

Counseling Services of Addison County, Inc.
Board of Directors Annual Retreat Minutes
Middlebury Inn
January 12, 2017

Board Attending: President, Barbara Doyle-Wilch; Vice President, Louise Sandberg; Secretary, Kitty Oxholm; Treasurer, Joanne Scott; members at large Mike Furey, Lewis Holmes, Len Rowell, Ted Tighe

Staff Attending: Executive Director, Bob Thorn; CFO, Bill Claessens; HR Director, Alexa Euler; Management Team members Keith Grier, Cheryl Huntley and Greg Mairs; CRT Clinician, Lisa Dobkowski; Medical Director, Bob Jimerson; Jenn Staats, Admin. Ass't. ; Ann Kensek, Admin Ass't and recorder

Barbara brought the meeting to order at 8:30 a.m.

Everyone present introduced themselves, and it was noted that Lisa attended in lieu of Sandy Smith, CRT Director.

Barbara introduced the theme for the retreat, "Loitering with intent" from Evelyn Underhill, and she reviewed the meaning behind the quote. She invited attendees to listen, question and absorb what Bob and the Management Team tell them, and later the board will talk about how they can support these actions.

Alexa led the attendees through an exercise designed to help people get to know each other better by finding some common ground with each other.

Barbara brought the group back together to review the board survey and briefly talk about the articles sent to the board on governance. She encouraged people to ask questions, and realize Board and management are a team.

Bob Thorn gave a presentation and talked to the board about Disruption Theory- new forces create new demands. How do we perceive accurately what we need to do? We must stay flexible. He talked about grounding ourselves in our mission and the sense of purpose that comes from that. People need help and have very real fears and concerns- losing funding, SS cuts, etc.

Bob listed a number of trend lines that cause concerns and invited the board to "dwell in the possibilities". Huge changes are coming in health care and there are a lot of unknowns. Discussion followed.

Bob brought duct tape and a sombrero for Greg Mairs, to thank him for holding things together on the E-Team when issues made it seem impossible. The sombrero was for an upcoming trip.

Management Team:

Cheryl Huntley- talked about One Care and the changes coming because of that. Significant changes for the staff, lots of operations detail. Discussion on risk stratification and varying priorities. The Board has an opportunity to become involved through an upcoming community meeting to develop a community based strategic plan in Addison County. Proposed plan for leadership group—common leadership group across the lifespan. Prioritized plan and care coordination, housing options for special populations. Cheryl will send attachments to the board with information.

Greg Mairs- talked about what a challenging task to work so many hours and find time for his family. He talked about how his and Cheryl's jobs are so different than they were years ago. How do we prepare for what's coming when we don't know what's coming? He commended the board on approving raises for staff this year. He wants the board to be aware of the fact that staff now do more than they ever have. Challenges- the All-Staff meeting doesn't work, picnics aren't well attended- how do we support and better engaged staff- lessen the gap and let them know we understand how hard they've been working?

Discussion on looking at the data and information the board could look at quarterly to get info on service to the community, waitlists, E-Team, etc. What information does the board need and what do they do with it?

Lisa Dobkowski- She is the Clinical and Operations Coordinator and walks the line between administrative work and case load. The case load comes first. Mission Statement helps. She updated the board on what CRT is doing, including grant funding from HUD for Hill House. Discussion on housing- there are many issues, lots of pieces have to come together. There is only a 1% vacancy rate in Addison County. Open Dialogue is exciting but requires a lot of volunteer hours. There is a strong emphasis on wellness at The Center. Clinicians groups are looking at how we can problem solve- 70-90% of people in the group have sever childhood trauma. Staff is getting older0 it is imperative to think about the future, maybe get interns from schools, and encourage them to stay.

Keith Grier- Thanked those attending and talked about some of the plusses and minuses of his job. While he feels everything is a priority, two are outstanding:

1. Outcomes- standardization is tough. We need to prioritize what are meaningful outcomes, continue to work with stakeholders to come up with outcomes, and engage staff. This can't be top down.

Discussion on outcomes, measurability and empowering staff.

2. Changing culture- incident at Hill House, Kulagoski case, etc. public safety vs. individual rights. Further discussion.

Bill Claessens- Bill is committed to payment reform. Dealing with ACO is different- shared savings. We need to commit now to 5-6 years down the road.

Big undertaking- exploration of a new unified EHR. Various options are being looked at in the coming weeks. Vital Direct programming between us and Porter- workflows in

what we need to do to stay compliant, streamlining so it's not duplicative. Bill explained this and there was discussion on the process.

Bill reviewed the financials.

Alexa Euler- New technology will be used for payroll- will save between 1/5 and 1/2 FTE and could do more. There is a changing environment- reform of the ACA could make things easier. We have historically high employee satisfaction- taking smart actions to preserve this. What would it take to become a World class agency on this? The real question is what will maintain staff through the challenges. Unemployment is low, and pay will be an issue as will the cost of health care.

The Board broke for lunch and re-adjourned about 12:45.

Bill talked about a brief on the 990 that will need to be approved, but not at his meeting.

Len moved to approve the minutes of the December 8, 2016 meeting as presented. Ted seconded. Vote called and passed.

Barbara told the board the slate of officers may change, and tabled that until February. Barbara moved to approve temporarily the slate of officers nominated on December 8, 2017, and Ted seconded. Vote called and passed.

Barbara told the board Beth Davis resigned from the board to have more time with her family.

Barbara Doyle-Wilch and Joanne Scott agreed to renew their terms for another three years. Kitty moved to approve and Len seconded, vote called and passed.

With the business done, the meeting was adjourned. Following the meeting, Alexa led the group in a discussion.