

NORTH CENTRAL COMMUNITY SERVICES PROGRAM EXECUTIVE COMMITTEE MEETING MINUTES

August 25, 2022

3:00 p.m.

Wausau Board Room

Present: X Kurt Gibbs X_(WebEx) Lance Leonhard X_(WebEx) Robin Stowe
X Cate Wylie

Staff Present: Mort McBain, Gary Olsen, Jarret Nickel

Others Present: Dejan Adzic, Deputy Corporation Counsel, Chris Holman, Asst. County Administrator

Call to Order

- Meeting was called to order at 3:06 p.m. by Chair Gibbs.

Public Comments

- None

Approval of August 11, 2022 Executive Committee Meeting Minutes

- **Motion**/second, Wylie/Stowe, to approve the August 11, 2022 Executive Committee Meeting Minutes. Motion carried.

Educational Presentations/Outcome Monitoring Reports

- Discussion about Appropriateness of Items not in the Packet
 - Request from Committee is that any written information or printed materials for the agenda be provided in the meeting packet in advance of the meetings, particularly those for action, so that materials can be reviewed timely and appropriately in advance of the meeting.
- Executive Director Report – M. McBain
 - Clubhouse members organized a peaceful protest on the Wausau campus today. Channel 7 and Channel 9 talked with the members and M. McBain. One county board supervisor has scheduled a listening session next week at Clubhouse and invited other supervisors. These activities are being led by the members and not the manager of Clubhouse. M. McBain offered to attend Health & Human Services Committee and County Board meetings to keep members updated on the program along with other opportunities in the community in the transition, and to support the members. Committee agreed that more communication with the Marathon County Board is needed to keep them better informed about NCHC and will tentatively add a presentation by M. McBain to the September County Board agenda.
- Frequency of Board Meetings – M. McBain
 - The new Tri-County Agreement has expanded the role of the Executive Committee and has raised questions about the role of the Program Board including the frequency of meetings.

- Meetings need to be meaningful and valued which includes keeping the Board informed by providing the minutes of the Executive Committee regularly and keeping them apprised of the financial position of NCHC in a timely manner.
- Will include clarity of the roles and responsibilities of the Board on the September Board agenda, and the importance of being a community voice.
- Presentation of July Financial Statements – G. Olsen
 - July Financial Statements show a loss of \$1 million. Included is the debt payment information of \$322,000 received from Marathon County.
 - The Youth Hospital did not do well. With the program not quite a year old, we are still learning the level of need throughout the year i.e., during the school year vs summer months.
 - A hiring pause has been implemented with all vacant positions being reviewed in depth by the Executive Management Team and requiring approval prior to any being filled. Exceptions to the hiring pause are front line staff of CNAs, nurses, dietary aides, etc.
 - Cash on hand has decreased due to several recent large payments, leaving just 20 days cash on hand.
 - The second-round of 2023 budgets are due 8/26. G. Olsen will then be able to determine how close we are to the target numbers managers were asked to meet. Managers have been involved much more and informed they will be held accountable to meet their budget. Managers also know their budgets will not be changed without their input.
 - Committee asked for an additional report that does not include depreciation.
 - Committee asked on status of delayed payments due to issues with Cerner. While utilization of Cerner has improved there are still issues we continue to address. Internal issues have also contributed to write-offs, which are also being addressed.
 - MMT (Medically Monitored Treatment) is scheduled to re-open January 2023. Revenue associated with MMT is due to grants for that program.
 - C. Wylie credited G. Olson for meeting with the Pine Crest Ad Hoc Committee during a strategic planning session to explain the financials.
 - A substantial difference in performance in Outpatient Services between counties is an area that is being looked at. Each county will be contacted to verify we are optimizing the funding.
 - After contacting the State and receiving their approval, we are working on resubmitting the 2020 WIMCR report which is due 9/16/22.
 - Reviewed pharmacy being \$650,000 below target. Have identified several internal issues which have been corrected. Additional review, including a program evaluation, will be completed.
 - The Marathon County Board needs to be informed soon if NCHC is unable to cover the debt service this year. NCHC has submitted a request for ARPA funding for operations.
- Reorganization Discussion – M. McBain
 - Executive Management Team continues to discuss reorganization and what the Executive Committee would like for the future; possibly bringing a consultant in September to discuss structure, mission, goals, and how core programs can be delivered effectively and efficiently.

