



**MINUTES**  
**Governing Board**  
**March 26, 2019**

**Present:**

Brad Burnside  
Lucia Orth  
Patrick Schmitz, CEO  
Gene Bauer, phone  
Martha Gage

Tina Rosenthal  
Gene Dorsey  
Jane Fevurly  
Clay Britton  
Kirsten Kuhn

**Absent:**

Barbara Ballard  
Ken McGovern  
Steve Splichal  
Matt Brown

**Staff Present:**

Kalli McClure, WRAP Specialist (5 min.)  
Stephen O'Neill, COO  
Kathy Nichol, Executive Assistant

Mike Meigs, Finance Director  
Scott Criqui, HR Director  
Brenda Cherpitel, Development Director

- I. **Order:** Brad Burnside called the meeting to order at 7:32am. Clay Britton and Kirsten Kuhn were welcomed.
- II. **Special Presentation by Kalli McClure, WRAP Specialist**  
Kalli McClure shared what her position is like working at Bishop Seabury and the Juvenile Detention Center, as well as an example of helping students and families.
- III. **Consent Agenda:**  
Brad Burnside asked for a motion to approve the consent agenda, which consisted of the February 2019 Governing Board Meeting Minutes; so moved by Martha Gage; seconded by Jane Fevurly; approved by all.
- IV. **Business Items:**
  - a. **April Meeting**  
Past years, the regular April meeting has been cancelled due to the Pioneer Celebration. Board members decided they wish to keep the April 30<sup>th</sup> meeting.
- V. **Reports**
  - a. **Brad Burnside, Chair**  
Brad reported that several Governing and Endowment Board members attended a recent Mental Health First Aid class taught by Julia Gaughan. He stated Julia was an excellent presenter, which other members present who attended agreed.  
  
The Lawrence Journal World reported the Behavioral Health Court will be getting a new home in a downtown location recently vacated by the City.  
  
Open Executive Office positions need to be filled. Brad requested board members bring thoughts to the April meeting on who should be Chair and who should be Chair Elect. Gene Dorsey stated the Chair Elect should also be on the Finance Committee.
  - b. **Patrick Schmitz Program Updates**  
Patrick stated that work continues on the Board Orientation manual and presentation. An all board orientation (governing and endowment) will be ready in April and will be

scheduled for May. Patrick pointed out a background check will be completed for all new, incoming board members to ensure they will not compromise the work of BNC. There is risk in having some one on the board with a concerning background.

Patrick reported the new performance standards and incentive plan continues to be rolled out to staff. This includes emphasis on Collaborative Documentation, new technology tools, and continual evaluation of the plans by both staff and management. Both plans have been well received by staff. Patrick added that financial education of staff is being added so their impact on their department and system as a whole can be seen.

Patrick stated there has been additional changes in the admission process for clients to be seen quicker. This includes adding an additional admissions therapist as well as an intake case manager to better determine what type of case management they may need and intake. Both positions have been filled with internal candidates, helping with staff retention.

Patrick reported Medical Services has adopted Right Time Care where clients will call 3-5 days prior to their return appointment time to schedule. This process is similar to the process that a physical health doctor uses for clients who call and need to be seen. Patrick stated this process will reduce BNC's current No Show rate of 30% to the goal of 10-15% or lower for psychiatric appointments, allowing clients to be seen when they need to be seen.

Patrick stated the Tobacco Free Campus will go live on July 1, 2019. VNA and the Health Department have already been following these guidelines. Due to the building being city owned, the city will also need to sign off on the program.

Patrick stated the Transitional and Permanent Supportive Housing is moving forward. There have been no updates regarding the archeological survey. The RFP for a construction manager has been posted with an expected selection date in May. Once that person has been assigned, the bidding process will begin. Patrick added that he, Stephen and other community partners toured several crisis facilities in Tucson and Phoenix last week. Based on these tours, the design and programming of the crisis center in Lawrence will be reevaluated to include many ideas from the Arizona facilities.

Patrick briefly outlined the WRAP program expansion into Baldwin, Lecompton, and Eudora made possible by the sales tax initiative monies. There was further discussion regarding how the WRAP program is scheduled and how it works.

Patrick asked how the board would like to proceed with financials in future meetings. With the Finance Committee meeting and reviewing the financials at length, do we want to continue a deeper dive during board meetings? After further discussion, the group decided to have Mike Meigs produce a written report to be sent with the other board documents prior to the Governing Board meetings. Members asking questions will define the length of time spent on finances during meetings.

**c. Mike Meigs, Finance Director**

Mike reiterated that patience is needed to work through system changes implemented before they are reflected in the financials. He reminded the group that the net worth of BNC is strong due to having no debt. Mike also stated that he will continue looking into financial benchmarks for CMHC's to continually evaluate BNC finances. It was noted that at the last SPQM (data collection meeting of the state CMHC association), all CMHC's showed a decline in transaction volume the last quarter of 2018 higher than what had been experienced in previous years for this same quarter.

Mike further reported on the February 2019 financials: (handouts)  
February had a positive balance due to larger donations received. Without those donations, BNC would have had a 25K loss in revenue. On the graph page, Fee Revenue is YTD and will ebb and flow over the months. Mike stated he expects this number to increase and will be affected by the number of billable FTE's. He also stated he will add the number of FTE's to the Billable Hours Report for better comparison.

The Balance sheet shows Cash Reserves and Deferred Revenue are up in February due to support monies received from the county and city. There is adequate cash reserves to cover 3.56 months of operating expenses.

The Income Statement shows Fee for service below budget due to vacant positions and less than optimal productivity. Expenditures have a favorable balance with most expense categories running close to budget. The greatest differences between actual and budgeted amounts have to do with vacant positions, some that are revenue generating and some that are not.

Mike explained that Bad Debt stems from the remainder the client has left to pay (e.g. copays) after the payor source has paid their part. After 120 days, the client portion is turned over to collections. During the intake process, front desk staff are educating clients that Bert Nash Center does expect payment for services and will collect co-pays at the time of service, therefore decreasing bad debt.

Lucia Orth asked for a motion to approve the February 2019 Financials; so moved by Tina Rosenthal; seconded by Martha Gage; approved by all.

**d. Brenda Cherpitel, Development Director**

Patrick stated there are challenges with moving forward with a funding campaign right now due to not having a director for 7 months, so it will be delayed until next year. Emily Farley did an excellent job handling both her duties and part of the Development Director role.

Brenda has been with Bert Nash Center for one month and has been impressed. Brenda explained that fundraising is about relationships and there is a need to assess the Celebrate Bert Nash Society, fine tune the needs of the center, and develop a clear and impactful branding and identity for Bert Nash Center. Each board member will be contacted to set a meeting with Brenda.

Brenda stated (handout) we are on pace with last year's statistics and greeters are needed for public tours. The Development Team will be refocusing on building the

foundation/donor base to institute the campaign next year. Brenda reminded board members we are in need of Ambassadors to host private DBN tours, as they are more impactful and valuable to the Building Bert Nash program.

Gene Dorsey has requested that hosts receive feedback on how results of their invited participants.

**e. Other**

Jane asked how BNC is measuring client satisfaction with all the changes occurring. Stephen stated we are using the Netpromoter scoring as well as monitoring CAFAS and DLA-20 scores for improvement in client outcomes.

**VI. Adjourn:**

Lucia Orth moved to adjourn the meeting; seconded by Tina Rosenthal; approved by all. The meeting adjourned at 9:02am.

The next Governing Board meeting is April 30, 2019 at 7:30am in the boardroom.