

NKHS Board Meeting
Minutes
9/29/2025

Board present: Kari White, Chair; Lisa Boskind, Vice-Chair; Jane Kitchel, Secretary; Patrick Shattuck, Treasurer, Susan Franzblau, Stacy Thrall, Heather Lindstrom, Neila Anderson-Decelles, Diana Gibbs

Board absent: Christine Milne-O’Grady, Tracy Paul

Staff: Kelsey Stavseth, Executive Director; Laura Nelson, Chief of Organizational Development; Kate Olney, Director of Development; Erica Perkins, Director of Marketing; Amy Jones, Director of Quality; Keri Riley-Pickford, Director of Operations; Chani Jain, CCBHC Project Director; Carol Hemenway, Executive Office Administrator

Guest: Shaun Campbell, potential Board member

Roundtable introductions of those present.

The meeting was called to order at 10:04 am by Chair White.

The agenda was brought to the Board for review and approval.

Motion to approve the agenda as presented was made by Susan, seconded by Jane, and passed unanimously.

The consent agenda included financial reports that have been reviewed and approved by the Finance Committee.

Stacy asked for clarification of the language in the ES Director’s report regarding meeting facilitation. Kelsey noted that there was a tool used for staff to address goals and believes that “facilitation” was used to describe a team meeting/discussion. He will verify with Josh Burke, ES Director.

Motion to approve the consent agenda with removal of August financials was made by Neila, seconded by Stacy, and passed by a majority vote. Jane abstained.

Executive and Nominating Committees Report (Kari):

The Board work plan and Annual meeting were discussed. Kari noted that the meetings will take place at the Newport NKHS site to ensure confidentiality after which lunch will take place at the Eastside Restaurant.

Election of officers and new and renewing members was discussed.

The following slate of officers was presented for consideration:

- Chair: Kari White
- Vice Chair: Heather Lindstrom
- Treasurer: Patrick Shattuck
- Secretary: Jane Kitchel

Anyone who would like to be considered for an officer position should reach out to Kari.

Board Committees: Kari noted that we need to ensure that all Board members are participating in a committee.

Program Standing committees: staff will be asked to join these committees. Kelsey will send out a staff email.

By-laws subcommittee group:

The revision work is ongoing and will likely need two more sessions. Jane noted the importance of dating documents for future reference.

Policies were previously sent to the Board for review. The following policies were brought to the Board for approval. The Executive Committee recommended their approval.

The following existing policies required only minor edits and were brought to the Board for approval:

- 2.9 Compliance and Enforcement with HHS
- 2.16 Duty to Disclose Information of Deceased Patient
- 2.18 Duty to Warn
- 2.21 Duty to Report Child Abuse
- 2.23 Verifying Identity of Those Requesting PHI
- 8.7 Individualized Tx Planning
- 2.31 Client Centered Care
- 3.2 Program Standing Committee Reimbursement

The new policies recommended for Board approval were:

- 2.8 Donor Privacy
- 2.13 Therapy Animal Use

Motion to approve the above policies for approval was made by Jane, seconded by Lisa, and passed unanimously.

Several policies need to have further review by the Finance Committee and the Executive Committee before they are recommended for Board for approval. The process of having policies go to the respective departments will in the future be incorporated into the process.

The following policies require further review by these two Committees before Board approval is recommended:

- 2.6 Code of Business Conduct
- 5.2 Accessibility
- 3.1 Related Party Transactions
- 3.4 Fiscal Oversight
- 3.7 Annual Budget
- 3.9 Insurance Programs
- 3.13 Gift Acceptance

Staff reporting: Compliance (Keri):

Keri reviewed the policy process with the Board present. She noted that NKHS has a total of 138 policies with 99 of them being current and in good standing; this is up from 17 percent of policies in good standing two years ago.

Policies start with departments/programs for review. They then go to the Senior Leadership for review. The Executive Committee reviews and approves/denies, and finally the policies move to the Board for final approval.

Kari stated that there may be some policies that do not need to be renewed as they have been incorporated into other policies or are no longer necessary. These represent 9 percent of the total policies.

