



MINUTES
Governing Board of Directors
January 23, 2018 at 7:30 AM

Directors Present:

Brad Burnside
Cindy Maude
Don Grosdidier
Elizabeth Sheils
Gene Bauer

Jane Fevurly
Matt Brown
Lucia Orth
Patrick Schmitz
Steve Glass

Directors Absent:

Barbara Ballard
Ken McGovern

Reed Dillon

Staff Present:

Amy Warren, Chief Operations Officer
Cindy Hart, Development Director
Scott Criqui, Human Resources Director

Tracy Kihm, Finance Director
Karen Lowder, Executive Assistant

- I. **Order:** Brad Burnside called the meeting to order at 7:30 AM.

- II. **Public Comment:** Gene Dorsey, a member of the Schwegler Neighborhood Association was present and made a comment about the Crisis Intervention Center during Patrick Schmitz's report. He suggested that the CEO and/or his staff meet with the different neighborhood associations in Lawrence about the proposed Crisis Intervention Center and answer any questions residents may have about the project. He advised that the effort may help to further the project with the community. Patrick Schmitz shared his contact information with Dorsey and made plans to connect.

- III. **Consent Agenda:**
 - a. The Consent Agenda consisted of the minutes from the December 6, 2017 Governing Board of Directors meeting.

Brad Burnside asked for a motion to approve the consent agenda; moved by Gene Bauer; seconded by Don Grosdidier; approved by all.

- IV. **Reports:**
 - a. **Brad Burnside, Chair**
Burnside had nothing to report at this time but introduced Karen Lowder, who is serving as a temporary Executive Assistant to Patrick Schmitz until a permanent placement is found. The Board members took turns welcoming Lowder and introducing themselves.

 - b. **Patrick Schmitz, CEO**
Schmitz apologized that he did not have time to compile a CEO report, but will give it verbally. Schmitz said it had been a very active month with many

meetings centered around the pending Crisis Intervention Center with LMH, Heartland and others. Schmitz shared that he recently traveled to Tulsa to tour a successful Crisis Center, which also has a mobile response and call center component. [See Family & Children's Services Crisis Center website here.](#) Schmitz noted that the Tulsa organization's in-place stabilization rate since 2008 has been 68%.

Schmitz confirmed that he is interviewing applicants for the Executive Assistant position. He also announced that Nicole Rials has been selected to serve as the new Director of the Urgent Care Program. He noted that applicants are still being sought for the newly created Director of Performance and Quality Improvement position.

Schmitz shared that he and Brad Burnside have been attending a series of three "Board Chair & CEO Training" sessions put on by Erika Dvorske of Summers, Spencer & Company, along with teams from four or five other organizations. This Thursday's session will be on Managing People – Investing in Your Greatest Asset.

Schmitz said that he and Amy Warren have been taking a deep look into services for both level of quality and timeliness of delivery. He added that the process is long but will result in some constructive changes.

Schmitz confirmed that the City Commission awarded Bert Nash a housing grant of \$495,000, which will be used toward Tier II Housing on the Crisis campus.

Schmitz shared that he and staff have been involved in meetings with the Eudora school district in an effort to expand WRAP services. There is currently one WRAP therapist for the Eudora schools and they are requesting an additional therapist. Schmitz said that a long-term goal would be to open an office in Eudora and possibly institute Mental Health First Aid training for teachers in the district. Bert Nash is in the process of advertising for a full-time Mental Health First Aid Trainer, as the trainings are currently divided up among six or so staff.

Schmitz met with the President of Baker University, Dr. Lynne Murray, and she is interested in exploring options for providing a Bert Nash space on campus. Bert Nash is also exploring options with Lawrence Memorial Hospital for office space.

Schmitz expressed his thanks to all who attended the Celebrate Bert Nash event at the Schriener's home, as well as the staff and caterers who made it such a success.

Schmitz reported to the group on the January 18th visit by Lt. Governor Jeff Colyer and his staff to Bert Nash, after touring two other organizations in Topeka and Manhattan. The guests were shown a short video highlighting Bert Nash services and then taken on a tour of the facility. The tour ended with

stories shared by a client of Bert Nash. Schmitz said that it went very well and the Lt. Governor seemed engaged throughout.

