



Board of Directors Meeting Minutes

Monday, April 24, 2023
10:00 am – 12:00 pm
181 Crawford Rd, Derby, VT
Zoom Meeting

Present: Denise Niemira, Chair; Lind Rhodes, Vice Chair; Jane Kitchel, Secretary; Amy Morley (phone), Treasurer; Neila Anderson-Decelles (Zoom); Lisa Boskind; Kari White (Zoom); Larry Wall

Staff Present: Kelsey Stavseth, Executive Director; Denis Houle, CFO; Brooke Bury, HR Director; Joseph Forscher, Chief of Behavioral Health; Laura Nelson, Chief of Organizational Development; Erica Perkins, Director of Communications; Tim Gould, Chief of IT; Sharon Ryan, Chief of IDDS; Vicky Whitehill, Director CYFS; Colleen Bosse, Executive Office Administrator; Terri Lavelly (Training & Development); Kristin Moran (CYFS); Derek Green (Facilities); Inez Hayes (IDDS); Sally Hawley; Brett Bourgeois (Facilities); Chad Robillard (Facilities)

Guests: Chris and Betty Barrett

I. Call to Order and Approval of Agenda.

Dr. Niemira, Board Chair, called the meeting to order at 10:02 am and introduced guests.

Mr. Stavseth requested to change to the order of the agenda to discuss the Board Resolutions for the purchase of properties first. Ms. Kitchel moved to approve the agenda as amended. Motion was seconded by Ms. Rhodes. There was no discussion. All members present voted in the affirmative. Motion carried.

II. Board Education – CYFS presented by Vicky Whitehill

Ms. Whitehill is the Director of the CYFS Home & Community Based Services programs. These programs serve children/youth from birth to age 22.

Ages 0-6 is served under CIS (Children's Integrated Services), which is a contract held by a group of local service entities:

NECKA – serves as fiscal agent and provides early intervention, family support services and specialized childcare in the North

Umbrella – provides specialized child care in the south

CHHC – provides in home nursing

NKHS – provides early childhood and family mental health

For children ages 3-6, the bulk of services provided by NKHS includes case management, community skills, respite care, psychiatric care, and outpatient therapy.

CYFS has two psychiatric providers – Dr. Bentigvolio and Geraldine Tookey, APRN
CYFS also has its first psychiatric nurse intern.

JOBS (Jump on Board for Success) serves youth ages 16-22, who are at risk for dropping out of school or who have been working with the Department of Corrections. This program provides mental health and vocational support, helping youth obtain health care, housing, and gainful employment

CYFS has 28 staff, including three therapists, plus one current vacancy.

CYFS programs serve youth who require higher levels of care or who are at risk of going to higher levels of care. Intervention and prevention are priorities. Services include therapy, parenting skills, etc. 64% of youth served are between the ages of 8-14.

Ms. Kitchel inquired about what NKHS is doing to work with teachers in a positive manner to prevent escalating behaviors in the classroom. Ms. Whitehill does not supervise the schools program but responded there are some initiatives coming from the state to provide interventions with teachers to help. ESSER dollars (federal funds) are ending next year, and towns do not want to fund school-based positions. Ms. Shapiro-Berry, Director of School Programs, is working with schools to create a plan for when funding ends. Some schools prefer to hire their own clinicians. When they do this, they lose direct access to referrals and wrap services.

Dr. Niemira asked about SA services for adolescents. The SUD program serves both adolescents and adults. CYFS does not currently have dually licensed therapists. Mr. Stavseth noted that NKHS collaborates across programs for these services. Mr. Forscher noted that SA services can also be complicated by 42CFR, which does not allow information for SA treatment to be shared without consent.

Children's is also working on plans for McGoff Hill. The staff is excited to have space to do activities, especially outdoor activities. Considerations include:

- Group work with families
- Community garden
- PUCK model – pediatric urgent care for kids
- Servicing same day walk ins

Terri Lavelly noted the Zero Suicide Team has been providing suicide awareness programs in the Kingdom East Unified School District, which includes 7 schools, and at North Country Union. Programs include Gizmo, QPR, Youth Mental Health First Aid, and more.

