

LCMH Board of Directors Meeting Minutes

Date: 11/16/22

Start time: 5:00pm

Adjourned: 6:59pm

Hybrid meeting via Zoom and in-person

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

Absent: Scott Kirkpatrick, Polly Manosh, Chip Troriano, Fred Ober

Staff: Michael Hartman, Jennifer Stratton, James Heath, Breanne Castle

Guests: Presentation made by Amy Fitzgerald on the Agency's efforts regarding Human Resources.

Notes: Mary Anne Lewis

Meeting called to order at 5pm

Topic	Discussion	Action	Person Responsible
Approval of Minutes:	A motion was made to approve the October meeting minutes by Ms. Madden.	Seconded by Mr. Williams. Ms. LaMont abstained because she was not in attendance at that meeting. All others were in favor.	
Update regarding Treasurer position:	Mr. Jandreau stated that he greatly appreciates Mr. Williams willingness to continue in the role as treasurer. Mr. Jandreau encouraged Board members to continue considering the Treasurer position, stating that you didn't need financial background. Everyone is welcome to join the Finance Committee as well.		
Open Board Positions	Ms. Madden enquired as to the number of open Board positions. She also asked how many Board meetings you were permitted to miss. Mr. Jandreau said there are three vacancies, and that you can miss 3 Board meetings a year. There was a discussion regarding the fact that some individuals have missed more than that amount. Mr. Feulner stated that if we have a 2/3 majority vote, the Board can elect to remove any Board member from the Board due to attendance issues. Mr. Jandreau		

	<p>promised to have a discussion with those individuals to establish their long-term intentions regarding the Board. Please continue to think about possible individuals that we can recruit to be on the Board. According to our Bylaws, 51% of the Board members must have someone in their family who receives services from the Agency.</p> <p>Congratulations to Ms. LaMont on her new role as legislator. She is unsure what that means for her attendance at Board meetings, but “LCMHS is still on her radar, and she remains committed to the Board.”</p>		
<p>Zoom Invitations</p>	<p>Mr. Williams requested that we receive a new Zoom invite for every meeting. Mr. Hartman stated that Emily Roemer will be starting on 11/21/22 as the new Administrative Assistant, and that she will be sending new invitations to all.</p>		<p>Emily Roemer</p>
<p>CEO Report:</p>	<p><u>Consumer Care</u></p> <p>As we near the end of the calendar year we are now beginning to see some norming of our services delivered from month to month and in the last 2 months we have served an above average of persons. Also noted is that in October of 2022 we served more clients On the whole the chart below of the number of consumers served does mimic the same pattern on a program level, especially with child consumers which dipped in the onset of summer, then rose up as school began.</p> <p>As we have seen across this year, our crisis services team continues to see high numbers of consumers and access to higher levels of care such as crisis beds or hospital inpatient care continues to be very challenging.</p> <p><u>Report on Grievances and Appeals</u></p> <p>As of this week we have 0 grievances in the Adult Behavioral Health program, one for the child mental health and none for developmental services programs.</p>		

Grants Update

We submitted a proposal for Emergency Psychiatric Intervention for Children, EPIC, to the Department of Mental Health on November 14th. EPIC will primarily serve school age children in distress due to anxiety, depression or other significant conditions and have reached a crisis state. Our efforts will be directed as redirecting children and families away from use of the Emergency Department and to our main EPIC location, the Harrel St. offices. We will provide support, therapy, and psychiatry to help families during daytime hours, and see them through the crisis. For a small number of families, we may serve as a more constructive respite while they await a residential or inpatient bed. We expect to open the program in late November. We are in process of applying for further grants to enhance the Wellness Center.

Statewide Mobile Crisis Request for Proposals (RFP)

The state of Vermont has issued a RFP for formation of expanded crisis services across the entire state. This is a very detailed RFP, but at its core is the expectation that a vendor, or no more than 5 vendors, would create a care model of mobile crisis intervention/assessment, offering home/community based psychiatry, case management, peer provided support, and therapy as well as follow up services. There are a number of questions on this RFP regarding the concern that it is a competitive bid process that can include non-DA and out of state bidding, and that the basis of it was from a questionable report developed for AHS/DMH. The window for bids is quite short, questions were due yesterday and answers will not be out until 12/9, with bids submitted by 12/30. The current plan is that all DAs are collaborating on this effort to do one submission, which we are actively formulating now.