Schmitz shared an update on the progress of the Crisis Intervention Center, reminding the group that planning for the initiative began many years ago. The project is coming together with the help of many partnerships and will provide a whole array of crisis services, such as WRAP, Mental Health First Aid, and Zero Suicide, among others. Amy Warren explained that Zero Suicide is an evidence-based initiative for health and behavioral health care systems which teaches how to assess and intervene in possible suicide situations. A link to the program's website can be found [here](#). Schmitz will continue talks with the County with regard to the opioid crisis in Douglas County, which is the highest in the state. Schmitz confirmed that elements of the original Crisis Center plan are still in place; detox, intervention, respite, access to LHM, access to psychiatrists, and access to housing, both temporary and long-term. The County has reviewed the Bert Nash budget and is combining that with the jail's budget to develop language for the upcoming sales tax referendum. Discussion followed. Schmitz said that he and his staff are developing talking points to promote the initiative to the community. Schmitz added that there is a tremendous amount of work involved with many moving parts by many partners.

Gene Bauer and Lucia Orth posed questions about competition with Headquarters Counseling Services and about protocol for service delivery at the Crisis Center. Schmitz responded that Bert Nash will partner with Headquarters and the plans for how that will look are still being developed, but it is a new era of partnership with other organizations in the community. He added that the protocol for determining actions by Crisis staff, such as whether to call the police, are still being formulated as well. Matt Brown added that it would be helpful to educate the public on the availability of the services. Discussion followed.

Brad Burnside referenced the recent newspaper articles and questioned who would own the risk for operational costs after the Crisis Intervention Center was established, to which Schmitz replied that the County would own the majority of the risk. He added that it is still unknown whether Bert Nash staff would office at the Center or at Bert Nash. Schmitz said that his staff are currently exploring possible under-utilized spaces in Bert Nash where office space could be created.

Discussion about staffing, funding/budgeting for services, and clientele served followed. Brad Burnside confirmed with Patrick Schmitz that he will present a summary of responsibilities by the different partners when they are finalized and bring it to a vote of the Board(s) before any action is taken.

The group discussed the current status of Osawatomie State Hospital and the difficulty in admitting anyone for services.

Brad Burnside opted to convene an Executive Session to further discuss the Crisis Center following the regular meeting.

Schmitz shared that all staff were very appreciative of the Thank You raise voted on by the Board at the end of last year and which took effect as of January 1, 2018. Tracy Kihm explained the detail of wage increases for each type of position impacted.

c. Amy Warren, COO

Warren said that she and other members of the Executive Team are looking to increase efficiencies in the system that will allow for greater access to services. She is reviewing everything from the first contact by phone or in person, all the way to processes in the file room. There will be a change in processes and retraining of staff to make that transition successful. Schmitz shared information about a recent trial walk-through he and Warren did by posing as walk-in clients for intake. Warren said that intake data will be put together and will lead to eventual all-day access to intake services. Warren noted that Nicole Rials, the new Urgent Care Director, will be reorganizing her team to address hospital discharge to urgent care, jail services, court and homeless services. Rials will also be communicating with the Sheriff about initiating training for his staff about preventative measures.

Warren noted that Dr. Nana Dadson, Bert Nash's Medical Director is working to strengthen relationships with area medical providers and to identify gaps in services. One initiative Dadson is exploring is tele-psychiatry. Discussion about access to services, insurance challenges and staff capacity ensued. On the topic of capacity, Schmitz noted that staff are in the process of being retrained to use collaborative documentation tools as a means to engage the client in the process of formulating the plan of care and also to expand the opportunity for billable time through seeing additional clients. He explained that performing the documentation with the client not only helps with agreement on the plan of care, but also alleviates the extra time needed for documentation at a later date. He added that time with clients cannot be billed until the documentation is submitted, so that time lag for billing revenue will be eliminated. Discussion followed. Warren shared that Board members can always call her when they have any question.

