

North Country Health Consortium
Board of Directors Meeting
June 12, 2020
8:30 a.m. – 9:30 a.m. Zoom meeting

Present: Kevin Kelley, Suzanne Gaetjens-Oleson, Tara MacKillop, Scott Colby, Curtis Metzger, Mike Counter, Karen Woods, Mike Lee, Ed Duffy, Ken Gordon

Staff: Becky McEnany, Cathy Roy, April Mottram, Diana Gibbs, Annette Carbonneau

Meeting called to order at 8:35 by Mike Lee

Consent Agenda

- May 8th, 2020 Board Meeting Minutes

*Scott Colby made a motion to approve the minutes from the May 8th meeting.
Kevin Kelley seconded the motion.
The motion passed, all in favor.*

- April Financials

Brief discussion on performance of Friendship House to clarify the financial loss. March and April 2020 were very low revenue generating months. The expenses for Friendship House for the month of April were actually \$50,000 higher than reflected because these expenses were allocated to the Payroll Protection Program - this is why the financial statements show a loss of \$399K versus the actual 445K loss.

*Suzanne Gaetjens-Oleson made a motion to approve the April financials.
Kevin Kelley seconded the motion.
The motion passed, all in favor.*

- 990 – 990 was sent electronically to Board members for review. IRS recommends Board members have an opportunity to review the 990 but do not need to approve the document. The deadline to submit is August and it can be amended if necessary. Mike Counter recommended to file the 990.

Suzanne Gaetjens-Oleson made a motion to support Mike Counter's recommendation to file the 990.

*Kevin Kelley seconded the motion.
The motion passed, all in favor.*

Follow-up Action Items

Board Portal, Business Interruption Insurance, Exec. Committee/Sr. Leadership Meeting, Strategic Planning, Friendship House Sustainability Committee:

- Board portal – Becky has sent directions for how to access and included with the minutes
- Business interruption insurance – NCHC has coverage but it does not cover viruses

- Leadership team meeting has been scheduled for June 16 – this will be a meeting between NCHC Directors and NCHC Board Executive Committee
- Strategic planning meeting will be scheduled for late summer or early fall
- Friendship House Sustainability Committee – ad-hoc committee will be formed to look at sustainability of Friendship House. Nancy was in the process of creating an action plan/financial improvement plan and the ad-hoc committee will continue this work. After the plan is created it will be approved by the Board of Directors. If you would like to join please let Mike Counter, Mike Lee, or Becky know.

Other Financial Updates

- Have applied for several opportunities to support Friendship House and continue to explore new options. Other program areas at NCHC are grant funded so they are self-sustaining.
- Fundraising: NCHC has a fundraising campaign underway and set up a platform to participate in the NH Gives campaign.
- Advocacy: Mike and Becky recently met with Senator Shaheen’s team and primarily discussed Friendship House challenges. Talked about the impact of suspending services due to COVID, the slow ramp up of clients, and the gap between revenue and expenses; a meeting with Annie Kuster is scheduled for today, June 12th, and we are still waiting to hear back from Senator Hassan and Commissioner Shubinette’s office.
- Commercial insurance update
 - Working with United Health Care to get contract finalized. The contract language negotiations have been completed and there is a call today to discuss rates for outpatient programming. The inpatient rates seem favorable, but the plan is to ask for a slight increase. Medicaid pays \$255 per day for residential services plus an additional \$100 for Opioid Use Disorder diagnosis, but these services cost more than this. United Health/Optum pay \$625 for these services. Commercial payers are important to the financial stability of Friendship House. The plan is to also contract with Cigna and Anthem.
 - Bed restriction updates –29 beds are restricted for low income clients due to requirement of NH Financing Authority. Friendship House license is for 30 beds, but capacity is 28 beds – exploring possibility of a waiver from NH Financing Authority to increase number of beds available for clients with income over \$39,000 with commercial insurance which will help with the sustainability of the facility.

