

# *Bert Nash*

Your Community Mental Health Center

## MINUTES Governing Board of Directors Tuesday, September 28, 2010

Directors Present:      Bootsie Lauridsen      David Johnson      Rick Spano  
                                 Carol Hatton              Steve Glass              Barbara Ballard  
                                 Maurice Joy              Don Grosdidier              Ken McGovern

Director Absent:      Elizabeth Sheils              Doug Stephens              Cindy Maude

Staff Present:              Pat Roach Smith, COO  
                                 Tracy Kihm, Finance Director  
                                 Cindy Hart, Development Director  
                                 Marilyn Sell, Recording Secretary

I              Carol Hatton called the meeting to order at 7:30 a.m. with a quorum present.

II              Public Comment: None.

III              Consent Agenda: The August 31, 2010 Minutes; August, 2010 Financials; and, the CEO Report made up the Consent Agenda.

**BOOTSIE LAURIDSEN MOVED TO APPROVE THE CONSENT AGENDA; STEVE GLASS SECONDED THE MOTION. MOTION CARRIED.**

Financials. David pointed out revenue is overstated by \$100K because clients who have not provided proof of income are being charged full fee when they likely qualify for a fee determined by the sliding scale. Tracy said the Fee Committee is working on identifying these clients and get their proof of income information to more accurately state the revenue amount.

CEO Report. David said it is nice to be able to benchmark things. This data is provided to us via our membership in the Mental Health Corporations of America organization. We have a Journal World reporter coming to the Center today to go through the intake process in preparation for an upcoming article on BNC. The data shows BNC access to services is good.

IV              Client Satisfaction Survey. Pat presented 2009 results of the Client Satisfaction Survey with comparison data from 2008. Overall satisfaction is better in 2009. This survey will be distributed to clients again next week to gather 2010 data.

V              Review & Comment: *Corridor Technology Solution.* We have hired a CEO. Bob Etzel is a long time technical company launcher. David will share Bob's resume with the Governing Board and schedule a time to introduce Bob to the Board.

*Nash Dash & Bash, Saturday, October 9.* Ten days away! There is a leadership committee meeting today at 11. Cindy said volunteers are still needed so if you and your friends and your family are interested in volunteering, please let Cindy know.

*Board Retreat, Friday, October 15, 2010.* The Governing Board, the Endowment Board, the Executive Team, the Heartland Board and folks from AspenPointe in Colorado Springs, CO have been invited to the board retreat. David wants to cover two subjects at the retreat: Physical Health and Mental Health Integration; and, the Board's Role in Fundraising. Fundraising consultant Judy Keller will lead the discussion on fundraising.

*Executive Session:* The meeting adjourned to Executive Session at 8:05 a.m. for 10 minutes to discuss a real estate matter. The Executive Session adjourned to the regular session at 8:35 a.m.

VI Adjourn. The meeting adjourned at 8:35 a.m. The next meeting of the Governing Board is Tuesday, October 26, 2010, 7:30 a.m.