III. Secretary's Report.

Ms. Anderson-Decelles moved to approve the minutes from the March 27, 2023, meeting as written. Ms. Boskind seconded the motion. There was no additional discussion. All members present voted in the affirmative. Dr. Niemira and Mr. Shattuck abstained, as they were not present at the March meeting. Motion carried.

IV. Treasurer's Report.

Mr. Houle presented the March financial report and shared his screen with the monthly graphs.

Revenues:

- MTD Revenues are above budget by \$284,000 (6.74%)
- YTD revenues are ahead of budget \$2 million (5.4%)
- YTD revenues are \$39 million vs a budget of \$37 million

Expenses:

- MTD Expenses are over budget by \$225,000 (5.4%)
- MTD fringe benefits are over budget due to increased health care costs
- YTD staffing vacancies are \$1.7 million (10.9%) below budget and fringe benefits are slightly over budget.
- YTD other personnel costs are over budget by \$987,000 (8.3%) due to locums and increased IDDS clients. We continue to get more clients despite staffing, which skews expenses.

Margin:

- MTD gain is \$78,000 (1.7%)
- YTD gain is 1.7 million (4.3%)

Overall, NKHS is in a strong financial position with 98 days of cash on hand. The purchase of the two new properties will have an impact of 3 days less cash.

There was discussion about funding and the future. Much of NKHS's financial position is due to funding received through the leniency of DIAL for IDDS services. The pandemic crisis will end in May. However, it is likely the leniency will continue through December.

Staffing continues to be a challenge and impact funding. Ms. Anderson-Decelles noted her daughter receives IDDS services and has had three case managers since Covid.

Ms. Kitchel also commented on the oversight concerns for SLPs. Mr. Stavseth and Ms. Ryan will be meeting with the Commissioner to discuss staffing concerns. NKHS will be the first DA receiving training on new DAIL standards.

Ms. White moved to approve the February 2023 financial statements, as recommended by the Budget & Finance Committee. Mr. Shattuck seconded the motion. All members present voted in the affirmative. Motion carried.

V. Standing Committee Reports

Standing committee reports were included in the board packet.

Dr. Niemira announced that all standing committees will do their evaluations in May using the SWOT format. These evaluations will also be used as part of the Executive Director evaluation.

Ms. Kitchel moved to accept the standing committee reports as submitted. Motion was seconded by Ms. Boskind. All members present voted in the affirmative. Motion carried.

VI. HR Turnover Report

Brooke Bury, Director of HR, presented the Q3 turnover report.

Ms. Bury noted we are on a hopeful trajectory with improvements in both turnover and retention. Resignations are down. There were 18 separations in last quarter and 42 people were hired, mostly in IDDS.

Turnover is now a better indicator of progress. All employees had to sign a 90-day agreement for the Workforce Retention Grant. Despite the 90-day period ending in January, the agency still saw good retention in February and March.

APRNs and licensed staff are still more difficult hires. NKHS is trying to build capacity for internships, which we hope will help in this area. We have also been recruiting at high schools and colleges to help create an interest in the human services track. We are currently working with NVU Lyndon to discuss an opportunity for earning credits while getting paid for work. We are also planning an onsite job fair at NKHS.

Several people have been recruited people from NH. The increased wages have definitely helped.

Anthony Willey, HR Recruiter, was interviewed on NBC Channel 5 at the Champlain Valley job fair.

VII. Consumer Survey Results

Ms. Nelson, Chief of Organizational Development, presented the FY23 Consumer Survey data for Adults. (IDDS and Children's data was presented at the Executive Committee meeting).

DA provider agreements require specific questions in the survey. NKHS did not add any additional questions this year.

- There were 200 responses this year. This equates to an 11% response rate overall. 20% of the responses were in IDDS and CYFS.
- Overall responses of *Agree* and *Strongly Agree* are trending higher this year.
- Feedback on telehealth shows clients find it safer and easier to keep appointments, but some would still like some face to face contact.
- Themes arose around med providers - change in locums and new providers create stress for clients.
- Areas to continue to assess include telehealth, med management, respectful interactions
- Compared to the summary data from 2021-2022, almost all areas showed improvement.

There was some discussion about outcomes of telehealth vs in-person services.

Surveys are de-identified. We have considered asking location, but we want clients to feel comfortable responding.