	<p><u>ITS Home Update</u> We have put final touches on the ITS (Intensive Transitional Support) House in Johnson. Unexpectedly a need for a consumer at another agency arose and we have focused our ITS staffing on supporting that service. This opportunity has allowed our team to work in an environment filled with deep experience in crisis work within a developmental framework. As we were not using this ITS space, the collegial program in a neighboring county, we are in turn renting the ITS space to a third agency who needed temporary residential space.</p> <p><u>NX/myAvatar</u> We have entered into a new agreement with Netsmart, our Electronic Medical Record vendor, to have additional consultation on the billing process. This is both short term procedural training and some longer term adjustments allowing optimization of our billing efforts.</p> <p><u>Wellness</u> As we have returned to a higher level of staffing and lower levels of covid risks the Wellness Committee has taken on the task of revitalizing our workout/gym room. Other wellness activities have brought forth an increase in membership in this group a good indicator of more normal work patterns.</p> <p><u>Human Resources Updates</u> The investments in our HR processes and staff pay have produce the lowest number of separations in the past 12 quarters. We have gained employees and reduced vacancies due to staff departures, our goal in the investments made since December of 2021. The loss of staff in July 2022 is primarily in the children’s division a more typical time annually for departures.</p>		
Finance Report:	Mr. Heath reported that the Agency is at a point where we will be finishing up the financial audit for the agency which will allow us to produce financial reports for you. KBS has been short-handed which has		

caused us to reschedule and in turn keeps pushing this further out. The other factor around the reporting would be our conversion to the Sage accounting software and needing to close out Great Plains software once the audit is completed. The Agency has \$916k cash on hand with another \$700k coming in this week from Medicaid which will give us an amount of \$1.6M with the LOC at 0. Based on the review of our current figures, the agency is running close to a break-even basis. We have also completed the following audits in the past few months:

- Audit of 401k plan and reporting those finding to the IRS
- Audit of Copley House completed this week
- Audit of HUD Projects with finding sent to HUD
- Audit of our Workman's Compensation Insurance wrapping up this week as well
- The agency's financial audit will be wrapped by 12/1

Additional financial activity includes:

- Discussions around the Health Care Reform Model with iteration around the All Payor Model and Global Budgets.
- Discussions around a unified approach by all agencies regarding an RFP for the Mobil Crisis Program
- Discussions and input on revisions the state is proposing to the DMH Provider Manual
- A proposal was submitted this week for LCMHS MUCI Program and are in hopes this will be approved

Ms. Lewis and Mr. Feulner asked for clarification on the current deficit and Mr. Heath stated that it will probably be over 1.1 million. There was confusion/discussion how we had that amount of deficit and were at a "break even" point. Mr. Heath and Mr. Hartman clarified that the deficit was for FY '22 and that the "break even status" is for the current FY'23 budget.

	<p>There was a discussion about how the Agency got so far behind resulting in the FY'22 deficit. Mr. Hartman explained that there were numerous factors leading to this point including a change in the EMS system, a change in how payment was received for the clients (value based versus fee for service based), billing input errors, a move to Sage from previous system, and COVID money that needed to be paid back.</p> <p>The issue of concern was how do we fix this moving forward? There has been a new individual hired to take over the billing process. Mr. Williams highly recommended that KBS (auditors) can provide monthly schedules, ensuring an internal monthly audit and that the agency utilizes these schedules. Mr. Jandreau concurred that we need monthly numbers and a monthly audit moving forward. Mr. Feulner stated that one of our most important responsibilities as a Board is for the fiscal responsibility of the Agency. Ms. Madden expressed concerns as a Board member enquiring if the consumer would be billed directly. Mr. Heath stated that the consumers will not bear the burden of this. Mr. Hartman emphasized that the primary goal of the Agency is to serve the consumers.</p>		
<p>DEI Committee:</p>	<p>Ms. Lewis reported that the DEI committee was facilitated by Ms. Watersong last month, our new consultant for the agency regarding DEI. There was a discussion regarding ground rules, as well as a presentation by Ms. Paumgardner on the Equity and Diversity Staff survey results.</p> <p>Ms. Lewis reported that there was a small “pod” that met that develop tangible “next steps” from the Board/SLT DEI retreat in August. The pod consisted of Mr. Hartman, Ms. Daley, Mr. Feulner and Ms. Lewis. Rae Carter facilitated the meeting. Ms. Watersong was also in attendance to provide a smooth transition in consultation with our ongoing DEI work. A spread sheet</p>		

