

Counseling Service of Addison County, Inc.  
Board of Directors Meeting Minutes  
**February 14, 2019**

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

**Staff attending:** Bob Thorn, Executive Director; Rachel Lee Cummings, incoming Executive Director; Bill Claessens, CFO; Alexa Euler, HR Director; Keith Grier, Compliance and Quality Assurance Officer; Jenn Staats, Executive Coordinator and recorder.

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

**Happy Minute:** Welcome, Rachel. Bob Thorn was pleased to begin the evening by welcoming Rachel Cummings. Rachel has already connected with staff and clients. Most notable was the warm reception by the residents at Seminary Street group home, with one person in particular bestowing his “blessing” with an affectionate hug. Overlapping transition will continue through February and March, with April 1<sup>st</sup> being Rachel’s first official day.

**Decision and Review Item:** A motion to approve minutes of December 13, 2018 was made by Barbara Doyle-Wilch, Gary Margolis seconded the motion. The vote was called and passed.

**Guest speakers:**

**Bill Claessens, CFO**

Bill offered a comprehensive and detailed discussion about the following items:

- Five year history of revenue, expenses, net surplus.
- Child case rate, adult case rate, and how those services programs are sorted out.
- Prospective payment model/Payment Reform: State moving away from individual service billing to lump sum; the same amount will come each month for each client. Offers flexibility. Still have to submit claims of the actual services, but we are not being paid individually. Collaboration with the state essential.

Intro to CSAC Financials: six indicators.

1. *Net gain (loss):* how well we are doing.
2. *Current ratio:* how well we can pay our debt to our creditors.
3. *Days in cash:* goal is ~~90~~ 60 days.
4. *Liability/Equity ratio:* how much debt (what is owed, what is owned)
5. *Days in net assets:* the state wishes us to maintain an ongoing fund balance which equals 60 calendar days of net assets. CSAC goal is to have 90 days in net assets.
6. *Days in AR:* amount in receivables, amount in revenue.

**Keith Grier, Compliance and Quality Assurance Officer**

Accomplishments/Issues/Implications of the FY18 Strategic and Quality Improvement Plan

The Strategic and Quality Improvement Plan is an exercise in evolution. It includes the principals of results-based accountability in the Centers of Excellence including *Access to Care* and *Coordination of Care*. Management Team is keen on using the Strategic Plan as a tool. Discussion and agreement to develop an operational dashboard inclusive of indicators, identified in the Strategic and Quality Improvement Plan.

Satisfaction survey information is only as good as the response rate. Keith would like to see rates improve in some programs.

**HR Report: Alexa Euler, HR Director**

The monthly review of pay and benefits was conducted. No changes except with the addition of Rachel.

**Business and Financial Report: Bill Claessens**

IRS tax form 990, tax return for 2018. Typically the internal committee meets to ask questions; this was done by email. Subcommittee met and took comments and corrections. Approved and ready to submit.

Bill distributed the audited financial statement to all board members, with a series of letters to the board. A clean audit, but took a bit longer with the transition to Great Plains software.

Credible software: There will be a number of meetings, conferences, and appointments in February and March. At the end of February a group will attend the national conference in Washington DC.

**Other business:**

Discussed conflict of interest paperwork. We do not have a document to sign, the board would like to see that change.

Meeting was adjourned at 6:36 PM.