VIII. Resolutions

1. Approval of McGoff Hill property

Mr. Stavseth and Mr. Green offered the following updates:

- Closing is scheduled for April 28, 2023
- Lyndon DRB approved the change of usage to a clinic use with no overnights.
- There are some limitations with hours of operations and parking.
- The last day for an appeal is April 28, 2023.
- The property does not require ACT 250.
- Renovations will begin in May.
- John Prue expressed the DRB was very satisfied with the agency's transparency and the process used – holding community meetings, working with the town and state.
- Financing is through Community National Bank. Renovations will be paid for in cash.
- Stonecrest Properties is the realtor.
- Purchase price is \$540,000; Total cost, including renovations and with contingencies, is \$965,000.
- The timeline for renovations is expected to be 3-6 months, depending on sourcing for materials, etc.

Mr. Barrett inquired if this property is in relation to the Front Porch project and if the building meets (or will meet) ADA requirements. Mr. Green explained there is no need for ramps, as client-based activity will be on the first floor. There is an elevator shaft in the building, but there is no elevator.

Ms. Bosse read the full resolution. Ms. Boskind moved to approve the resolution authorizing Mr. Stavseth to complete the purchase of the McGoff Hill property and to obtain financing from Community National Bank. The price of the property is \$540,000 and the total cost, including renovations, is \$965,000. Motion was seconded by Ms. Rhodes. There was no additional discussion. Motion passed by unanimous vote.

2. Hawk Ridge Resolution

Mr. Stavseth described the property located at 3574 Island Pond Road as a three bedroom/2 bathroom modular home, which has been recently remodeled.

- The property has 20 acres with a well and septic.
- It is across the road from another NKHS property in a rural setting.
- The home is located 100 yards from road.
- Newark does not have zoning bylaws, so ACT 250 does not apply. The property serves a state purpose as state designated agency (receiving funding through DAIL). It is residential in nature and less than 10 units of housing.
- This property will be staffed 24/7, and there is the opportunity for dual coverage with the other NKHS property. This will help us to better manage property.
- Due diligence has been done with the neighbors. There is a sugaring business next door and one seasonal camp down the street.

- This property will be purchased with cash. No financing is required

Ms. Ryan explained IDDS will be moving two individuals to this location. The two individuals have been living well together. The need arose because new clients came into services, and more space is needed to house clients. NKHS will taking on 19 new grads this June.

Mr. Shattuck inquired if there has been an analysis for additional housing on the property given the acreage. Mr. Stavseth indicated this would require ACT 250. The land is difficult to build on and this is not recommended.

Mr. Houle read the full resolution. Ms. Rhodes moved to approve the resolution authorizing Mr. Stavseth to complete the purchase of the Hawk Ridge property at a cash price of \$264,000. Motion was seconded by Mr. Wall. There was no additional discussion. Motion passed by unanimous vote.

IX. Executive Director Update

Culture and climate survey

- Results are broken down by department, which will allow a deeper dive.
- There were more surveys and better results than last year.
- Initial results show improvements from last year in key areas.

Community Health Needs Assessment for CCBHC

- The assessment has been completed and we are working on results.

Website Development

- Currently working on content writing and navigation.
- There will be a kick off call on May 15th.

Legislation

- The Legislative Session is winding down.
- The Legislature has approved a 5% increase for DAs.
- The AHS is focused on equity. The new algorithm could benefit NKHS.

Budget season

- We are working on the FY24 budget.
- Some staff wage increases are planned.

Front Porch

- We are looking for a location for the Front Porch.
- Working with Nicki Peters at Stonecrest.

We are working on hiring a Director of Operations to help support Ms. Nelson.

We are working with Journey to Recovery on social detox.

X. Reschedule of May Board Meeting

The May Board of Directors meeting will take place on May 22 in Derby.

XI. Guest Comments

Chris & Betty Barrett thanked the Board for the invitation to the meeting and enjoyed being present.

Ms. Boskind suggested a field trip to see the new properties.

XII. Adjournment.

There, being no further business, a motion to adjourn the meeting was made by Ms. Kitchel, seconded by Ms. Rhodes and passed unanimously. The meeting was adjourned at 12:10 pm.

Respectfully Submitted,

Jane Kitchel, Secretary

Date

/cb

The next Board meeting shall be held on May 22, 2023, at 10:00 am in Derby or by Zoom.