



Harmonia Collaborative Care

September 2024 Minutes

September 18, 2024 3:00pm

Location: Harmonia, Derby Location-6722 Erie Rd, Derby, NY 14047

Members Present:

Howard Martin, Lou Atti, Raj Patel, Tristan Keelan, Paul Cesana, Lisa Denton and Kathy Murray

Via Zoom: Francesca Tioleco

Staff: Valerie Nowak, Michelle Chiappetta, and Beverly Eagan

Excused: John Grennell

Howard Martin called the meeting to order at 3:17pm

May and June 2024 Minutes motion to approve by Tristan Keelan and seconded by Christine Kluckhohn. **Motion Carried.**

Board Approval of Slate of new Board Members: Lisa Denton, Kathy Murray and Paul Cesana. Motion to approve by Christine Kluckhohn, seconded by Raj Patel. **Motion Carried.**

Compliance Presentation-Beverly Eagan. Beverly Eagan presented Board Compliance education OMH requirement, **Risk Appetite vs. Risk Tolerance.** Educated on the difference between appetite and tolerance. See handouts.

Strategic Plan 2025-2027 Magellan Group. Marta updated progress made on previous Strategic Plan 2022-2024 and current planning of Strategic Plan of 2025-2027 having three components: Discovery, Resource Requirement and Implementation. New tool QI Folio will be used for tracking of Plan. Training has occurred on software.

MH QA-Q2 Report- Christine Kluckhohn. Chris provided the board with current MH QA. Highlights: 1) Three incidents in 2nd quarter. 2) Google reviews for Derby 3.4/5, Hamburg 4/5. 3) Average Days to Intake Derby 18, Hamburg 26. 4) No Show Rate: 12% (better than industry standard) 5) Treatment sessions decreased because of insufficient providers. Waiting lists have been present at both sites since 2/26/24.

Standing Agenda Items:

CEO & Program Report- Val Nowak. Val referred to CEO report for service and volume per service area. See attached detail report of each service area. Val brought to the BOD attention the following: 1) Q1 Folio new software, contract signed. 2) Difficulty with 10e11 continues. Looking for extending contract for only one year. 3) Discussed Upper Edge Consulting and value that they are bringing to HCC. 4) New school contract signed. We will be providing services to Silver Creek High School.

Finance Report- Michelle Chiappetta.

- **July Monthly Revenue:** \$198,500, 18% less than 2023 (<\$43,000) and 14% less than YTD 2023 (<\$278,600). Monthly Net income was \$(93,100), 2169% less than (<\$97,600) 2023. YTD Net Income is \$(323,100), 271% less than 2023 (<\$512,300). Currently at 50% staffing in clinics. Reviewed each service area to income and contribution margin. See specific notes provided by Michelle for further detail and explanation to finance performance.
- **Snap Shot Review:** Discussed. New items added number of clinicians on staff and Line of Credit Balance.
- **Review of Operational Priority-** Magellan Group. Greg updated BOD on action plan implemented, including Cash Forecast Plan.
 - **Operational challenges impacting financial performance:** 1) MH Recruitment, retention, and productivity, 2) Revenue Cycle: RC Manager hired 3) 10ell Systems issues and 4) Financial Administration.

Committee Reports-

- **Governance and Executive-**Lou Atti Minutes are posted on portal. Conflict of Interest Policy finalized and sent to BOD. Asked all to sign. Letter of Engagement finalized by Governance. Raj Patel made the motion to approve the Letter of Engagement, seconded by Kathy Murray. **Motion Carried.**
- **Finance-Investment-** Raj Patel. AR, and cash flow our focus. We do have Line of Credit of \$240,000 if needed and \$450,000 plus in investments.
- **Foundation/Building-** John Grennell **Deferred.** Request by Val to look at Foundation/Building Charter by Executive Committee.

Sub-Committees/Work Groups Report

- **Marketing and Development** “Garden Party” Frankie Tioleco. Event was very successful. See detailed final report and success of our first fund raiser (\$8,726).
- **Strategic Planning:** Val Nowak. Previously discussed. Focus is on Strategic Plan of 2025-2027.
- **Vision and Planning:** Val Nowak. This group is being repurposed to focus on priority items as discussed in Action Plan. See CEO report details.

Adjourn: Kathy Murray motioned to adjourn, second by Lisa Denton. **Motion Carried at 5:20pm**

Submitted by Christine J. Kluckhohn PT, DPT, MSHSA