



Harmonia Collaborative Care
 August 2022 Minutes
 Wednesday August 17, 2022

Members Present: Howard Martin, Lou Atti, Tristan Keelan, Andrew Belden, Francesca Tioleco, John Grennell, Christine Kluckhohn and Raj Patel

Staff: Valerie Nowak, and Michelle Chiappetta

Consultants: The Magellan Group

Excused: Sue Jasiniski and Kathleen Armstrong

Howard Martin called the meeting to order at 8:08.

MOTION: Motion to approve June 2022 meeting minutes by Lou Atti and seconded by Raj Patel. **Motion Carried.** Motion to approve amended May 2022 minutes from previously approved May 2022 minutes by Lou Atti and seconded by Christine Kluckhohn. **Motion Carried.**

Strategic Plan Priorities The Magellan Group

Key Lessons learned: Many opportunities, prioritization is important-limited resources-careful with over extension. Mindful with expanding school program or other efforts- must have staff in place and/or back up in order to consistently deliver services. Focus on building a strong, resilient infrastructure that also preserves our culture will enable organizations to take advantage of opportunities.

Consider changing model in school program with addition of a manger in non-clinical position. Meeting with Oishei Organization to present new model to allow some of funds of grant to be released.

Highlighted Q3 Updates: Note that this meeting update is early. Strategic Plan was presented at last board meeting. 1) School program expansion paused due to MH clinic challenges. We have a waiting list for clients and recruiting counselors. Our focus will be on the Mental Health Clinic. Now have ability to Geo-fencing providers for recruitment purpose. 2) CarePanion -Exhale Grant team is working on submission, with Cradle Beach as lead. CCNY Project started. Provider productivity model developed. 3) Collaborating with Seneca Scientific+ to present 2021 MH expansion data. 4) Performance Management process rolling out slowly. Each job now has a job description and detailed performance evaluation. Complete

process will be completed by next year, including self-evaluation and evaluation of manager. 5) Recruitment process now in place. 6) Budget process includes program managers now and quarterly meetings with managers to have a better understanding of their area. 7) Market driven activities to increase referrals/services are not priority do to our staffing shortage. Priority is recruitment. 8) Developing community relationships with Harmonia is ongoing. 9) Compliance audit and plan by Bonadio is complete. Micro-training for staff occurring monthly.

See updated 3rd Quarter report.

Quality Assurance Report: There were five new incidents in the 2nd quarter of 2022. These incidents were entered into NIMRS. Three unexplained death and one natural cause death and one suicide attempt with serious injury or harm. There was one incident report of child abuse. There were 23 Google reviews for the Derby location, with a 3.9 out of 5 star rating. The Hamburg location had 7 reviews with a 3.4 rating. Initial wait time 4- 10 days availability increased significantly. Good news. See report provided.

Department Reports

Service reports and volumes per service area provided. See attached detail report of each service area.

CEO report was provided. CEO highlighted the following: 1) HCC sponsored Music in the Park in Hamburg July 27, 2022. Good networking event. 2) HCC nominated “Top 3 Non-Profit of the Year through the south town Chamber. Reception to be held at Ilio’s August 25, 2022. 3) Next Investment Committee August 16 2022.

Finance Report

- **Financials Q2 Budget to Actual:** Revenue to budget is 32% less than budgeted. This decrease in revenue is mostly due to not having staff to provide services and therefore decrease in billables. Recruitment and credentialing of current new staff is primary concern. Hired firm to facilitate the credentialing of current staff in order to bill. Unable to back bill once those providers are credentialed. Expense is 23% less than budgeted. Administrative Costs was 13% (\$10,300) above budget. Salary increase for staffing was not in budget.
- **Investment Committee:** Draft policy presented at meeting. Investment advisor will be asked to present to committee and decision of who will serve us as investment advisor (Community Foundation of Greater Buffalo or Trubee Collins).

- Cash and our investments approximately \$800,000 plus. No concern with going into a **financial concern**. Controlling expenses, cash receivables and recruitment are critical.
 - Audit: Barb Hauser will present to Board at end of year. CFR was finalized in June.
 - **Financials June 2022:** Monthly Revenue overall \$2206,900. 10% less than 2021 (<\$ 22,300) and 3% less (<\$ 47,500) YTD to 2021. Monthly Net income (\$8,000), 83% less than 2021 (<\$39,800). YTD Net Income \$4,200, 99% less than 2021 (<\$291,300). Reviewed each service area to income (contribution margin).
 - Request asked of Michelle to check into Employee Retention Credit to see if we qualify.
- **New Business:**
 - 1) Received a request from Board Member for a leave of absence because of a family situation. The Board member is very much interested in staying on the board. Discussion followed. Board member will be excused from meetings.

Adjourn at 5:00 PM.

Christine J. Kluckhohn PT, DPT, MSHSA