



**BOARD OF DIRECTORS MEETING – FEBRUARY 28, 2017**

**PRESENT FROM BOARD:**

Scott Coleman, Joe Warner, Jeff Parker, Steve Ammentorp, Jessie Quintana, Stephanie Keller, Tom Motz, Mike Nordine, Vicki Woods, Marna Lake

**EXCUSED ABSENCE(S):**

Jeff Kuhr, Judy Thornburg

**SPECIAL GUEST:**

Steve Attarian, Walk to Success, Larry Beckner, Foundation Board member

**PRESENT FROM STRIVE:**

Sharon Jacksi, Mary Anne Lawrie, Chris Bergquist, Katherine Waterman, Doug Sorter

<b>OVERVIEW OF MEETING</b>
The minutes from the previous meeting were approved.
Sharon provided organizational, state and legal updates.
Chris provided the current financial report and accepted by the Board.
Policies, #6-13, Case Management Hiring & Training (NEW) and #6-14, Case Management Monitoring (NEW) were reviewed and approved. Policy #4-6, Mistreatment, Abuse, Neglect & Exploitation (MANE) was deferred to a later meeting.
Steve Attarian demonstrated the new public website.
Doug reported on the upcoming events.
Katherine Waterman provided updates on Quality Assurance issues.
No public comment.
Business portion of the meeting adjourned and proceeded into Executive Session.

A quorum was achieved and the meeting was called to order at 12:04 p.m. Scott Coleman presided.

### **MINUTES FROM 1/31/2017**

Minutes were presented.

**It was M/S/P (Lake/Parker) to approve the minutes of 1/31/2017.**

### **CEO REPORT**

On the State level, Sharon highlighted on the following information:

- Sharon shared the "White Paper" with members in regards to closure of the Grand Junction Regional Center. This paper was shared with the Capitol Development Committee (CDC) and the Joint Budget Committee. The paper provides ideas in relation to public and/or private partnerships and how we were able to build three group under \$1 million. The CDC is scheduled to meet again this Thursday.
- In regards to the conflict-free case management, legislation is currently being drafted to protect the status of community-centered boards (CCB). This was an area of concern in the fact that if we would lose our CCB status we would also lose funding from county. There is question on where Early Intervention services will fall. Legislation is being drafted to keep it as a role of the CCB. This is a topic that will need to be addressed at the Board retreat.
- Sharon also shared a "A Perfect Storm" paper that was distributed by Alliance at the Awareness Day luncheon. This outlines how the system is going to implode due to insufficient rates and lack of employees.
- The Joint Budget Committee (JBC) approved one time additional funding for Supported Living Services (SLS) equating to \$1K per individual that is receiving services and supports from the program.

Organizational updates are as follows:

- In relation to staffing, there were 6 to 7 Direct Support Professionals in the last CORE training. Apparently, a staffing shortage is occurring throughout the health care system.
- The CQL Employee group has reviewed and provided their input on the Employee Survey. Human Resources is planning to launch the survey in a couple of weeks. The group also recommended CORE Training would start at \$9.30 per hour. After the new employee has received QMap certification and trained at a specific site, the hourly wage would be increased to \$10. We have also implemented small pay increases at one year and two years to direct service professionals (DSP) to aid in staff retention. The group also expressed concern over the sick leave policy wherein an employee is unable to use sick leave unless he has been out for more than two days and/or a medical emergency or procedure. Leadership Team is taking this under advisement.