	<p>was developed with action steps and responsible individuals. Ms. Watersong, Mr. Feulner and Ms. Lewis are meeting on 11/21/22 to begin work on Board agreements for meeting expectations as well as “human <i>kind</i>” agreements.</p>		
<p>CSFY Standing Committee</p>	<p>Brief Check ins: celebrations from parents central to their children in school and at home. Discussion around challenges with school services and not having enough parent input or staffing. Discussion around lack of Behavioral Interventionists and how this impacts all kids and schools.</p> <p>Children’s Director Program Updates, Questions and Presentations: EPIC (Emergent Psychiatric Intervention Children) programming to begin in Fall. EPIC to aid in children staying out of the emergency room and getting connected to mental health services more quickly. EPIC room set up happening in October. LCMHS hired an Access Program Manager, after many years of vacancy, that will help coordinate EPIC. LCMHS hired for Eden school contracting. Discussed vacancy of 16 BI’s and how DA is supporting school systems with more Functional Behavioral Consultation to help support kids, while trying to hire. LCMHS hired Board Certified Behavioral Consultants in the last few months and as a result the Applied Behavioral Analysis groups will be starting again in November.</p> <p>DRAFT Schedule of DMH’s CYFSSC requirements: reviewed the upcoming year schedule central to what needs to be reviewed and what committee want to focus on and what goal that they would like to accomplish. Monthly meeting topics and guests recorded.</p> <p>Family Voice for Questions, Concerns, Commits, and Celebrations related to DA/MH services: Concerns around staff vacancies and supports for parents- how to get more parent voices to the table.</p>		

Update on Training opportunities, activities and events for caregivers, children/youth and community members: many state trainings through Vermont Family Network and Dept of Mental Health and Education. (central to special education law) Watch email for more details.

Ayla led Group in these discussions:

1. **committee roles/meeting structure:** Discuss formatting of future meeting, who will facilitate, take notes, manage sub- committees, Planning for next year (training/support for families,) update committee binders. Ayla stated that she would be happy to get new members updated binders, and facilitate/co facilitate with other members. The idea of rotating roles was discussed. Discussion around hybrid/ face to face/zoom meetings was brought up, hoping to have a hybrid model to accommodate all. Group is trying to recruit new membership and this has been affecting the group meeting time. Many folks like the past meeting time of 5pm and many folks would like a day time meeting. Committee was 50/50 on last vote- October meeting was scheduled at 5pm. Meeting poll will be sent out for November to schedule meeting. November meeting will have the Client Survey Results, presented by Quality Director, Anne Paumgarten.
2. **Sensory Room :** Ayla updated about LCMHS need to have a sensory room for kids and families. Updated on WCMHS sensory room and the benefits it provides. Ayla would like to gather parents and continue the work that was started in CYFS several years ago.
3. **Other Committee work interests:** recruitment of family voice and more supports for parents

<p>Old/New Business</p>	<p>Mr. Feulner is serving a joint role on both the LCMHS Board and the Copley Hospital Board. Mr. Feulner has been interviewed by the Hospital Board’s nominating committee and has attended a retreat for the Board members of Copley Hospital. Mr. Feulner’s official term does not begin until January 2023. In the meantime, Mr. Feulner has met with Mr. Hartman to learn how the two agencies intersect. Mr. Jandreau thanked Mr. Feulner for stepping up to be on the Copley Board.</p> <p>Mr. Jandreau asked if the Board would be interested in a holiday-themed Board meeting in December, encouraging Board members to attend in person and to bring food to share. Mr. Jandreau will email Board members regarding their interest.</p> <p>Ms. LaMont mentioned that there are grants totaling \$150,000 available through Lamoille Health Equity Collaboration. The grant application is open until 12/9/21. These grants are aimed at covering projects, not individuals. Ms. LaMont is submitting a grant through this process to assist middle schoolers who are struggling with Mental Health.</p> <p>Ms. Castle reported that the residential programs are almost fully staffed for the first time.</p>		<p>Mr. Jandreau to email board about holiday meeting.</p> <p>Ms. LaMont to submit grant.</p>

By unanimous vote the meeting was adjourned at 6:59pm