



Harmonia Collaborative Care
 November 2021 Minutes
 Wednesday November 17, 2021

Members Present: Howard Martin, Tom Gordon, Sue Jasinski, Lou Atti, and Raj Patel, John Grennell, Kathleen Armstrong and Christine Kluckhohn

Staff: Valerie Nowak, Michelle Chiappetta

Absent: Ross Kenzie

Howard Martin called the meeting to order at 8:19.

MOTION: Motion to approve October 2021 meeting minutes by Sue Jasinski and seconded by Lou Atti. **Motion Carried.**

Department Reports

- Service reports and volumes per service area reports provided. See attached detail reports of each service area.
- CEO report was provided. See Attached. CEO highlighted the following: 1) Senior Services Coordinators are paid appropriately. 2) Meeting with HHUNY today. Expect \$4,500 to be returned because of dishonest staff billing services not rendered. All appropriate agencies have been notified. Await any additional sanctions. 3) Presentation to Town of Evans about Senior Services and CarePanion October 20, 2021 went very well. Definitely improving our relationships. 5) Strategic Plan on portal. Board members to review and final approval will be at next board meeting.

Quality Report. Given by Christine Kluckhohn. Chris suggested that Quality Assurance Committee be renamed Mental Health Quality Assurance Committee. Agreed upon by board members. Discussed several items on the report. Wondering if any analysis of satisfaction on Google reviews had occurred in order to focus on areas for potential improvement in client satisfaction. Will follow up. Reviewed the Client Grievances. See document for specifics. Currently CEO believes the caseloads of service providers are responsible.

Finance Report

- **Financials September:** Monthly Revenue overall \$233,200. 6% greater than 2020 (>\$ 513,600) and 28% greater (>\$470,000) YTD to 2020. Monthly Net income \$27,400, 46 % less than 2020 (<\$34,300). YTD Net

Income \$402,000, 23% greater than 2020 (>76,200). Reviewed each service area to income (contribution margin). PPP not yet in net income report.

- Finance Director added multiple notes/explanations. See report for full comments.
- **Finance Committee:** Meeting occurred November 16, 2021. Raj Patel led discussion. Third Quarter Budget to Actual presented. See document. Discrepancy noted in Total Revenue. Michele will revise and send out updated version. This third Quarter adjusted for Grants provided to specific service area. Contribution/net revenue outstanding performance this year. Review of bonuses for staff was discussed. Total bonus amount was \$45,152. This is under budget by \$9,000. Motion to approve recommended bonuses was made by Howard Martin and seconded by Lou Atti. **Motion Carried.**

New Business:

- **1) Facilities Committee.** Recommended that facilities committee be converted to the “Foundation Building Committee” (FBC) under the Foundation. Members are Howard Martin (Vice Chairperson), Lou Atti (Secretary), Jerry Bartone, Sean Dole (Hamburg IDA Representative), John Grennell (Chairperson) and Val Nowak. Currently there are few viable properties in our preferred geographic area. Still considering 485 Sunset Drive in Hamburg to lease. Space and location very good and would allow for next 5 years of growth. FBC will continue to research available space and discern whether leasing or buying is best options for HCC. Motion to approve converting Facilities Committee to Foundation Building Committee under the Foundation was made by Christine Kluckhohn, second by Sue Jasinski. **Motion Carried.**
- **3) CEO Evaluation (Salary and Bonus).** Howard Martin led discussion of process used last year for evaluating CEO’s performance. There were four components: Priorities, Leadership, Finance and Board Discretionary. Howard will work with Val to have her summarize her performance, and KPI in 2021 and potential goals for 2022. Once completed Board Members will be able to add comments. Plan is to have process completed near end of year or by early January 2022.

Adjourn at 9:30 AM.