- Open enrollment for benefits is scheduled for this week. There was no increase in the health insurance premium. A vision plan is now being offered in the benefit package. We also changed the claim administrator from Group & Pension Administrators (GPA) to Employee Benefit Management Specialists (EBMS).
- January financials are grim. Billing for targeted case management is way down due to the loss of four case managers. Another driver is the individualized settings with one-to-one staffing. Leadership Team is strategizing on the alternatives to increase the number of individuals served in these settings to a total of three. Another factor with the budget is the Crisis Project is arrears in making payment. Chris will go further into the financials during his report.
- The Board of Directors/Leadership Team Retreat is scheduled for March 28 at the Redlands Community Center from 9:00 a.m. to 1:00 p.m. Stefani Conley has agreed to facilitate the meeting. Sharon will provide a brief overview of the role of a CCB, and the different programs. This will set the focus on the following areas:
  - Conflict-free case management - Do we become a Case Management agency or a Service Provider?
  - Building Options (The developer that is building the apartments at 10<sup>th</sup> and Grand is very interested in purchasing 950 Grand. We also need to address the solar contract to see what the repercussions would be for terminating the contract.)
- On a final note, Sarah Johnson has opted to resign as Children Services Coordinator to taken on a new position with the Department and Health.

### **FINANCIALS**

Finances for the past seven months were reviewed along with YTD totals in relation to budget forecasts. During the past seven months, revenue has been close to budget with a couple of exceptions. January's revenue was below forecast due to day programs being closed for two days, case management billing is down due to Case Manager turnover and the Crisis Project is in arrears by a couple of months in making payment.

Personnel expenses are starting to trend up due to the one-on-one individualized settings that have been created. These types of settings are a prime example of expenses exceeding revenue due to the staffing needs of the individual. As Sharon previously mentioned, Leadership Team is working on moving these settings into a one-to-three ratio. Overtime expenses are running high due to the staffing shortage.

Operating expenses are running high. We need to start focusing on cutting certain programs that are not cost effective. As previously indicated, the month of January was grim from a revenue perspective.

The following departments were highlighted:

- Case Management – The department is struggling and nowhere near budget due to constant turnover. This has resulted in a low billing efficiency. We have raised the starting wage for Case Managers in an attempt to recruit potential candidates.
- Vocational Program – The day programs are starting to trend up and are exceeding forecast.

Attention turned to the balance sheet indicating account receivables are starting to trend up. Current ratio and debt to equity are slightly down in comparison to last year.

**It was M/S/P (Warner/Nordine) to accept the financials as presented.**

## **POLICIES**

### **#4-6, Mistreatment, Abuse, Neglect & Exploitation**

This policy was tabled due to the extent of changes based on new regulations.

### **#6-13, Case Management Hiring & Training (New)**

The policy was created in correlation State statute and contract outlining the process of hiring case managers inclusive of employment and training requirements.

### **#6-14, Case Management Monitoring (New)**

The policy was created to outline monitoring activities of individuals receiving services under the waiver system.

**It was M/S/P (Motz/Woods) to approve Policies #6-13, Case Management Hiring & Training and #6-14, Case Management Monitoring as presented.**

## **PRESENTATION**

### **PUBLIC WEBSITE**

Doug introduced Steve Attarian to the Board. Steve was contracted to completely rebuild our public website. Steve proceeded to go through the different pages and demonstrated the ease of navigating around the website. With the utilization of WordPress, updates can be made to the website very easily. Doug will forward the website link to Board members in order that

they may the review the content and provide any comments and/or suggestions prior to it going live.

## **REPORTS**

### **BUSINESS OPERATIONS & DEVELOPMENT**

Doug announced the upcoming events:

- March 30 – Honoring the Past – Embracing the Future Luncheon at Bookcliff Country Club @ 12:00 – 1:00 p.m. We will be honoring Eula Boelke who has had a positive impact on the developmentally disabled community. Speakers for the event will relate their experiences with our organization.
- East Egg Hunt is scheduled for April 15 @ Botanical Gardens.
- Tulips & Juleps Committee has garnered over \$14K in sponsorships. Tulips & Juleps is scheduled for May 6.

### **QUALITY ASSURANCE**

Katherine provided the following updates:

- The Complaint process and procedures has been completed and will be incorporated into the Employee handbook.
- Text options are still being researched on ones that would be more cost effective. Katherine is currently looking at some of the modules that Therap has to offer with texting to avoid any violations to HIPAA.

**It was M/S/P (Mutz/Parker) to adjourn the meeting at 1:28 p.m. and proceed into Executive Session was called to discuss confidential information pertaining to investigations.**

  
Secretary

  
Date

