

Counseling Service of Addison County, Inc.
Board of Directors Meeting Minutes
April 11, 2019

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

Staff attending: Rachel Lee Cummings, Executive Director; Bill Claessens, CFO; Alexa Euler, HR Director; Jenn Staats, Executive Coordinator and recorder. Guest speaker: Greg Mairs, Operations Director of Community Associates, Adult Outpatient, and Emergency Services.

Louise Sandberg called the meeting to order at 4:35 PM.

Mission Moment: Rachel Cummings shared a letter from School Behavior Clinician LuAnn Chiola describing a typical day in the life of a school based clinician. Rachel found the letter quite moving and useful. LuAnn's descriptions of complexity, flexibility, thinking outside the box, stress, grit, paperwork/documentation, and the quest for balance translates to any other department and program at CSAC.

Decision and Review Items:

A motion was made to approve the minutes from the special meeting of the Board of Directors held January 7, 2019 by David Andrews. Correction was noted, to add Jane Spencer as attending. The motion was seconded by Barbara Doyle-Wilch. The vote was called and passed.

A motion was made to approve the minutes of the Board of Directors meeting of February 14, 2019 by Joanne Scott. Correction was noted, for *days of cash on hand*, the suggested target number should be 60 days, not 90. The motion was seconded by Barbara Doyle-Wilch. The vote was called and passed.

Guest speaker: Greg Mairs, Operations Director of Community Associates, Adult Outpatient Services, and Emergency Services

CA: Greg gave an overview of Community Associates, CSAC's developmental services program. Discussed the number of waivers, waiver criteria, payment reform effects on waivers, System of Care plan utilization. Client need ranges from "just a bit" to 24-hour care. Each plan is reviewed annually and can be adjusted; clients rarely move out of the program.

The state does not allow for budgets beyond \$200K/consumer. After that, there is no additional compensation. This cap has remained unchanged for almost a decade. Population appears stable: not a lot of people moving into the community, but the level of acuity has changed. We have an aging CA population which might require more support in the coming decades.

Adult Outpatient (AOP): This is not a mandated service but CSAC views it as a mission necessity. Unlike CA or CRT, this is a non-designated population. Age range between 20 and through eldercare services. Some clients are DCF or court ordered. Implementation of Credible's text feature might improve the current no-show rate. Discussed waiting list, steps to engagement of services, proportioning of client contact versus paperwork time.

Eldercare is a single-clinician service. Eldercare is mostly in-home therapeutic work from referrals. The state grant is specific: 55 and older, unable to come to CSAC offices. A waitlist is

developing. Tele-health has not yet been embraced in Vermont. There is the issue of isolation with elders.

Adult stabilization is case management; it is an adjunct service for people in crisis who need help with ADL and bureaucracy.

Emergency Services: a 24/7 service which is essential to the community. Assessment, support, support of counseling, ACCESS services during the work week, Middlebury College support (especially in the ED at Porter), and assistance at Porter itself, including in-house hospitalization.

Business and Financial Report: Bill Claessens

Bill reviewed the February 2019 financial reports. Discussed the financial impacts of understaffing, which is an issue at most non-profits in our community.

HR Report: Alexa Euler, HR Director:

The monthly review of pay and benefits was conducted. Discussed staffing/hiring gaps.

A new, updated training tool has been implemented, RELIAS. All the DAs worked together to subscribe to this service. CSAC has use of 250 seats.

Captive health insurance: this will conversation will be revisited later in the year. A number of DAs are “in” but the funding needs are volatile. Gains would be realized in the long-term.

Executive Director’s Report: Credible

Four state designated agencies have chosen Credible. Mobile app, efficiency, better client/staff interactions, good for moving into the future, user friendly, pleasant to the eye, robust workflow, decreased administrative time. Will be able to track critical client information between programs, eliminate duplicate paperwork, and improve timeliness. Implementation team is committed to a Credible-best practice work-flow and building positivity with staff. Discussed teams: implementation, Super-Users (experts about the software), supervisor-level Super-Users, subject matter experts (to vet work-flows, keep to fidelity of use, program driven).

Other business: CSAC will host Addison County Chamber of Commerce mixer April 18th, 5:30-7pm.

Meeting was adjourned at 6:40 PM.