

Counseling Service of Addison County, Inc.
Board of Directors Minutes
April 12, 2018

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

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

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

Happy Minute: Bob Thorn used this time to discuss his thoughts following the announcement to all staff of his retirement date of April 19, 2019. Bob played an audio of congratulation from a client/his friend WN. The Addison Independent printed an article about Bob in today's edition.

A Succession Committee has been formed, led by Barbara Doyle-Wilch and including Louise, David Andrews, Joanne Scott, Lewis Holmes, and Len Rowell. Barbara offered gratitude to Alexa Euler for her guidance as this process begins. The committee will meet with each Management Team member. Members will be asked about what they feel the organization needs in leadership and if he/she is interested in being a candidate for the position. Likewise, team members will be asked if they have suggestions for candidates, both internal and external. Staff roundtables are scheduled for May. Additionally, surveys will go out to staff. There will be discussions with Speak-Up, group home residents, Advisory Committees and The Center at 17 Court Street clients. A revised job description will be constructed by the end of July. The contract will be offered by December to allow for transitioning in the first quarter of 2019. Bob: note this long planning period will ensure an easy flow of continued services, and assurance should be emphasized to all groups.

Also: Executive Coordinator Ann Kensek will be leaving CSAC at the beginning of July. Bob expressed gratitude that Ann gave generous notice so that this transition will be smooth. Joanne offered appreciation for all Ann has done.

Review of CSAC Mission and Value Statements: It has been 20 years since the mission and value statements were revised. The process will eventually include community input. Alexa conducted an exercise to begin defining the values and characteristics we hope to see CSAC maintain; this will provide additional clarity in anticipation of changes in leadership. This exercise was previously executed with the Extended Leadership Team and the Management Team. Extended Leadership Team was particularly focused on leadership and culture. Len brought up the "Five Word Project" (support, compassion, dedication, respect, hope) from years back and wondered if these are concepts already available/meaningful to us. A small group will meet soon to "crush" the ideas of this exercise. Ted accepted, Gary Margolis will be asked by Louise.

Approval minutes of January 29: Len moved and Barbara seconded to approve the minutes of the January 29, 2018 meeting as presented. Vote called and passed.

Certification for Centers of Excellence (COE), presented by Keith Grier: COE is already embedded in CSAC's Strategic and Quality Improvement Plan. COE aligns with current work on payment reform. The process to earn a Certification for COE would be conducted by Vermont Care Partners (VCP), so this is essentially a peer review. Two agencies have already been through this. CSAC Management Team has developed a plan with the goal of being the third. The process takes about three months and the certification is valid for three years. This process can demonstrate to the state the DS and VCP agencies are unified, building the network and making us a formidable collective body. Bob: this has served as a quality improvement mechanism. Keith: this is about services and customer satisfaction. Barbara: but what is the *context*; this is something she feels is always missing. Bob: the state data repository group (which Keith is part of) will provide context.

EMR, presented by Bill Claessens: NetSmart has offered final pricing. One-time implementation and licensing fee is about \$600,000 which can be financed; about the same for all other agencies. NetSmart anticipates a 13 month implementation timespan. Bill discussed a possible one-time match opportunity (90% federal, 10% state); should know in about one month. The annual subscription fee \$300,000; one third is in the budget, but the remaining needs to "be found."

In reference to state funds: the state is currently focused on the Emergency Room crisis. DS is being targeted as the source of funding.

Psychiatric Services: Keith brought information about referrals; tracking started in January but does not include the services of Feyza/child psychiatry services. Three areas: Medicare, Middlebury College, and "In House" (i.e., individuals already receiving care). Keith discussed the complexities of psychiatric services, then presented a proposal for a psychiatric case manager.

Cheryl was contacted by Porter Medical Center last week about ending our staff contracts with the Blueprint staff. It was explained as a finance and control decision, but the decision was executed in an abrupt manner; it has been distressing to that staff. Tomorrow there is a meeting to get a better explanation/understanding of this situation.

Nomination Committee: Four names were brought up for discussion. No objections to any, committee will proceed with contacting all four.

Louise adjourned the meeting at 6:34 pm.