



**NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD
EXECUTIVE COMMITTEE**

February 18, 2021

3:00 PM

NCHC – Wausau Board Room

Present: X Eric Anderson X Kurt Gibbs X Lance Leonhard
 X Robin Stowe X Cate Wylie

Others Present: Michael Loy, Jarret Nickel

Call to Order

- A. Meeting was called to order at 3:03 p.m. by Chairman Gibbs

Public Comment

- A. No public comment

Approval of the January 25, 2021 Executive Committee Meeting Minutes

- A. **Motion**/second, Leonhard/Stowe, to approve the January 25, 2021 Executive Committee Meeting minutes. Motion carried.

Policy Issue for Discussion and Action

- A. Executive Committee Recommendation to the NCCSP Board for Election of Secretary/Treasurer Officer Position
- Following discussion, due to recent and number of changes to the Board, the committee tabled the recommendation until the Annual Meeting of the Board scheduled for May.

Operational Functions Required by Statute, Ordinance, or Resolution

- A. None

Educational presentations/Outcome Monitoring Reports

- A. CEO Report – M. Loy
- Our CFO, Jill Meschke, new to the organization as of March 2021, has recently had to replace the Director of Accounting and an Accountant in the last 2-3 months. Bobby Splinter joined NCHC as the Director of Accounting within the last month however, the accountant position remains open. With additional support from Wipfli, we hope to have preliminary financials available for the Board to review. Financials from October to year end were significantly off from overall performance due to the impact of Covid during peak months of November and December. For 2-3 consecutive weeks there were between 80-100 staff out each week due to Covid which led to a large overrun. Our two nursing homes had to restrict admissions at that time which resulted in Medicare being about half of what was expected, and youth hospital and adult hospital also had low census. No additional Cares Act funding was received during that time and there is no guarantee of more funding. It is also typical at year-end for outpatient volumes to be lower during the holidays. Census is rebounding somewhat in 2021.

- Renovation discussions are occurring with the general contractor and architect. Remodeling cost of D-wing came in considerably over budget and the total project cost is also off by \$2.5 million. We are working with Michael Peer on cash flow projections and will determine the gap of the project and if additional money may be needed for completion. We are also reviewing the original concept and whether we need to lower the bed capacity; a discussion which would also then need to be held with the county board.
 - The Governor's proposed budget includes several priority items that would impact NCHC: Medicaid reimbursement increases for nursing homes, substance abuse treatment and behavioral health, improved funding for medically monitored treatment (MMT), medically assisted treatment and general suicide treatment and prevention services. Also included is funding for two regional crisis response centers, crisis stabilization facilities, county crisis and respite, a grant for CART teams, and for a forensic community treatment program.
 - Sober Living in Antigo is on target to open mid-March.
 - Hope House reopened, is full, and has a waiting list of 7.
- B. Organizational and Program Dashboards
- 2021 dashboards variances were reviewed; highlights included:
 - Highest months for turnover are January, May, and August, with December as a 'clean up' of occasional staff who are no longer picking up hours.
 - Diversity composite index is a new measure for monitoring purposes. It is to identify if we are attracting diverse individuals to our organization both as employees and patients.
 - A priority we're working on is to obtain good solid data for Client Diversity Composite Index.
 - Patient Experience (Net Promoter Score) is derived from a 5-point scale. The calculation removes the middle ('good') scores for more meaningful data in addition to a minimum sample size of 30 surveys; unfortunately, as a whole our volume was down. Also, we will follow-up on surveys identifying poor scores to the extent possible (if the respondent provided contact information).
 - We continue to work on financials to populate the dashboards.
- C. Board Work Plan
- No changes from last month

Next Meeting Date & Time, Location, Future Agenda Items

- A. Next Meeting: Thursday, March 18, 2020 at 3:00 p.m. in the North Central Health Care Board Room

Announcements

- A. Chairman Gibbs thanked the Board for their support in his role as Chair and offered his availability via phone and/or email at any time with questions, concerns, agenda items, etc.
- B. R. Stowe noted that Langlade County is anticipating onboarding a County Manager in March and according to the Tri-County Agreement would be the county representative on the NCCSP Board.

Adjourn

- **Motion** to Adjourn by Stowe, second by Anderson. Motion carried. Meeting adjourned at 3:58 p.m.