- After meeting with the entire Management Team last week, it is clear there is increasing anxiety within the organization, including a lot of uncertainty yet from the events of the last 18+ months. The Executive Management Team will reestablish quarterly employee meetings to address this issue by providing an additional avenue for communication.
- Executive Committee would like the opportunity to address some of the concerns and look to provide a communication to all NCHC employees including expressing appreciation for each of them, the work they do, and that they hear and understand their concerns.
- The Committee would like to meet individually with each of the Executive Management Team members for their insight into the organization before creating a new direction.

Discussion and Possible Action

- Adult Protective Services Lead – Authority to Hire Over Midpoint – M. McBain
 - Management is seeking clarification on the authority to hire over midpoint for the Adult Protective Services Lead position. The Tri-County Agreement states the Committee approves pay ranges and personnel policies only.
 - Executive Committee appreciated bringing this to the committee and stated that the Executive Director and Executive Management Team have the authority to hire over midpoint.
- Compensation Manual Review – J. Nickel
 - Request made to table the review of the Compensation Manual as additional revisions are being made yet to the manual.
 - **Motion**/second, Wylie/Leonhard, to postpone the review of the Compensation Manual. Motion carried.
- Program Evaluation Direction – M. McBain
 - Program evaluations will continue; however, it is requested that we wait to proceed with the evaluations until the 2023 budget process is complete to provide for better accuracy of financials which is critical in the process. Committee agreed.
- Establish Residential Care Assistant 2 – J. Nickel
 - Residential Care Assistants (RCA) work in the Community Living program providing care to clients in the group home. There is currently one level and believe there would be a benefit to a second level. An RCA2 would require individuals to have a CNA certification giving them an opportunity to advance their pay but also stay in the health care field. This position would also increase the care to residents by having a trained CNA. We anticipate there would be a savings in call pay, overtime, and/or agency staff. We also receive grant monies for this position and see this as an internal opportunity and strategy for retention. We are able to restructure to include this position in the 2023 budget to be a permanent position.
 - **Motion**/second, Leonhard/Wylie, to approve the establishment of a Residential Care Assistant 2 position. Motion carried.
- Establish Director of Outpatient Services – J. Nickel
 - Currently Janelle Hintz covers two positions as Director of Outpatient and Community Treatment. Unfortunately, her last day of employment is September 9 at which time we would like to split the responsibilities into two positions.

- Executive Committee would like to review the overall structure of the organization to better understand the needs of the position and organization and deferred further discussion and action until that has occurred.

Closed Session

- **Motion**/second, Wylie/Stowe, to go into Closed Session Pursuant to Wis. Stat. ss. 19.85(1)(c) and (e), for the purpose of considering employment or compensation of any public employee over which the governmental body has jurisdiction or exercises responsibility and for the purpose of conducting other specified public business, whenever competitive reasons require a closed session, to wit: Organizational Structure and Evaluation of Certain Positions/Incumbents within NCHC; and to allow G. Olsen, J. Nickel, C. Holman, M. McBain, and D. Adzic to remain in Closed Session. Roll call vote taken; all indicate aye. Motion carried. Meeting convened in closed session at 4:58 p.m.

Motion to Return to Open Session and Possible Announcements and/or Action Regarding Closed Session Items

- **Motion**/second, Wylie/Stowe, to return to open session at 5:30 p.m. Motion carried.
- **Motion**/second, Wylie/Stowe, to establish the Director of Outpatient Services position. Motion carried.

Adjournment

- **Motion**/second, Wylie/Stowe, to adjourn the meeting at 5:35 p.m. Motion carried.

Minutes prepared by Debbie Osowski, Executive Assistant to CEO