board to meet with Leadership during part of an upcoming SLT meeting.
- Next By-law review meeting in August TBD.

Standing Committees need additional members.

- Need the Board to help recruit for those committees.
- Board members can also join those committees.

*Kari will send **Board Self-evaluation** in early September via Survey Monkey.*

Staff Reporting: HR (Brooke Bury)

Qtr 4 Turnover and Vacancy Report* was reviewed with the Board present.

Brooke reviewed the overall data of employee turnover by program/department and explained that this was an unusual quarter as several DS staff (7 case managers and 2 CRT staff) moved to the new CMOs, however no leadership staff have left.

- The CMOs hired ~59 staff from VT Das across the State.

- Benchmark CMO is still actively recruiting for another 4 FT staff.
- The CMOs offer over \$20k additional salary to new employees at NKHS.
- NKHS did increase the base hire pay by \$1.25/hour and are offering a sign on bonus.
- In VT, the living wage is \$21/hour, and we are at \$19.25/hour for entry level pay.

June employee totals are at 516 – down from 522 in April and 521 in May. There was some discussion on vacancy rates within the budget.

- Collecting data to help with that process.
- Without compromising clinical outcomes, the goal is more efficiency.
- Service coordinators are getting a monthly retention bonus as a strategy.

Board Education: Developmental Services (Conflict Free Case Management and Payment Reform)

Kelsey presented a slidedeck which described Conflict Free Case Management and Payment Reform impacting DS in Vermont.

- VT is the last state to adopt this reimbursement model.
- Kelsey described the federal requirements for Medicaid Conflict of Interest and the process and timelines for the VT transition.
- Prospective payments were discussed, and Kelsey noted that we need to prioritize our own data, and to have timely encounter data entry.
- Residential homes may receive more money for services given.
- Concerns about barriers to the State – CMOs will decide funding.

Laura gave an overview of data collected for billable monthly services in her work with data scientist, Eric.

- Each team leader has a report breakdown. This is new data (case loads and billables).
- Laura noted that data is being used to do real time match of client needs.

Sharon noted that being data informed is improving services and financial outcomes. Team leaders can have access to team information and see the services provided. DS team is dedicated and will work with the new system when it kicks in on 10/1.

ES is picking up the initial crisis services. All programs are supporting each other and leading with person-centeredness.

Executive Session

Motion to resolve into executive session to discuss matters of personnel was made by Lisa. This was seconded by Heather and carried by the unanimous consent of the Board present. Resolved into executive session at 11:36am.

Patrick left the meeting at 12:01pm.

Motion to resolve out of executive session was made by Lisa. This was seconded by Heather and carried by unanimous consent of the Board present. Resolved out at 12:06pm.

Other Business

- Kelsey will send a written update to the Board this week including some positive things going on.
- Lisa inquired about the raffle. Kelsey responded that ticket sales are going quite well.

Adjournment

Motion to adjourn was made by Christine. This was seconded by Lisa and carried by unanimous consent of the Board present at 12:07pm

Signed by:



Kari White, Board Chair, 8/18/2025