



Board of Directors Meeting Minutes

Monday, July 25, 2022

10:00 am – 12:00 pm

181 Crawford Rd, Derby, VT

Zoom Meeting

Present: Linda Rhodes, Vice Chair; Jane Kitchel, Secretary; Amy Morley, Treasurer; James Hemond; Neila Anderson-Decelles; Lisa Boskind

Staff Present: Kelsey Stavseth, Executive Director; Denis Houle, CFO; Brooke Bury, HR Director; Joseph Forscher, Chief of Behavioral Health; Colleen Bosse, Executive Office Administrator; Roseann Sbarra, Director of Operations;

I. Call to Order and Approval of Agenda.

In the absence of Dr. Niemira, Chair, Ms. Rhodes, Vice Chair, called the meeting to order at 10:08 am.

Mr. Stavseth requested to strike the vote to approve policy 7.5.11- Consumers with LEP, as the policy requires some additional work before approval. Ms. Morley noted the Treasure's Report would include only an update and not a full financial report due to a delay in closing the billing period in the new EMR. Ms. Anderson-Decelles moved to approve the agenda as amended. Motion was seconded by Ms. Kitchel. There was no discussion. All members present voted in the affirmative. Motion carried.

II. Vote to Approve New Director

Ms. Rhodes nominated Stacy Thrall as a candidate for Board Director. Ms. Thrall lives in Danville. She is a consultant, a life coach, has been involved with NAMI, and participates in NEK! Prosper and Vibrant One. Ms. Thrall openly shares her lived experience with bipolar. Her experience and volunteer efforts align with NKHS, making her an excellent candidate for the Board.

Ms. Kitchel moved to approve the nomination of Stacy Thrall as a new board director. Motion was seconded by Ms. Anderson-Decelles. There was no discussion. All members present voted in the affirmative. Motion carried.

Ms. Kitchel noted the Board's composition could benefit from more diversity, as it has a large percentage of female members. Additionally, the Board still seeks representation from Essex County.

III. Secretary's Report.

The June minutes will be corrected to reflect Ms. White attended at the June meeting. Ms. Morley moved to approve the minutes from the June 27, 2022, Board meeting, as amended. Ms. Boskind seconded the motion. There was no additional discussion. All members present voted in the affirmative. Motion carried.

IV. Treasurer's Report.

June financial reports are not available at this time due to a delay in closing the billing period in the new EMR. It is not unusual to experience a delay during an EMR conversion. We could see delays in the next 2-4 months, which is typical.

The auditing process for services in Credible is slightly different than it was in L&W. Services must be entered first and then approved. This has caused a slight delay in closing the billing period. Issues have been identified, are being addressed, and should be resolved this week. Mr. Houle is meeting with Credible on Thursday to walk through closing the billing period. Mr. Stavseth will have an update to the Board by the end of the week.

Overall, the EMR change is going well. There have been some frustrations but staff can see the benefits. Issues are discussed at multiple meetings every week and immediate help is available to address them. Progress is being made and having a positive effect.

V. Standing Committee Reports

Standing committee reports were included in the board packet.

Ms. Rhodes noted a change in the Adult Standing Committee minutes to reflect Susan as a member rather than a guest.

Ms. Kitchel moved to approve the standing committee reports, as amended. Ms. Morley seconded the motion. There was no additional discussion. All members present voted in the affirmative. Motion carried

Peer supports information was presented at the Adult Standing Committee meeting. Mr. Stavseth encouraged board members to check out resources about peer supports, as this will become an important part work for agency.

VI. Q4 HR Report

Ms. Bury presented the Quarter 4 Turnover Report.

There are still challenges in the labor market. Q4 saw an improvement in new hires; however, there was no net gain.

Q3 = 35 new hires

Q4 = 39 new hires

Record = 49 new hires

Additionally, HR cleaned out the employee roster, which is done on a regular basis and involves administratively terminating employees who are not active. Ms. Bury noted this process could contribute to a skewed perspective of terminations.

