

Counseling Service of Addison County, Inc.
Board of Directors Minutes
May 10, 2018

Board members attending: Louise Sandberg, President; Barbara Doyle-Wilch, Vice-President; Kitty Oxholm, Secretary; Joanne Scott, Treasurer. Members at large: Len Rowell, Ted Tighe, David Andrews. Absent: Lewis Holmes, Gary Margolis.

Staff attending: Bob Thorn, Executive Director; Bill Claessens, CFO; Alexa Euler, HR Director; Keith Grier, Quality Assurance and Compliance Officer; Alexander “Sandy” Smith, CRT Director; Ann Kensek, Executive Coordinator and Jenn Staats, Administrative Assistant, recorders.

Louise Sandberg called the meeting to order at 4:30pm.

Happy minute: Bob Thorn discussed the upcoming Collaborative Network Approach (CNA) conference/training at Basin Harbor in Vergennes, June 14-16, 2018. Bob spoke of Sandy Smith’s leadership in fostering national awareness of the Open Dialogue model. Goal: to engage more broadly. Vermont Mental Health (VMR) sees Open Dialogue as an important foundational practice.

Guest speaker, Sandy Smith: Sandy presented the Community Bridges Project, built out from a grant submission in late 2018. CSAC did not receive the grant, but it was determined that this project must be pursued regardless. Community Bridges’ goal is to find new approaches that help cultivate new relationships and positive community roles. Loneliness and isolation is not exclusive to those with mental illness, it is now recognized as an endemic situation across all populations, including youth and DS clients. Sandy hopes to have a kickoff event when Alberto Fergusson can attend. There was discussion about neutral locations and active community groups to invite. Bob reflected that Open Dialogue is now an important driver across many CSAC programs.

Approval minutes of April 12: Barbara Doyle-Wilch moved and Kitty Oxholm seconded to approve the minutes of the April 12, 2018 meeting as presented. Vote called and passed.

Board of Directors job description: Louise asked for approval of the BOD job description. Barbara moved that the Board accept the amendments (change order of requirements, add to accountability statement, add mission statement) generated at this meeting and accept the document; David Andrews seconded. Vote called and passed.

Succession planning: The committee has met individually with every Management Team member, as well as with staff and consumer groups/homes. The goal is to have a posting for the Executive Director position by July.

Property updates: The closing on Robinson House concluded today. There is no mortgage, and as such there will be significant savings every year. Bob: Marilyn Robinson was a caregiver there; a warm and wonderful woman. As to the High Meadow Home in Leicester, renovations are continuing. Greg Mairs feels very positive and feels the program is working well. He asked Bob to convey his gratitude to the Board.

EMR, Bill Claessens: Site visits are being scheduled for Vermont Care Network reps to check Credible and/or Netsmart programs in use at Massachusetts and New York sites. The potential of an integrated network system across multiple designated agencies is not looking promising. However, even if there is not a full network agreement, there will probably be six or seven agencies that will commit to one EMR provider system. Netsmart has made a number of adjustments to the pricing, including longer implementation window. Bob commented that Bill's leadership has been absolutely central to this project.

President's remarks, Louise: We are hosting an "All-Boards" meeting Thursday, May 31 from 4-5:30pm. Board members are encouraged to attend.

Committee Reports:

Nomination Committee: Bob will meet with potential candidates soon. Keith Grier will review the 51% Designation Requirements. Discussion about Addison County residency (is it a by-law requirement?) which will be also be investigated by Keith.

Advisory Committees:

Community Associates/FAC (CA/DS), reported by Barbara. Three parents/guardians, one staff person. Barbara inquired about what they are seeking in new leadership.

Community Rehabilitation and Treatment (CRT/MH), reported by David Andrews. Discussed Community Bridges. The biggest concern with succession is to not see things change.

Youth and Families. Louise shared information from 2017 Building Brighter Futures report, "How are Vermont's Young Children and Families?".

Executive Committee. Discussed the Vermont Council of Community Mental Health Centers (VCCMHC) Financial Analysis Balance Sheet data from FY17. Joanne Scott: our ability to handle our liabilities/our financial health appears strong.

Executive Director's Report: Lengthy discussion about funding and what is happening in the Legislature. Discussed work-force monies and budget deficit. Discussion on payment reform and waiting period; the emerging national standard is for same day access (ie: walk-in model). The focus is on restructuring the organizations; reengineering the current resources. Adult mental health might be the most important area. Keith and Bob will be diving into the data this week, as well as looking at intake/admissions/discharge.

Further business:

- Bill reported that the accounting software change to Great Plains is going very well—kudos to Shawn and his team.
- Required salary review shared by Alexa.

Louise adjourned the meeting at 6:33pm.