

NKHS Board of Directors
Minutes
7/29/2024

Board present: Kari White, Vice-Chair; Linda Rhodes, Stacy Thrall, Lisa Boskind, Diana Gibbs, Neila Anderson-Decelles, Tracey Paul, Patrick Shattuck

Guest: Susan Franzblau, Standing Committee member, potential Board member
Greg Hessel, Consultant – Regeneration Resources

Staff present: Kelsey Stavseth, Executive Director; Laura Nelson, Chief of Org. Dev.; Denis Houle, CFO; Brooke Bury, Dir. of HR; Tim Gould, Chief of IT; Sharon Ryan, Chief of IDS; Erica Perkins, Dir. of Community Relations; Carol Hemenway, Ex. Office Admin; Kate Olney, Dir. of Development

Called to order at 10:03am

Motion to approve the regular agenda as presented with the addition of an update from the Nominating Committee was made by Lisa. This was seconded by Neila and carried by unanimous vote of the Board present.

Motion to approve the consent agenda as presented was made by Lisa. This was seconded by Stacy and carried by unanimous vote of the Board present.

Roundtable introductions of Kate Olney, NKHS Director of Development. Kate gave an introduction of herself and her background.

HR update: Brooke presented the Quarter 4 turnover reports & HR updates.

Recruiter position transitioned from Anthony to Dustin, with Anthony continuing to work just a few per diem hours per month.

Last quarter HR onboarded 51 people, this was a net gain of 11 staff for the quarter. Brooke outlined the turnover report by program. Some turnover is due to the realignment of these programs with agency policy and culture. There were several non-voluntary terminations.

There is some discussion about non-voluntary terminations. Brooke noted that terminations do not come as surprises to staff, as there are almost always performance improvement plans prior to termination.

The Board thanked Brooke for her quarterly presentation.

Board education: Review of the 2024 Culture & Climate survey with Greg Hessel

13 more participants participated than last year.

Net promoter score of -2 and the previous Abundant Sun survey was -5

Slides are reviewed with the Board and SLT present.

Variables went down from last year; pay, benefits, and leadership dropped the most (more than ½ percent).

Following the presentation there was a question-and-answer session. Kelsey noted that the survey aligned with staff COLA and insurance increases and that timing have may resulted in lower staff satisfaction.

On the staff satisfaction with “leadership” (note: survey responses are not specifically related to Senior Leadership): Kelsey noted that staff growing into management aligns with our strategic goal of being a training and learning organization. We offer compassion at work training, specific program training, and professional development, and this is still a priority. Middle management needs to have the skill set to answer staff questions in a manner that aligns with organizational policies and to feel comfortable having hard conversations with their direct reports. Leadership will continue to empower leaders to have conflictual conversations with staff.

Kelsey stated that a lot of challenging work has gotten us here and it remains important to focus on the good stuff – we remain in the 70%.

The Board thanked Greg for his thorough presentation.

Finance Committee report:

Denis presented the Finance reports for the end of June and the end of FY 24.

FY 24 was a good year and finished just a bit stronger than the previous fiscal year.

Agency Revenues/Expenses:

June revenues are below budget by 69k

Case Rate revenue is at budget with no payback expected, except for mobile crisis. That payback figure has not yet been calculated by the finance department. We do expect some leniency from the State as we are one of the top performers in the State. HCRS holds the contract, and we are in talks with DMH. The system was designed prior to 988 and targets were inflated. Payback monies have not been specifically set aside, but that income was not included in the budget (70k).

YTD revenues are 594k ahead of budget.

June Expenses were under budget by 31k.

Salary & wages under for June by 246k and under 1.4mm YTD

MTD: Health plan under by 171k and retirement plan over by 21k

Staff transportation was over budget for June by 22k

YTD Salary & wages are under budget by 1.5mm (due in part to vacancy savings) and fringe benefits are 476k over budget

Other personnel cost over by 300k – locums were a large part of this expense

Client transportation is over for the year by 207k

Margin is a 19k loss for June

YTD gain is 2.3mm

Admin is under budget by 136k for June and YTD is under 541k

Adult YTD loss of ~1mm is better than last year. Operational efficiencies are being put into place and reducing the number of locums will help to balance the budget. Collaboration with staff to address caseloads is also improving the revenue in the adult programs.

NKHS had a recent broker change to the Richards group to help manage health insurance costs. They are the broker for many other designated agencies and we expect to see cost savings in the coming years with health insurance expenses.

Balance sheet:

Admin under for the year – 13.6

Cash in the bank at 13mm

85 days cash on hand

Kelsey noted that the mission and quality of services depend on the agency margin. We are working to be open with all staff about the fiscal position of the agency. It remains a strategic priority to invest in staff and programming.

Motion to approve the financials as presented was made by Neila. This was seconded by Linda and carried by unanimous vote of the Board present.

Board resolution: a resolution is being brought to the Board for approval of the expense of an on-call portal for clients/consumers, with a cost that is not to exceed 111k. Tim and Laura note the portal would allow clients to make updates to their demographic information and a portion of the front-end contact with clients will become automated (reminder calls & texts), saving roughly 1 – 1.5 FTE of staff time. This is also likely to improve the client no-show rates. This expense was not built into the budget, so it is coming for a Board vote.

Motion was made by Neila to approve the on-call portal with a cost not to exceed 111k. This was seconded by Linda and carried by unanimous vote of the Board present.

Nominating Committee update: the Committee met in July for the quarterly meeting. The expectations of the Board members were discussed at that meeting. The committee is seeking further clarification, but the time estimated by Board members to dedicate to this Board is about 3 hours per month and members should be prepared for that commitment.

The Board needs additional members as several will be terming off at the annual meeting. One potential member, Susan Franzblau, is in attendance here today. A vote for her membership will come to the Board for approval next month. Susan has been on the Adult Standing Committee for several years. Denise also has reached out to a potential member, as has Kelsey, and we continue to work to have a diverse board.

The Nominating Committee is looking for board members to fill the following roles at the Annual Meeting: Vice-Chair, Treasurer, and Secretary. If you are interested, please reach out to the committee.

Executive Director updates:

Catching breath before fall, which tends to be the busier season

Projects underway include:

- Portal AI
- CCBHC Data
- SLT KPI's

Directors and Senior Leadership continue to work with staff to get them comfortable with data

Front Porch is moving along, and we continue to create community relationships

Director of Development has been hired

Communication Relations assistant being hired

Last year of current strategic plan, consideration to extend one more year

Focus remains to do important work well

Stacy noted that if NKHS were to work with the Demonstration Project for VT. she would like to serve on that committee.

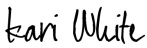
Motion to enter into executive session to discuss the credentialing process was made by Neila. This was seconded by Diana and carried by unanimous vote of the Board present.

Resolved into executive session at 12:02pm

Motion to resolve out of executive session was made by Lisa. This was seconded by Diana and carried by unanimous vote of the Board present.

Resolved out of executive session at 12:07pm.

Lacking a quorum, Kari used Chair privilege to adjourn the regular meeting at 12:08pm.

DocuSigned by:

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8/3/2024