Laura shared that staff are also updating and collapsing some sections of policies and that is why there may have been some discrepancies in the policy numbers in the headers of the cover page and signature page. Jane asked if there was a schedule to review policies going forward, and Keri noted that we now have a process for timely updating.

Staff education/training (Keri):

Keri shared that the following training courses have recently been offered to staff:

- Mandated reporting training with schools
- Deficit reduction/false claims policy training
- Critical incident reporting for BH and DS

Keri told the Board that there are now compliance memos which outline new mandated reporting updates with appropriate guidance. There is also a process in ClickUp for a reporting system for staff to report compliance issues.

The Health and Safety Committee is now being facilitated by our Safety Officer, Tim de la Bruere.

The Compliance Committee is being finalized.

Lisa asked about school-based mandated reporting and asked if the entire agency is considered a mandated reporter. Keri stated that all NKHS staff are mandated reporters. Neila asked about reporting for adults and Keri said she will investigate the requirements.

Laura said that based on some feedback, the compliance ticketing system provides anonymity and is in addition to the hotline.

Jane asked about an issue where a staff member downloaded some software onto an NKHS computer, and if there is a policy to prevent further incidents. A new IT manual is being drafted that will cover those issues. Kelsey said that he did talk to the State about the recent incident where software that looked like something to use as part of approved software (Zoom) was downloaded in error.

The IT assessment report will be completed within the next month. Laura noted that we currently have a policy under review for IT software. Additionally, staff were asked in a survey about their confidence in phishing scams in emails – most responded they were confident in what was unsafe.

Kari asked to be informed about compliance issues when they occur if they are serious in nature. Kari noted that she will provide an update on high-risk issues more frequently.

Board Education – CCBHC (Chani/Laura/Amy):

Chani, CCBHC project director, updated the Board on current CCBHC efforts.

There was discussion around services provided that don't have a CPT code (not billable) and how does the CCBHC's definition of primary care aligns with what we currently think of as primary care. Chani noted that it involves additional screenings, including mental health. The intention of the CCBHC model is to encompass whole person care.

Lisa asked if there were any issues that could risk CCBHC designation that the Board needs to be aware of. Chani noted that over the past 18 months project staff assigned to project work have looked at the requirements and have worked to get to meet them. While we are not 100%, we are close and don't anticipate any issues. Kelsey noted same day access may be an issue but nothing that would risk designation or CCBHC certification. Kari said to send any other questions to Kelsey.

Neila asked what the process would be if someone refused primary care. Chani said if they decline, we are only required to clearly document our efforts.

The Board thanked Chani and Laura for the presentation.

Executive Director Updates (Kelsey):

Kelsey sent a memo with high-level updates last week, but provided a brief overview:

CCBHC – following the strategic plan

Hiring of staff with solid skills

Recruitment of CYFS Division Director is ongoing

Continuing efforts to use software that improves services

Continuing to evolve the ES continuum with school-based services

IT assessment from MTM Consulting is wrapping up

Kelsey noted that financially NKHS is doing better than ever. NKHS received the Federal Employee Retention Tax Credit payment and is financially sound with \$23 million currently in the bank. Those funds will be invested into an endowment or a money market account.

He also stated that the Strategic Planning kick off meeting is coming up. Kari will be on the steering committee and would like one more Board member to participate. Interested board members should e-mail Carol or Kelsey.

Governor Scott will hold a press conference at the Front Porch this week. There will be an open house in November. DMH and news channel NBC5 recently toured the Agency's 988 site as well as the Front Porch as September is suicide awareness month.

Executive Session:

A motion for the Board to enter executive session for the purpose of discussing personnel matters was made by Lisa Boskind, seconded by Jane Kitchel, and passed unanimously. The Board entered executive session at 11:38 am.

A motion to exit executive session was made by Lisa Boskind, seconded by Susan Franzblau, and passed unanimously. The Board exited executive session at 12:13 pm.

A motion to adjourn was made by Lisa Boskind. Chair White adjourned the meeting at 12:14 pm.

Signed by:



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10/13/2025