The Vermont unemployment rate has dropped to 2.2% and Vermont is the second tightest state behind Missouri. With the market remaining competitive, HR focus has begun shifting to retention efforts, which include:

- Pay raises took place in June and IDDS has seen some improvement.
- We are now able to do in-person employee events and recently had an employee appreciation day.
- The Strategic Plan addresses some ideas for retention and competitiveness

(Ms. Anderson-Decelles left the meeting at 10:47 and returned at 11:16)

VII. Strategic Plan

Mr. Stavseth sent a copy of the strategic plan to all board members.

The Senior Leadership Team met with Greg Hessel and had warm hand off from the steering committee to begin action planning. To make the plan a living document, it will need adjusting as we go. The steering committee has their last scheduled meeting on July 27. The next step is to review and determine reporting processes.

There was additional discussion about the strategic plan, including measurable objectives, assessment, objective owners, determining metrics, and how the steering committee will continue to play a role. This document is considered a priority plan, which will guide the agency's work.

Ms. Morley moved to accept the NKHS Strategic Plan as submitted. The motion was seconded by Ms. Kitchel. There was no additional discussion. All members present voted in the affirmative. Motion carried.

VIII. Executive Director Updates

Mr. Stavseth reflected on last week's Staff Roundtable, noting it seemed to present a slight shift. The focus was on celebrating what we are doing and emphasizing the positive. It feels like the work we are doing is starting to pay off and the pieces are coming together, despite some of the challenges.

- 9-8-8 – Josh Burke, Emergency Services Director appeared on Vermont Public to talk about the transition to 9-8-8 for the Lifeline.
- DSP for a Day – Josh Simmons from IDDS is working with Bernie Sanders office to have someone shadow and be a DSP for a day.
- Children's Wellness Day – The Children's division held an event at Crystal Lake State Park with community partners. The day was a huge success.

Director of Communication and Community Engagement

The position of Director of Communication and Community Engagement has been posted and has received some interest.

Chief of Organizational Development

Ms. Nelson's title has changed from Director of QA/QI to Chief of Organizational Development. This title better reflects the work she is and has been doing.

Community Partners

NKHS has been working with partners and working to become a leader in the community. Examples include:

- Discussions with primary care about med provision
- Discussions with hospitals psychiatric care
- Community meeting about the Mental Health Treatment Facility. There was good attendance and support around this. Rene Rose, a long-time staff member, felt there relief in people's faces with NKHS stepping up as a leader on this.

Designation

DMH was scheduled to render its designation decision today. However, they have extended the review process by one month due to the complexity of issues. They will now make a determination by August 26th.

Mr. Stavseth, Ms. Nelson and Mr. Forscher have had conversations with DMH and pushed back on some things in the designation report. DMH is willing to work with us and they want us to succeed. They understand the importance of the designation and have been supportive.

Mr. Stavseth noted that all areas of concern are being addressed and, we are seeing improvements – culture, coordination with partners, waitlists and accurately representing them, psychiatric chart reviews.

The concern was raised that NKHS is under increased scrutiny and that other DAs experience some of the same difficulties. We want to ensure DMH is being objective and consider the equity of expectations relative to NKHS versus other DAs.

Resignation

Ms. Sbarra will be leaving the agency. Her last day is Wednesday, July 27th. Mr. Stavseth and several board directors acknowledged the work she has done and the benefit she has brought to the agency. Her responsibilities have been delegated to Ms. Nelson. Mr. Houle will oversee Facilities.

IX. Executive Session

A motion to enter Executive Session was made at 11:28 am by Ms. Anderson-Decelles, seconded by Ms. Morley, and passed unanimously for the purpose of ratifying and recording an unanimous written consent and discussing personnel-related matters.

A motion to leave Executive Session was made at 11:46 am by Ms. Morley, seconded by Ms. Boskind, and passed unanimously.

In the Executive Session action was taken to ratify and record the unanimous written consent required by a pending legal settlement.

Amy Morley noted that she enjoyed the weekly summaries that the Executive Director was sending out and found it very helpful to have ongoing updates on what is happening at NKHS.

X. Adjournment.

There, being no further business, a motion to adjourn the meeting was made by Ms. Morley, seconded by Ms. Anderson-Decelles, and passed unanimously. The meeting was adjourned at 11:48 pm.

Respectfully Submitted,

Jane Kitchel, Secretary

Date

/cb

The next Board meeting shall be held on August 29 at 10:00 am.