

Counseling Service of Addison County, Inc.
Board of Directors Meeting Minutes
September 13, 2018

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

Staff attending: Bob Thorn, Executive Director; Bill Claessens, CFO; Keith Grier, Compliance and Quality Assurance Officer; Jenn Staats, Executive Coordinator and recorder.

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

Happy Minute: Bob Thorn reported that CRT Director Sandy Smith and other staff members attended an Open Dialogue conference in Trinano, Finland. Open Dialogue not a group specific, nor a mental health specific method, it can be applied to many other venues and situations. Barbara Doyle-Wilch requested a future demonstration for Board members.

Speaker, Keith Grier: Corporate Compliance. Keith combined mandatory training with a briefing about a report made to Department of Disabilities, Aging and Independent Living (DAIL). Following an internal audit, CSAC reported information to DAIL pertaining to signature protocols. DAIL will provide billing guidance for all agencies. Penalties in reimbursement for late signatures were put into effect September 1 for all agencies. The Board will receive monthly reports about what items are not being met that result in penalties in reimbursement, similar to other monthly financial reports and containing (only) billing information. It is intended that these reports might increase Board awareness of the enormous stresses in balancing time and cost. On October 1 there will be a joint Management Team/Executive Committee meeting to explore the balance between “Best Practices” and “Best Management.” Staff safety is/has been a priority. Compliance is now a priority.

Corporate compliance is essentially “following the law.” Keith discussed the False Claims act, legal definitions and potential risk areas. Reviewed “The Golden Thread,” ie, the Service Cycle, which is an industry standard. Documentation is critical. How a claim is substantiated, the complexity and varied intricacies of program standards, and the number of programs available all increase potential risk. Discussed how any new EMR is will affect the Golden Thread.

“Lots and lots of eyeballs” are needed to review data. Software cannot be relied upon to identify and/or correct errors, technology is not the solution. There was discussion about outsourcing, and discussion about agencies pooling resources, since there are some standards agency to agency. Detection methods: records reviews, utilization reviews, billing and service reports, random reviews. Documentation is a priority. However, *so much* is a priority. Supervisors have requested the Management Team clearly articulate priorities.

How can we help you fulfill your obligations as a board? Discussion about risk to Board members (>human resources, financial, and rule compliance). There is importance to communicating the Management Team’s knowledge of the stressors and the Board being aware of the stressors.

Decision and review items:

Approval of Minutes of July 12, 2018: In attendance, change David Rogers to *Roberts*. Identified David *Andrews* as having made motion for disclosure. Kitty Oxholm moved and David Andrews seconded to accept the minutes of July 12, 2018 with cited changes. Vote was called and passed.

Approval of FY19 Sliding Fee Schedule: Sliding scale (previously voted on and approved by Executive Committee on July 11, 2018) accepted by full board.

Access of Care policy: A requirement of Centers of Excellence certification is to help coordinate client care with primary care provider. Discussed language. Keith will contact Lewis Holmes for input. Revisions will be sent out to the Board.

Pay and benefits motion: Open enrollment begins October 1. Discussed the 12 million state shortfall. Be it resolved: The Board authorizes the first \$345,000 (about 1.5% of annual revenue) of the fiscal year 2018 gain to be allocated to the CSAC Operating Fund balance, and up to the next \$250,000 in gain be allocated as a one-time adjustment payout to staff in compensation. Any amount beyond the proposed maximum \$250,000 one-time payout would be allocated into the CSAC Operating Fund balance. Barbara moved and Kitty seconded the resolution. Vote was called and passed.

Reports:

Annual Meeting: There will be emphasis on participation and involvement, with a presentation of an ancient story and a concluding performance. Journey component to include representatives from Employment Associate, Resilience, and Open Dialogue. Barbara seeking thespians, expect inquiry.

FY2018 Client Satisfaction Survey: Presented by Keith. "Treated with respect by staff" had high ranking in all departments. Board asked to review and reach out to Keith with questions. Board approved Survey to be posted on CSAC website.

Announcements/Updates:

Magical Mystery Tour: Bob has a number of opportunities he has invited Board members to. Site and department visits, such as visit to 89 Main Street, group homes for cookies, Evergreen for pizza, also photo tours, a meeting at Catamount Park to hear from directors.

Committee Assignments: Louise asked if anyone had interest in new committee assignments. She will connect by email with people about their assigned committees.

Committee Reports:

Nominations: David Hallam coming back. Plans to revisit a previously-approached candidate.

Committee reports: David Andrews met with CRT this morning.

Search committee: Phone interview are in progress. Scoring (based on job posting components) is completed within 72 hours. Joanne Scott has created a helpful matrix to track data. Aiming to have two or three people to come at the end of October, which would include a "town hall" talk (open to everyone and everyone), as well as chats with Management Team and visits to sited, etc.

Business and Financial Report: reported by Bill Claessens
Fiscal audit will begin September 25.

At the October meeting will have a lot of focus on the new EMR system decision.

HR Report: via Bill Claessens from Alexa Euler

Union representation is low. Alexa has been informed that there will be no union negotiations.

Other business:

Senator Tim Ashe (D/P, Chittenden County, Senate Pro Tempore) will visit to talk with "front end" staff on October 3. Memo will go out to staff and board next week.

Adjourned at 6:40pm.