d. Tracy Kihm, CFO

Kihm noted that the Finance Committee met on January 16th and completed an in-depth review of the finances for the month ending November 30, 2017, so she will just talk through highlights of the report. Kihm shared that net income for the month was higher than last year at \$114,260 with expenses slightly higher than last year at \$10,904,467, resulting in year-to-date net income of \$562,990. The year-to-date net income is considerably higher than last year and can be attributed to the reinstatement of the 4% Medicaid cuts by the State Legislature and because Bert Nash is now billing insurance at the highest allowable rates. Expenses are under budget and the cash position is good. Kihm added that the timing of accounts receivables affects the cash balance but she has noted an increase in billable revenues and expects it to

continue. Kihm reminded the group that the Vanguard reserves were sold and the Investment Committee will be meeting in February to make a decision for those funds.

Kihm shared that the Finance Committee also reviewed the Accounts Receivables Aging report at their recent meeting. Brad Burnside asked the Board if they would also like to see the monthly Accounts Receivable Aging report or just rely on the Finance Committee to review it. Consensus was for the Finance Committee to continue its in-depth review of the report. Steve Glass asked why program expenses were higher and Kihm replied that it was because of recent turnover in medical staff and the need to engage contract medical staff services. She added that all those positions have now been filled, so that expense will no longer appear. Scott Criqui, HR Director, added that his department is exploring other recruitment resources which are more economical.

Brad Burnside asked if there were any other questions related to the financials and hearing none, asked for a motion to approve the November 30, 2017 Finance Report; so moved by Cindy Maude; seconded by Lucia Orth; approved by all.

e. Cindy Hart, Development Director

Hart shared that her department hosted the first Discover Bert Nash tour on January 18th for Cindy Maude and her staff from the Lawrence Arts Center. She expressed her thanks to Maude and extended an invitation to other Board members to bring family, friends or colleagues for a Discover Bert Nash tour. Maude said the tour was an excellent way to gain insight into the services offered by Bert Nash.

Hart reminded the group that a team made up of Board members and staff would be traveling to Houston next week for sustainable funding training. She added that representatives from Benevon would be coming to Bert Nash on June 4th and 5th for additional sessions. **She asked Board members to SAVE THE DATE of June 4th from 5 to 7 PM for an intensive Board workshop to be facilitated by Benevon staff.** She will share more information as the date nears.

Hart referenced the Pioneer Award nomination form included in Board member packets and asked them to consider making a nomination by the January 31st deadline. The winner will be selected at the next Governing Board meeting on February 27th. Brad Burnside updated the Board on the health status of a former Pioneer Award winner.

V. Business Items:

a. 2018 Board Holiday

Patrick Schmitz asked to add approval for the Board holiday to the agenda, and reminded the group that the Board sometimes approves an additional holiday for staff. He said that due to New Year's Eve falling on a Monday before

the New Year's Day holiday, he would recommend that New Year's Eve be designated as the Board Holiday.

Brad Burnside asked for a motion to approve December 31st as the designated Board holiday for 2018; so moved by Gene Bauer; seconded by Cindy Maude; approved by all.

VI. Other:

a. Executive Session – Crisis Intervention Center

Brad Burnside called for an Executive Session at 8:55 AM to talk through previous commitments made to the County in reference to the Crisis Intervention Center; so moved by Cindy Maude; seconded by Jane Fevurly; approved by all.

The Executive Session was adjourned and returned to the regular session at 9:15 through a motion made by Gene Bauer; seconded by Matt Brown; approved by all.

VII. Adjourn:

Patrick Schmitz informed the Board that he will be out of town attending a conference on the date of the next Board meeting, February 27th, and asked if the Board would prefer to reschedule or have him call in. Consensus was for Schmitz to call into the meeting, which he will do.

Hearing no other business, Brad Burnside called for a motion to adjourn the meeting; so moved by Cindy Maude; seconded by Lucia Orth; approved by all. The meeting adjourned at 9:16 AM

The next Governing Board meeting will be Tuesday, February 27, 2018 at 7:30 AM in the Bert Nash Board Room.

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