

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM  
BOARD MEETING MINUTES**

April 1, 2015

12:00 p.m.

NCHC – Wausau Campus

Present:

|   |               |     |                   |     |                  |
|---|---------------|-----|-------------------|-----|------------------|
| X | Jean Burgener | X   | Joanne Kelly      | EXC | Holly Matucheski |
| X | Bill Metter   | X   | Bill Miller       | X   | Ron Nye          |
| X | Lee Olkowski  | EXC | Dr. Eric Penniman | X   | John Robinson    |
| X | Greta Rusch   | EXC | Laura Scudiere    | X   | Dr. David Tange  |
| X | Bob Weaver    | EXC | Jeff Zriny        |     |                  |

Also Present: Gary Bezucha, Brenda Glodowski, Becky Schultz, Toni Simonson, Michael Loy, Gretchen Brown

Guests: Steve Schafer and Neil Shapiro of Schafer Consulting

The meeting was called to order by Ron Nye at 12:30 p.m. and a quorum was noted.

2014 Fiscal Year Financial Audit

- **Motion** by Olkowski, second by Miller to accept and approve the 2014 Financial Audit prepared by Wipfli. Motion was approved unanimously.

Strategic Planning Presentation

- A very detailed presentation was provided by Steve Schafer and Neil Schapiro (attached) which followed by extensive discussion. The strategic planning consultants (Steve Schafer and Neil Shapiro) will prepare a report of the discussion and submit it to the board for review within the next 30-40 days.

Meeting adjourned at 6:45 p.m.

*GB/dko*

## **NCHC Board Planning Retreat Agenda: Wednesday, April 1 2015**

1. 12:30 – 1:15 Lunch and Introductions:
  - a. Purpose of the engagement
  - b. Purpose for today
  - c. A little about Schafer Consulting
  - d. Board of Directors introduce themselves – who they are, organizations/companies, what they see coming out of this retreat, number one concern and their approach to addressing it
  
2. 1:30 – 3:00 Schafer Consulting Internal Assessment Report & Presentation
  - a. Internal Survey
  - b. External Stakeholders Survey
  - c. Internal Assessment Snapshot
  - d. Discussion

Break 3:00 – 3:30

3. 3:30 – 5:00 Mission and Vision Discussion Facilitated by Schafer Consulting - Changing the mission based on changing needs, external forces, and new opportunities
  - a. Areas for Consideration:
    - i. Financially Sustainable Enterprises – New and Existing
    - ii. Geographic Market Regionalization
    - iii. Scope of Program and Services
      1. Health
      2. Human & Social Services
    - iv. Strategic Affiliations
    - v. Behavioral Health Integration
    - vi. Some Ideas (see Suggested Strategy / Core Objectives List)

5:00 – 5:30 Break

5:30 - 7:00 Discussion and Dinner

Suggested Strategy / Core Objectives List:

- Sustainability: developing alternative revenue sources and alternative services
- Decrease reliance on tax support
- Structural Alignment and Integration with the broader healthcare and social services arenas
- Operating Efficiency and Financial Performance Improvement: Self-Assessment of the Agency's existing human resources, structure, financial capabilities to deal with change
- Management Metrics: implementing a system to measure/track how we are doing against our plans for change on an ongoing basis and to be able to adjust

4. 7:00 Next Steps for Change Discussion