

Counseling Services of Addison County, Inc.  
Board of Directors Minutes  
September 14, 2017

Board Members attending: Barbara Doyle-Wilch, President; Louise Sandberg, Vice-President; Kitty Oxholm, Secretary; Joanne Scott, Treasurer; Members at large: David Hallam, Gary Margolis, Len Rowell, and Ted Tighe

Staff Attending: Bob Thorn, Executive Director; Bill Claessens, CFO; Alexa Euler, HR Director; Keith Grier, Quality Assurance and Compliance Officer; and Ann Kensek, recorder

Visitors: Speakers Fred Kniffin, CEO Porter Medical Center, and Maureen McLaughlin, Board President, Porter Medical Center

Barbara brought the meeting to order at 4:30 p.m.

Bob introduced Fred and Maureen, and spoke briefly about their bios and to their leadership in getting Porter Medical Center through their challenges of recent years.

Maureen gave a brief history of what happened to create the challenges the Porter Board faced, and what they did to alleviate the issues. Fred spoke about the management team and changes on the operations side.

Both spoke to the importance of teamwork and communications in bringing the hospital back to health. Fred explained the strategy they used, including hiring a consultant and making a 3 year, one year, and 90 plan. They meet quarterly to rate themselves and everyone is accountable to the team.

Brief discussion on services for mental health and reducing ER visits, and collaboration between Porter and CSAC.

Barbara told Fred and Martha that they were chosen to be recipients of the CSAC 2017 Master Guide Award, and explained why. The award is for "Paddling in earnest and leading through unknown and unmapped territory." Fred and Martha graciously accepted, and expressed gratitude for CSAC's services. They talked about how important for the people of Addison County collaboration is between Porter and CSAC. Following the talk, Fred and Martha left.

Barbara let the Board know there would be an adjustment to the agenda and the minutes were next up.

Gary moved and Len seconded to approve the minutes of the July 13<sup>th</sup> meeting as presented. Vote called and passed.

Alexa spoke to the Board about the benefits and compensation package, new wellness initiatives, and proposed plan changes. She told the Board the plan on the table is not the same one as reviewed by the Executive Committee on Tuesday.

Discussion on a motion to allow the Executive Committee to vote on the newest plan at a Special meeting. The entire Board will be invited to attend. Further discussion.

Gary moved and Ted seconded to allow the Executive Committee to vote on the compensation and benefits package at a Special Meeting in the coming week. Brief discussion on a day and time. Vote called and passed. The Board thanked Alexa for all her hard work.

Happy Minute: On recent ISS consumer and family surveys, every parent rated ISS highest in all six categories. Discussion on Cheryl's and Melissa Bailey's work in developing Integrated Family Supports (IFS) and the positive changes for families since IFS has been in use. Keith noted that IFS is a big deal at the state level.

Brief discussion on Jessi Deboer's (Farnsworth) series of articles on addiction that have been appearing in the paper. Ann will send to the Board.

Katherine Schmidt passed away. She was one of CSAC's founders and part of our history.

Committee Reports: David Hallam reported on the CRT Committee meeting. Topics discussed included: Client surveys; the grant application, which is out; staff program planning; and how Hill House is evolving.

No report for Family Advisory Committee or Youth and Family.

Development: It was noted that Ann finished her M.A. in Philanthropy and Development.

Nominating: The committee is considering different community members for possible presentation as Board Member candidates.

Officers and Board Members: The Slate of Officers for calendar years 2018 and 2019 will be ready for the October meeting. Many members are also up for renewal and will be asked if they wish to renew for another three year term.

Bob talked about how important it is for Board members to attend the October meeting. Bob asked the Directors to prepare reports that they can present to the Board and the Board was encouraged to think of questions and concerns in advance.

Brief discussion on transparency between the staff and Board.

Financials: Bill reviewed the financials.

Gary noted that in the community, one on one CSAC staff are nurturing and helpful to their clients. This group performs wonderful service for the community.

Barbara adjourned the meeting at 6:30 p.m.