

LCMH Board of Directors Meeting Minutes

Date: 2/15/23

Start time: 5:04pm

Adjourned: 6:35 pm

Board Members: Luke Jandreau, Zach Williams, Mary Anne Lewis, Cindy Morin, Stacey Madden, Susan Kimmerly, Fred Ober, Mike Feulner

Absent: Chip Troiano, Saudia Lamont

Staff: Michael Hartman, Jennifer Stratton, Jim Heath

Guests: Mark Mayer and Cote Trombley; Auburn Watersong

Notes: Emily Roemer

Meeting called to order at 5:04 pm by Luke Jandreau

Topic	Discussion	Action	Person Responsible
Introductions			
Audit review	Mark Mayer and Cote Trombley from KBS presenting audit results. Draft of the finance review has been sent to Shannon at the state. We have not heard back. Audit is completed internally and submitted to the state. The state compares their records and asks any follow up questions. The questions are asked and the state approves the final report. Field work here is complete. Ended the fiscal year with \$1 million, previous year was \$5 million. Some was due to investing \$1 million. Johnson house was purchased. Revenue increased \$1 million. Consumer service revenue is up \$2 million. Grants was down \$1 million from the year prior. Expenses up \$2.5 million. Salaries increased about \$1 million, health insurance increased \$1 million. UEMR purchase was about \$250,000, which didn't exist previous years. Loss total was \$715,000. Detailed notes are available in the financial packet. Vacancy in billing department was detrimental, but state allowed some items to be rebilled. 15 total adjustments and 1 consumer entry. Zach Williams – how does	Send Recommendation Letter to Board	Mark Mayer and Cote Trombley

	<p>LCMHS compare to other agencies. Mark Mayer – this year was challenging. Should be able to do an audit at the end of every month, not just at the end of the year.</p> <p>Michael Hartman – instituting a number of changes to better see any point in time.</p> <p>Billing has improved a lot. Hired a second billing person and are opening a third. Early 2022 is being resubmitted now. Crisis and direct service is getting a \$2 million consumer. May need Mark Mayer and Cote Trombley’s assistance a couple times. Mark Mayer– can come in mid-year (May) to review halfway or available as things occur that need guidance on how to process. Luke Jandreau – if there is anything Mark Mayer and Cote Trombley want to discuss we (LCMHS and Board) are available prior to May. Mark Mayer – part of their audit report is a letter to the board.</p>		
Human Kind	<p>Mary Anne Lewis– Introduced Auburn Watersong. Human Kind Agreements. Mary Anne Lewis, Michael Hartman, Mike Feulner, Juke Jandreau and Auburn Watersong discussed the document prior to this meeting. Currently being used by the Diversity, Equity, Inclusion and Belonging (DEIB) committee at LCMHS. (Auburn Watersong shared the document). Group agreements are important when having discussions involving DEIB, especially across differences, course correcting, reparation. This provides tools for these interactions and if you are a bystander. Use as a reminder for how to be an active bystander to diffuse personal things and hold yourself and others to the agreements. Mary Anne Lewis added things she thought was important, but the document started with Visions Inc and has been built upon by other universities, and Auburn Watersong took it to other agencies she worked with. Agreements: (1) speaking from your</p>	Finalize, send to board, vote on next meeting.	Mary Anne Lewis

perspective – use “I” statements;
accelerates learning. (2) Listen to believe –
Mary Anne Lewis added. (3) Try it on – even
if you disagree. (4) practice both/and
thinking – more than one reality can be true
at the same time. Embrace ambiguity. (5)
Be aware of impact and intention –
assuming everyone has good intentions
doesn’t necessarily create a safe space.
Good intentions can have negative impacts
on others. Assuming good intentions can
make it hard for the person to speak up if
they feel negatively impacted. Bystanders
can perceive an impact on someone and
mention it on the impacted person’s behalf
or check in on how the impacted person is
feeling. If someone feels an “ouch,” the
person can state their intention and work
on repairing their impact. (6)
Safety/discomfort – stay engaged when you
are uncomfortable. It is ok to feel
uncomfortable when beliefs are challenged.
It is not ok for people to feel unsafe. (7)
Confidentiality (8) respect boundaries (9)
WAIT – why am I talking. (10) notice
content and process – what we say and
how we say it. (11) Ask if you need support
(12) it’s not OK to blame, shame or attack
ourselves (13) hold yourself accountable –
apologize for harm. Mike Feulner - #2 –
what about the word “debate.” Is there
another word that is more appropriate.
Auburn Watersong – delete or change it.
Mike Feulner – take it out and edit as we go
forward. Mary Anne Lewis – take
everything out and leave it at “not judge”.
Luke Jandreau – what is the timeline on
editing and implementing. Mary Anne Lewis
– The goal was to get buy in and edit as
needed. No set time frame. If more time is
needed before it is implemented, that’s OK.
Luke Jandreau – is this the time for more
board input? Mary Anne Lewis/Luke

