

Counseling Services of Addison County, Inc.  
Board of Directors Minutes  
May 11, 2017

Board Attending: Barbara Doyle-Wilch, President; Louise Sandberg, Vice President; Kitty Oxholm, Secretary; Joanne Scott, Treasurer; David Hallam, Gary Margolis, Len Rowell, Ted Tighe.

Staff Attending: Bob Thorn, Executive Director; Bill Claessens, CFO; Keith Grier, Compliance and Quality Assurance Officer; Alexa Euler, Director of Human Resources; Jenn Staats, recorder.

Barbara called the meeting to order at 4:31. Board members signed a card of thanks to Senator Claire Ayer for her hard work toward increased minimum pay for mental health care providers.

Second item: a Doodle-Poll has been sent to board members to build the calendar for the year.

Third item: Letters about the decision to put Bocce “on-pause” for 2017 have been sent out to community. Discussion continues on how to proceed for next year (2018).

Fourth item: A typo has been found in the bylaws (in Board and Ad Hoc Committee), Ann Kensek is adjusting.

Fifth and final: Barbara asked that board members share with her which committees they want to serve.

**Guest Speaker:** Keith Grier, CSAC Compliance and Quality Assurance Officer addressed the topic of “indicators and outcomes.” He encouraged the group to revisit the current Strategic and Quality Improvement Plan (provided). Regardless of any health care reform changes and thereby changes to CSAC funding, there will always be indicators and outcomes. Keith chairs the Vermont Care Partners’ (VCP) Outcomes Committee. He presented VCP’s developing cloud-based dashboard/data tool. Given the disparate reporting methods between agencies, the dashboard data is useful for one’s *own* agency, is a device to *reflect* upon state indicators, but is *not* useful yet as a measurement tool agency-to-agency.

Different Electronic Medical Record (EMR) systems creates issues of inconsistent statewide measurements, yet Keith sees “an astounding willingness” on the part of mental health and SSA agencies to come together. There is hope a consolidated EMR will be selected by October for network agencies that chose to participate. Keith and Bill Claessens are working toward getting Bob an agency dashboard, a tool to parallel the VCP model. Significant additional comments include: CSAC is great at service delivery; “survival” and “sustainability” are active discussion topics statewide, and; systems are looking to become outcomes-based/results-oriented in the future.

Keith has been invited to attend the board for monthly meetings in the future.

**Decisions and Review:** Minutes of April 27, 2017 meeting: motion to approve as presented made by David Hallam. Second by Gary Margolis. No discussion. Vote called and motion passed.

Policy E-32 Administration, Handling, Storage and Disposal of Medication has been revised. All department directors have reviewed it as well as Dr. Jimerson. Motion to pass, Louise Sandberg; seconded by Len Rowell. Vote called and motion passed.

**Happy Minute:** This week Porter Medical Center officially launched its partnership with the University of Vermont Medical Center (UVMC). New sign, new colors, new logos, etc. Bob appreciative to be included on PMC board; feels buoyed by the long term visions and by Dr. Fred Kniffin’s leadership.

Another happy minute: the legislature has approved \$8.37 million toward increased pay for mental health workers. Base-pay to be set at \$14/hour for all agency employees, and to adjust pay for ETeam and Crisis staff to help stabilize those programs.

**Announcements and Updates:**

**Executive Committee:** Time to submit the FY2018 budget, but big gaps of information exist, ie: state funds, federal allocations and rates, etc. Budget will be submitted in June to the state, but without board approval. In July the board will approve an operating budget. Bill Claessens has a number of assumptions he can make; if the state money is allocated soon then the budget can get finalized sooner.

Kitty Oxholm shared information about Vermont’s Open Meeting Law. A copy of the Open Meeting Law was given to each board member.

**Financial Report:** No changes, therefore no discussion on the documents which were given to the board at the April 27, 2017 meeting.

**HR report:** tabled for next meeting.

**Executive Director’s remarks:** Bob is interested in pushing all department managers to have engagement at a deeper level, ie: interconnectivity of all departments. Thinks the theme of “Tapestry” for 2018 Annual Meeting is well matched to his visions of where he sees CSAC going.

Discussion of handout, CSAC Playbook. Bob has heard that 80% of board talk should be forward thinking. With the agency, as in life, there are always tensions—the trick is to use tensions to create innovation. Also discussion about “above and below the line” in terms of efficiency and productivity; perhaps the line does not need defining, that we know it when we see it.

Meeting was adjourned at 6:32.