Updates

- Grant and Funding Updates:
 - Endowment for Health/JUA \$25,000 starting in July – looking at clinical placement project; Advanced Nursing Education Workforce (ANEW) was \$12,000 through 6/30/2020 and another \$12,000 July 1, 2020-June 30, 2021 – preceptor development and scholarships for family nurse practitioner student; AHEC CARES Act funding \$45,000 to provide educational opportunities and support to health professionals as they work to prevent, prepare for, and respond to, COVID-19

- NCHC didn't apply for the SAMHSA workforce grant application because other partners in the state were already applying and only 8 awards were being given.
- NCHC has met twice and submitted a request for assistance to submit a Community Development Block Grant-COVID proposal (focused on the revenue gap at Friendship House) or other funding to North Country Council
- Program updates are now being included in the Board packet – let Becky know if you have any questions
- Staffing updates
 - Littleton location: no staff at reduced hours as most positions are supported by grants, and the majority of staff are working remotely
 - Skeleton crew at Friendship House - 16 remain on lay off status; 2 will be back 6/15; the remaining 14 will return on June 22; need to hire several RSS to open.
- Clinical and Residential Services Update
 - All staff will return by June 22 for a week of training; will use PPP funds as a safety net to offset loss of revenue as staff participate in required annual training as well as new COVID-19 training (proper use of PPE, disinfecting, n95 fit testing).
 - Stephanie Gould is the new Clinical Director and there is a new staffing structure at the facility with an RSS Supervisor added
 - Clients will return in a phased approach starting with 3.1 low intensity residential clients coming from other residential facilities; clients will be required to have a negative COVID-19 test; 1st week 4-6 clients will be admitted and this will be increased by 4-6 clients per week until 14 clients are in the facility, each in a single room; will remain at this level to monitor rates in the community, and then ramp up with 3.5 clients
 - Detox unit (down stairs space at Friendship House) will be used as a quarantine unit if clients become COVID positive; grant funds secured from Mascoma Bank was used to purchase furniture; RSS staff will all be fitted with N95 masks and trained to work in the quarantine unit as an essential function of the position.
 - Tablets have been purchased so if people need to isolate themselves at any time in treatment they are still able to join individual and group sessions virtually
 - Many new policies and procedures have been developed, and a lot research has been done to update HR policies; telehealth still going very well.

Program Highlights

- Advanced Nursing Education Workforce (ANEW) Opportunity-April Mottram: flyers were included with the Board packet: 1) Preceptor sites receive funding for site support to precept family nurse practitioner students and 2) tuition support provided for eligible family nurse practitioner students who live in or complete at least 6 month in a rural underserved area after graduation. Preceptors and Students needed.

- Community Health Worker Overview Update-Diana Gibbs:
 - Evaluation Summary determined that clients and providers reported a high level of satisfaction with the program; providers appreciated the linkages to community supports that they may not have known about and the proactive approach CHWs took to learn about their client's environmental factors that could impact their health outcomes
 - Evaluation data: direct impacts of program—average age of client is 74-77; when a client is referred to the program they complete a self-sufficiency matrix which looks at things like elder care needs, access to transportation, access to food, increase in self-sufficiency and other social determinant of health domains – then the client repeats the assessment -results show increased access to food, transportation and elder services, improvement in life skills, and increased use of primary care; improvements and better management of chronic disease; no control group was established because that would have required a standardized data template and commitment from partners to help identify control group; if anyone is interested in seeing the evaluation results let Diana know

- Prevention, Education, Treatment, Recovery Assistance (PETRA) Update-Diana Gibbs and Annette Carbonneau
 - Presented by Diana Gibbs, Director of Community Programs, and Annette Carbonneau, Sr. Program Manager
 - PETRA is a 3 year Rural Communities Opioid Response Program (RCORP) Implementation grant; NCHC had a 1 year RCORP Planning Grant first to assess needs related to substance use disorder – identified there was an influx of services and programs related to SUD but there was a need for systems level navigation or central resource to pull everything together so PETRA was created. The program will focus on prevention, education, treatment and recovery strategies to address substance use disorders.
 - 1) Large outreach campaign called askPETRA to promote the program which is designed to connect anyone facing substance use disorder with the supports they need; 2) AskPETRA call center provides 1:1 assistance to providers, adults, and families as they seek support to understand, prevent, and treat SUD; including a referral to work with a community health worker/recovery coach. People can reach the helpline through text, webchat, email or phone call; 3) www.AskPetra.org is an interactive website with a large database on local and statewide resources and services to support basic needs, SUD supports, and crisis connections
 - AskPETRA staff will coordinate education and training opportunities for community and professional audiences to reduce stigma, increase understanding of treatment options, and increase MAT provider support and capacity
 - Advisory group – the program needs an advisory group that would meet 6 times a year for 1.5 – 2 hours to learn about the needs of your organization and the people you serve; please consider identifying your agency staff who would be willing to

participate in this group – the first meeting is scheduled for June 25th at 9:00 am. Please let Diana know if you would like to participate