	<p>Jandreau – yes, we should discuss now. Cindy Morin for Mike Feulner –is “debate” addressing not questioning how someone is feeling versus debating a topic within the board. Mike Feulner – agreement should allow fact finding and discussion in a respectful way. Michael Hartman – have you seen a group like this using it with a quarterly check in on each bullet and review if each is going well or if there is a consistent issue that needs more focus. What we are doing with LCMHS and THRIVE might be different than using it with the board. Managers are using it to assist with difficult supervisory situations, making people feel heard, comfortable to talk, not cutting people off. Auburn Watersong – The agreements have been used differently. Other groups revisit at the beginning of every meeting. Quarterly seems ok. It’s a living document. The bulleted words become a familiar way for the group to communicate. Luke Jandreau – doesn’t need to be voted on unless others think.</p>		
<p>Board Member expectations</p>	<p>Fred Ober – would like to see finalized documents before voting. Luke Jandreau – not something we need to vote on. (Auburn Watersong – used screen share to share document.) Luke Jandreau – how do we respect confidentiality when it is public meeting? Mike Feulner – it was referring to executive session. Mary Anne Lewis – will update to add executive session wording. Fred Ober – why aren’t we voting on this. Luke Jandreau – why do we need to vote on it. Fred Ober – if people are signing it, they should be able to vote if they want to use it. Luke Jandreau – does the agreement lock us into any legal agreement? Susan Kimmerly – if it’s a policy of the board then it needs to be voted on. Fred Ober– agrees. Mary Anne Lewis – will address any edits, get them to everyone and vote next</p>	<p>Finalize, send to board, vote on next meeting.</p>	

	<p>meeting. Luke Jandreau – agrees. Mike Feulner – the document was reviewed with newer members during their interview process. Fred Ober – agrees with plan to review and vote on next time. Luke Jandreau – thanks Auburn Watersong for time and thanks all for working on this. Auburn Watersong – praises and thanks group for the work they are doing.</p>		
<p>Approval of Minutes</p>	<p>Motion to approve – Fred Ober; second – Mary Anne Lewis. Unanimous approval.</p>		
<p>CEO Report</p>	<p>Written update included – Michael Hartman presenting. Number of consumers served continues to improve. Currently researching if there has been a change in hours per service received. Hiring is stagnant due to staff also leaving as people are hired. There have been a few key hires in February. The Department of Mental Health has gathered data on hours of service per consumer from the past 10 years. This data covered children’s and adult mental health only, not DS. Statewide, house of service had been trending down in 2018, 2019. With the effects of Covid in 2020, 2021, the decline was steeper. LCMHS’s data mirrored this trend, but the effects were less dramatic than the state trends. The research also showed that number of days in inpatient services went up as hours of service went down. Agencies are looking at this individually now versus the statewide data. Will hopefully have more data by next month.</p> <p>Grievance/appeals – 5 grievances total. Staff has been encouraging consumers to provide feedback. All have resolved to the satisfaction of the consumers/families involved. Most concerns were about getting into services in a timely manner. Adult Mental Health currently doesn’t have an extended wait time and are meeting needs. Children have a 10-20 person waiting list, which is taking a couple weeks to initiate services. Psychiatry is keeping up, which is</p>		

