



**Governing Board
September 24, 2019**

Present:

Brad Burnside, Chair
Patrick Schmitz, CEO
Lucia Orth, Treasurer
Tina Rosenthal
Gene Bauer

Martha Gage
Gene Dorsey
Jane Fevurly
Steve Splichal
Kristen Kuhn

Absent:

Barbara Ballard
Matt/Kathy Brown
Ken McGovern

Staff Present:

Jared Auten, Crisis Therapist
Alix Hook, Executive Assistant
Nicole Rials, Urgent Care Director

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

- I. **Order:** Brad Burnside called the meeting to order at 7:32am.

- II. **Consent Agenda**
Brad Burnside asked for a motion to approve the consent agenda, which consisted of the August 2019 Governing Board Meeting Minutes and CEO Report; so moved by Tina Rosenthal; seconded by Jane Fevurly; approved by all.

- III. **Mission Moment with Jared Auten, Crisis Therapist**
Jared Auten, a Crisis Therapist, attended the Board meeting to share a recent client story and his experience working with high risk clients. A client was recently in the LMH ED after attempting suicide, and the hospital was recommending inpatient treatment. The client was initially agreeable to this, but the next morning, was having second thoughts. Jared met with him to discuss his options and what support structures could immediately be set up in his life if he were to not go to Stormont Vail. For Crisis Therapists, these conversations typically develop into a formal safety plan. Components include strategies to stay safe, directly involving all available family and friend supports, and writing it all down to increase the likelihood of the plan being followed. In this situation, after 3-4 hours of safety planning with Jared, the client was able to be diverted away from inpatient care and engaged in outpatient services at Bert Nash, with the intake being performed by Jared himself. While inpatient care is the right choice for some situations, a diversion is usually considered a win for Crisis Therapists. Jared stated that this is a typical day in the life of a Crisis Therapist, and it highlights the strength of our partnerships in the community.

The Board asked Jared about the risk of suicide in keeping a potentially suicidal client out of inpatient services, and Jared said, "I can't hold the belief that I have power over that." The Board was astounded by the responsibility Crisis Therapists have in those situations. Jared shared that the circumstances that make inpatient care valuable—medication, therapy, and safety—can be created here. The Board also asked about what problems Bert Nash is facing, which started a conversation about client transportation. They discussed the possibility of a relationship with a company like Uber and the potential of county-run medical transportation in the future. Another question came up about HIPAA and high risk clients, and Jared responded that it's always better to get in trouble getting

support for a client than to miss getting support, and Crisis Therapists strive to act in a way that balances and values both autonomy and safety.

IV. Business Items

V. Reports

a. Brad Burnside, Chair

Brad Burnside had no reports to discuss.

b. Patrick Schmitz

Patrick began by taking a moment to check in with all Board members present about how they were handling the recent news of Teresa Treanor's suicide. They discussed how the news affected them and ways to memorialize Teresa.

From the CEO Report, Patrick highlighted the Groundbreaking Ceremony for Transitions and Tier III housing on October 30 at 12pm and asked Board members to attend if possible. He also shared that the Center's implementation plan for OCI codes was approved yesterday, and we plan to start billing them in November. The OCI billing codes move away from billing to each individual contact between a client and a provider and towards a day-long code that covers all community-based services. We will still bill therapy and psychiatry separately.

c. Mike Meigs, Finance Director (handouts)

August was overall positive financially. Billable hours weren't as high due partially to staff using vacation time prior to the start of the school year, but the second half of August was better than the first. We budgeted for a profit of \$17.5k, and our actual profit was \$43k. August saw the highest bill rate per hour so far this year. There was a decrease in discounted services and contractual adjustments from July to August. At this point, YTD we budgeted for a loss, but we're currently in the black. Our fee revenue per business day for August 2019 is almost equal to 2018. Key indicators—accounts receivable 1.16 2019 vs 0.94 2018. We currently have 2.4 months of operating cash reserves, which is down from last month, but Mike believes it should increase back to 2.8 or 2.9 months in September.

Brad Burnside asked for a motion to approve the August 2019 Financials; so moved by Lucia Orth; seconded by Tina Rosenthal; approved by all.

d. Brenda Cherpitel, Development Director

Brenda shared that we have exceeded our goal on Breakfast sponsorships, and we are at \$45k of our \$50k goal for the Leadership Challenge Gift. We achieved our annual goal for point of entry events, although the number was less than last year. We are currently short of our goal for Celebrate Bert Nash society members hosting tours (5 CBNS have hosted vs. goal of 14). At this point, we have had 134 guests brought in by ambassadors, and our goal is 230. There are still 5 tours scheduled in 2019 and we'll continue to work on the goals.

Emily is busy preparing for the Celebrate Bert Nash Breakfast. A potential pitch person has been identified. We currently have 18 table captains but are looking for 20-24, and any suggestions are welcome. The fundraising goal for the Breakfast is

\$100k. Following the Breakfast, we will host a Giving Thanks Call session on Friday, November 15, which is a thank you from Board members to those who donated at the Breakfast. Please let Emily know if you can participate.

The Celebrate Bert Nash Society members-only event has been scheduled for the evening of Monday, October 28 at the Cider Gallery. Brenda is anticipating 50-70 people attending. Patrick will provide a 30-minute update and answer questions. Board members are invited attend. The CBNS members-only Discover Bert Nash tours have been postponed until 2020 after the tours are revised to focus on new needs. The Board shared feedback about DBN tour attendees feeling rushed and having no time for questions during tours, which Brenda said she may discuss with the Pipeline team. The model calls for feedback to be gathered during outreach calls after the tour rather than during it or immediately afterwards. Brenda stated that we need to grow our Cultivation team and asked for Board members to consider joining.

e. Nicole Rials, Urgent Care Programs Director

Nicole Rials updated the Board on the new structure of Urgent Care Programs, including the remerging of Access and Admissions. They are currently working on handoffs between services and strengthening our relationship with LMH Health. Nicole is meeting weekly with representatives from the county and LMH. The ED is typically liability-driven, and clients who are at risk can find it difficult to leave. Nicole would like for Bert Nash staff to be involved with relevant ED patients before a situation becomes involuntary. Research shows that if people have the right natural supports, they can be okay after a crisis without inpatient care. Nicole has also been focusing on conversations about clinician self care and how we can help employees identify what they need, and how to minimize psychological and physical stress of employees here and at the Crisis Center. Other important components of Urgent Care right now are planning for mobile crisis services and the KSHOP program.

The Board asked Nicole about the Center's current needs, and she stated a big need is relieving pressure and stress from staff and teams with additional coverage, as well as ongoing messaging of support so staff know they have a broader team supporting them. Doing this work long term requires a strong work/life balance.

VI. Other

VII. Adjourn:

Brad Burnside asked for a motion to adjourn; so moved by Gene Dorsey; seconded by Gene Bauer; approved by all. The meeting adjourned at 9:05am.

The next Governing Board meeting is October 29, 2019 at 7:30am in the boardroom.