- If there are questions about the PETRA program please reach out to Diana or Annette; Diana will share the askPETRA presentation with the Board
- Scott Colby requested the presentation so he could share it with the UCVH Board and then invite Diana and Annette to present 10 minutes. Diana will follow up with Scott.

Other

- Please let Mike or Becky know if there is any feedback about the format or content of the Board meetings

Scott Colby made a motion to adjourn the meeting

Mike Counter seconded the motion

All in favor, meeting adjourned at 9:41 a.m.

June 16th 12-1pm: Executive Committee and Sr. NCHC Leadership Team Meeting

Next NCHC Board of Director Meeting: July 10th, 2020- 8:30-9:30

Action Register			
Follow-up Action Needed	Due Date	Responsible Person (primary and secondary)	Completed
Provide Board portal log in information	By June 12, 2020	Becky McEnany	X
Set up meeting for NCHC Directors and NCHC BOD Executive Committee	By June 12, 2020	Becky McEnany /Mike Lee	X
Review 990	By June 12, 2020	BOD	X
Research if NCHC's insurance has business interruption clause	By June 12, 2020	Cathy Roy/Becky McEnany	X
Form ad-hoc committee to look at sustainability of Friendship House	By June 12, 2020	Becky McEnany/ Mike Lee	
Re-Evaluate NCHC Interim CEO status	By August 1, 2020	Becky McEnany/Mike Lee	
Schedule meeting to revisit NCHC Strategic Plan	By September 11, 2020	Becky McEnany /Mike Lee	
Continue third party payer negotiations	On-going	Scott Colby/Cathy Roy	
Review NCHC Leadership Updates (program updates) and let Becky know if you have any questions	On-going	Becky McEnany	
Let Becky or Mike know if you would like a different format or content for Board meetings	On-going	Becky McEnany/Mike Lee	
Explore feasibility of waiver from NH Financing Authority so additional beds at Friendship House can be used for clients with commercial insurance	September 1, 2020	Becky McEnany/Cathy Roy	

Let Diana know if you are interested in seeing Community Health Worker Evaluation data	July 15, 2020	Becky McEnany/Diana Gibbs	
Let Diana know if you or someone from your organization is willing to participate on the PETRA Advisory Committee	July 15, 2020	Becky McEnany/Diana Gibbs	
Diana will follow up with Scott Colby regarding presenting to UCVH Board of Directors about the PETRA program and share the presentation with the rest of the Board	July 15, 2020	Becky McEnany/Diana Gibbs	

Board of Directors Attendance 2019/2020

Directors	Conflict Interest	Nov	Dec	Jan	Spec. Meet	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Colby, Scott							X	X	X	X				
Counter, Michael	X	X	Ab	X	X	X	X	X	X	X				
Daley, Laurie		Ab	Ab	Ab										
Duffy, Ed, MD	X	X	Ab	X	X	X	Ab	Ab	Ab	X				
Fjeld-Sparks, Kristina	X	X	X	X										
Gaetjens-Oleson, Suzanne	X	X	X	X	X	X	X	Ab	X	X				
Gordon, Ken	X	Ab	X	X	X	X	X	Ab	X	X				
Kelley, Kevin	X	Ab	Ab	X	X	X	X	X	X	X				
Lee, Michael	X	X	X	Ab	X	X	X	X	X	X				
MacKillop, Tara	X	X	X	X	X	X	X	X	X	X				
Metzger, Curtis Rev.	X	X	X	X	Ab	X	X	X	Ab	X				
Nielson, Lars MD.	X	Ab	Ab	X	Ab	X	Ab	Ab	Ab	Ab				
Robillard, Jeanne	X	X	X	Ab	Ab	Ab	X	X	X	Ab				
Shanshala, Ed	X	X	X	X										
Woods, Karen	X	X	X	X	X	X	X	X	X	X				