

MID-OHIO PSYCHOLOGICAL SERVICES, INC.
Board Minutes

624 East Main Street

740-687-0042

Lancaster, Ohio 43130

Pursuant to the laws of the State of Ohio in which this corporation is organized, and its bylaws, a meeting of the Directors of Mid-Ohio Psychological Services, Inc. was held March 16, 2017 at 5:30 p.m. at 624 East Main Street, Lancaster, Ohio.

The following directors were present: **Dr. Mark Weedy and Scott Musselman**. MOPS staff present at the meeting were Kimberly Blair, Executive Director; Shawna Watts, Operations Director; Cassie Kausek, Accounts Payable Clerk, and Kelsey Hall, Social Worker Trainee. The following directors were not present: Temple Custer-Gagni, Kelly Iacuzzo, Toni Gillette, and Brad Bartlett. Since a full quorum was not present, no voting took place.

Staff Representative

Kelsey Hall was present for the board meeting. Kelsey is a Social Worker Trainee at the Newark site.

Board Composition

There was no discussion on the board composition, all openings have been filled.

Board Minutes

Board minutes have been reviewed. Due to full quorum not being present, minutes from both January 2017 and March 2017 will be voted as a proxy.

Fiscal Stability (Goal: Implement a strategy to improve the financial viability of the agency)

There were no issues with the financials for the months ending January 31st and February 28th, 2017 according to present board members.

Kim Blair stated that the agency does show lower than normal production. The agency is at a loss for the year of \$30,296. Production increases for the month of March have been noted and she is hopeful for the coming months. Lower production is thought to be a result of losing four high-producing staff members that have left the agency.

Kim asked that Cassie Kausek explain the fluctuation that is showing on the Profit and Loss Year to Date Comparison. Cassie commented that under the Information Systems account it shows a \$27,000 difference and Professional Services shows a -\$47,000 difference. These two areas are not accurate. The inaccuracies are resulting from reoccurring entries setup by the agency's accounting firm, Oatney and Associates. Due to these transactions running monthly through part of last fiscal year, it will continue to look fluctuated until next fiscal year. All monthly reoccurring transactions have been checked over, as well as prepaid expenses. Upon doing so, it was found that CARF was also entered improperly. This will

possibly show a slight swing in coming months under Insurance: Liability, rather than under its proper account of Professional Services: Licenses and Permits. Cassie has implemented a strategy to highlight and track each journal entry transaction more efficiently, as well as corrected the Prepaid schedule to ensure the monthly entries are in place and correct moving forward.

Kim Blair stated that herself, Shawna, and Cassie all met with the agency's payroll and accounting agency, Oatney and Associates, earlier in the morning. She asked Cassie Kausek to give an overview of the meeting. Cassie stated that each side discussed ways to improve communication for a better professional relationship. The agency will set a date prior to board meetings to check over financials and discuss any pending issues so that they can be taken care of in a timely manner. Kim added that we identified how communication should take place, whether through emails or to save information to present to them at the meetings we setup.

Kim added that the agency's 990 is complete. Costs this year were higher than previously. As a result, the agency will revisit having the auditors complete the 990's in the future.

Scott Musselman commented that he sees that the overall expenses are lower than last year by \$17,000. He feels this is due to the production issue. Kim Blair showed a visual graphic on individual site production per Scott Musselman's request. The graphs showed an average amount being billed in comparison to budgeted amounts for the agency. Kim Blair summarized that overall each site shows production under the budgeted amounts, except for the past couple months for Franklin. Fairfield and Licking are presumed to be under due to being understaffed. Delaware appears very inconsistent and this is being attributed to having many interns. Ross is a concern due to a much larger gap, the agency has been attempting to resolve the gap moving a part-time employee to full-time and consistently running employment ads for the opening of a Therapeutic Mentor. Kim Blair added that the agency is spending less this year on recruitment, as a result we have decided to increase spending on more employment ads in multiple platforms which will hopefully generate more response and fill the open positions that are causing the decrease in production over all sites.