better than the state currently. Judy Rex is working on grants furiously. Interviews start Friday for the mental health specialist with the Morristown police. Waiting on T-Mobile results for items for wellness center. Submitted grant with Lamoille Health Partners to improve end user access to telehealth. 3 offices created at Harrel, 1 at plaza, 1 at each group homes and other buildings. Some will be access points for nurses at Lamoille Health Partners in the field. All will have equipment/internet access to have telehealth appointments without driving to the Harrell office. Lamoille Health Partners are looking to open in Cambridge, we would share as an end user telehealth location. We will also get a mobile trailer with Starlink that can go to remote sites. All sites will have biometric equipment to address physical and mental health needs. This is a USDA grant. There doesn't appear to be much competition in the state. Telehealth has positively impacted consumers who had been missing appointments. People have appreciated having no commute for shorter psychiatric appointments. The mobile trailer will largely be in Stowe at Lamoille Health Partner's location there but will also be available to go to emergency shelters or used in emergencies where power and access to internet may be impacted. Future sites may include a permanent location at Forest Hills Residential Home which will be converted into a shelter and using the mobile trailer at Belvedere School. Looking at other grants but will not get additional info for a while. Community Development grant is being pursued through the Town of Morrisville for new roof. EPIC – seems like it was the right thing at the right time. It is being used about 80% of the time. About 8 children have used it: ages 7-17. The program has been enough to keep the children connected to mental health service with limited missed school and out of inpatient services/emergency room

services. Intensive Transitional Support program is being operated out of location in Marshfield. 6 LCMHS staff and a manager currently working with additional staff from other agencies. LCMHS is gradually adding staff. Program is going well. Consumer is getting along well with new staff and is engaging in more community activities than he has done recently. On the day we took off Covid vaccination/exemptions as a hiring requirement, there were many positive Covid tests at Copley. This happened about 2 weeks ago. Most staff and consumers ended up testing positive, but no one was severely ill. Masking was still in place there at the time. WCAX reported a police shooting in 2019 who was a consumer in Washington county. Governor created a commission in response and is investigating this scenario. It discusses the difficulty of doing home/community-based work. A solution suggested was more intensive care management. Currently legislative goal by mental health agency is to increase funding by 10%, but legislature offered 3%. To increase intensive case management, you would have to double the time per consumer and halve the caseloads to keep up with that expectation. Mary Anne Lewis – what length of time is the specialist with the police funded? Michael Hartman – we have about 4 months of funding. Judy Rex is working with Morrisville and grants through the DOJ and others to support the position after the 4 months. Legislature is proposing funding half the cost of this position at every law enforcement office. This is not a billable position; it has to be funded separately. The position requires the same training as the crisis team. Mary Anne Lewis – how does telehealth and prescriptions for controlled substances work. Michael Hartman – it is currently OK. We are not prescribing many, but we can do it. We are also working with primary care physicians on these prescriptions. Mary Anne Lewis –

	<p>will LCMHS have to pay for any of the construction/electricity at the Forrest Hill location? Michael Hartman – No, the grant will cover the equipment. LCMHS staff are already working with consumers at that location and billing accordingly.</p>		
Finance Updates	<p>Jim Heath – is working with Sage to get the spreadsheet information corrected and in the preferred format. Correction to month end payroll lowered deficit. Jim Heath will re-send when they are corrected. Zach Williams, Luke Jandreau and Fred Ober – there will be a month end review with KBS and/or finance board to ensure that information is accurate and complete. Working with DAIL on ITS budget. One high need consumer will use that budget. This year’s budget is set. Next year will be invoiced to the sending agency and the state. Working on next year’s budget. Health care costs have increased 20%. Costs about \$10,000 per day for insurance. Working with other agencies to create equitable rates to present to legislature. CFO’s created committee to negotiate next year’s provider agreement. Statewide initiative for mobile crisis positions within law enforcement agencies. This was the first time where all agencies submitted the program opportunity together.</p> <p>Tax bill for Copley is \$21000. Still working on the information for other properties as they may be exempt.</p>	<p>Re-send updated financial information.</p> <p>Property tax information for buildings requested.</p>	<p>Jim Heath</p> <p>Jim Heath</p>
Committee Reports	<p>Stacey Madden – Katina and Miranda presented the services offered at children’s. Discussed how parents can help with schools.</p>		
New/Old Business	<p>Stacey Madden – what is the procedure from the audit findings? Will there be new procedures/checklists to avoid this in the future. Zach Williams responded to Stacey – he sent list of recommendations to Jim Heath and Michael Hartman. Full balance sheet reconciliation to be completed monthly. Jim Heath to come up with a list</p>		

	<p>for opportunity for improvement. Significant progress has been made, but there is still a way to go. Jim Heath to implement a road map for improvements. KBS and other resources will be utilized. KBS report to be shared with board.</p>		
Agenda for Next Meeting	<p>Next meeting is March 15th. School based mental health is presenting. Agreements to be finalized and approved.</p>		
Closing	<p>Motion to adjourn – Fred Ober; Mary Anne Lewis – second. Unanimous vote to close.</p>		

By unanimous vote the meeting was adjourned at 6:36