The agency's current cash balance is \$206,612.

Kim shared that there is a possibility for Medicaid billing issues. Medicaid has shared they will be testing their new billing systems around May/June. During this time the agency may not be able to submit billing. Being Medicaid is the largest income source for the agency, this will be an area to watch cautiously. At the next board meeting in May, Kim stated she wants to discuss whether to add a motion to withdraw funds from the agency's investments if the need arises during this testing/transition period.

Kim also shared under the new redesign, Medicaid is stating they want to have interns under direct supervision. Under the proposed changes interns must have supervisors in the building in order to perform services, causing issues for planning and the future of accepting interns for many agencies. This is not final, but it is a risk at this point. Kim shared that agencies like The Buckeye Ranch are using lobbyist to fight unexpected changes, which is good reason for optimism. More meetings on the redesign changes are scheduled for the coming weeks and further changes and details can be shared at that time.

Kim added that the agency is looking to increase psychological evaluation rates. Currently the agency is undercharging, compared to other agencies with the change, the agency evaluations would become a system pay/flat rate, we would not bill Medicaid or other insurances for these services. Obvious changes would be increased revenue, but flat pay would make it easier for billing. Rates have yet to be determined, but changes would go into effect July 1, 2017.

Quality of Service (Goal: Expand and develop quality programs to meet identified population needs as financially feasible)

Kim Blair reported that the agency has recently completed an Accessibility Survey, that was suggested by CARF. The survey will allow the agency to gauge what ways it can better serve the community and improve by overcoming barriers that make it hard for clients to seek services, including but not limited to physical disabilities or interpretation services.

Kim added that the State is pushing for Medicaid Managed Care to take place in January 2018. In doing so, collaborative documentation would also be put in place. This type of documentation occurs during the session with the client present. The agency has started to softly roll this out.

Shawna Watts shared that they are making progress on QA activities. Currently the area being worked on is revamping the case compliance checklist, which includes improving procedures and forms. Shawna added that the QA minutes will be posted externally for access to outside sources that are interested and will summarize all of the information the committee is required to review.

MUI

January

Two reportable MUI's- One medical emergency, one wellness check.

February

One reportable MUI – Police responding to client call.

Client Grievance

None

Duty to Protect

None

Staffing (Goal: Enhance stability within the organization)

Staffing Changes:

Open positions: Clinician (Lancaster, Newark, Columbus, Chillicothe), Transcription (Central Office), TMP (Columbus and Chillicothe)

Resignations:

Caroline Dickson – File Clerk

Francesca Festa – Clinician I

New Hires:

Central Office-

None

Columbus –

Lynda Jones – Office Generalist

Newark-

Angela Watson – Office Generalist

Lancaster –

None

Delaware –

None

Doctoral Intern Recruitment – The agency had three out of three in matching for our doctoral recruitment program. Kim added that they feel the APA accreditation really helped with the success.

Growth (Goal: Become a leading professional development provider. Expand and develop quality programs to meet identified population needs as financially feasible.)

Kim Blair stated that the annual meetings are complete. Content included suggestions from CARF, revisiting corporate compliance, procedure, and safety. The agency received feedback from employees through activities which has brought about some ideas for change within the agency:

- Increasing Employee Kudos to \$75 for three employees per month
- Changing client forms to be gender diverse as much as possible
- Discontinuing the use of NOMS form
- Providing re-education through the QA process.

Other areas addressed by employees will be used in the restructuring of the strategic plan. Kim Blair added that they have revisited the current strategic plan to determine areas that they want to keep or areas that need to be worked on or if the goal is applicable any longer. Updating these areas will allow for the start of strategic planning activities in August.

Scott Musselman did mention that we should check with our accountants whether the Kudos Awards should be taxable income based on IRS codes. Cassie said she will follow up with the payroll agency.

Agency Promotion/Coordination (Goal: Implement an organization and site-specific marketing outreach campaign)

April is Child Abuse Awareness Month. Kim Blair stated that even though there is a potential conflict with the pinwheels being copyrighted, the agency will continue to participate in Wear Blue to Work on the second Tuesday of the month.

Shawna Watts added that Lancaster will be participating in a Family Fun Day sponsored by JFS in Lancaster on April 22nd.

Kim Blair stated that Delaware withdrew their application for the United Way's Strengthening Families Afterschool Funding Programs. During the process, it became prevalent that our agency was not the right fit for this program, so the application was withdrawn.

Kim added that Claire Robitaille recently participated in an event at OU Lancaster that premiered an HBO series, How To Dance In Ohio. The event was based on Central Ohio teens with autism and a look into their life when preparing for a formal dance. Prior to the film, Claire participated in a presentation on common misconceptions with autism. Mark Weedy added that Claire did a great job.

Kim added that she had also recently participated in leading a stress relief training class at Gahanna City schools.

Updates (Goal: Expand and develop quality programs to meet identified population needs as financially feasible)

Kim Blair stated that following the conversations with The Buckeye Ranch, giving reasoning for not completing a merger, the agency has made plans to meet every other month to discuss how we can still support each another. TBR is members of the OACCA, an organization of child care agencies. The information that they have and are willing to provide will prove to be extremely beneficial considering this membership is outside the agency's budget. Both agencies will continue to work together and equally benefit, with the possibility of co-locating. Kim's outlook was positive, stating that the relationship is more beneficial and less stressful.

Kim Blair added that there was an update for the Fairfield County ADAMH Board. Overall, the ADAMH Board had stated there would be will be making 10% cuts to funding, however, the cuts are projected to be much larger for MOPS.

Shawna Watts reported that the CARF and CARF report was very successful. There were some recommendations:

- Safety Drills – the addition of a violent situations drill to the agency's safety drills, the agency feels this is a good suggestion and it is something they will adhere to
- Prevention Surveys – We should do a follow up survey formally, whereas agency was doing so but on an informal basis.

Scott Musselman added that it would be nice to document what they said and what we will do. Shawna will share the CARF QIP with the board when it is completed.

Risk Management

Kim Blair introduced the topic that the Affordable Care Act and its impact on Medicaid Expansion. Scott Musselman inquired whether there was an impact and if the agency received more clients. Shawna Watts stated that the agency did receive additional clients, the largest increase being adult males, these clients would likely not receive services if they no longer had Medicaid, in most instances the client could not afford services, they would choose not to come regardless of the outcome.

Scott also asked if we seek Medicaid for clients. Shawna replied that the billing clerk, Kim Hankinson, usually assists clients who do not have Medicaid or who have lost Medicaid coverage. She provides clients and potential clients with a telephone number to Medicaid, most are easily enrolled if they qualify.

Kim Blair stated that under the Behavioral Health Redesign, the ADAMH Board talked to consultants in an effort to fund consultant services for contract agencies to aid agencies transitioning to CPT coding. Kim added that our agency has been billing through CPT codes historically so it would not have a significant impact. The agency will meet with them, but it is not foreseen as an issue.

Kim Blair stated that the Combined Behavioral Health Board still has some uncertainty. The agency recently had a presenter from the Counselor, Social Worker, Marriage Family Therapy Board visit for a training. The training was helpful and allowed attendees to consult with the speaker on changes and the boards coming together.

New Business

Shawna stated Kim Blair's annual performance evaluation is coming due. There was an email sent out to the board to review if the same format wanted to be used again. Kim agreed with Scott that she will send the goals she developed during her last review to the board. Kim added that she would most importantly like an evaluation from the staff. The goal will be to have the staff survey in April so the results will be available for the board meeting in May.

Next Meeting

- May 18, 2017 at 5:30pm

Respectfully submitted:

Cassie Kausek