



To: Valerie Nowak, LMHC, CEO
From: Marta Hiczewski MS, Managing Partner
Greg Hiczewski, Partner
Date: May 8, 2024
Re: Status Report – April 2024

Period Accomplishments – April 2024

- **Finance –**
 - Support development of MH business plan – Include budget and prepare forecast for items not included in the budget.
 - Review financial statements with Michelle and Val in advance of the April 12 finance/investment committee meeting.
 - Participate in Strategic Plan meeting: MH and SS business plans are close to being completed.
 - Meet with Val and Michelle to discuss AR issues and unpaid balances. We need to reach out to provider contacts
 - Participate in the productivity report review –
 - Began development of productivity dashboard objectives and game plan. Dashboard will include the productivity report, the open notes report, the cancelations report and others.

- **Board –**
 - Governance Committee Mtg – reach out to Brandy Kaiser (MH) and Joe Marusak (Attorney) – connect with Val, Lou and Howard

- **MH Programing/Infrastructure –**
 - MH Monthly Review – Recruitment campaign – monitoring progress; School Mental Health Clinician job description to be posted
 - MCHF school grant monthly fulfillment meetings
 - Business Plan – review and revise plan – identify opportunities worth forecasting

- **Marketing & Development –**
 - Business First – present MH Table of Experts opportunity – follow-up with Val's info, photo and list of questions
 - Contact management process – Office Manager training

- Garden Party – event details and run of show, budget, sponsorship packages, silent and card letters, invitations, invite lists/email blasts; outreach to prospective supporters
- Social Media – support manager
- Upper Edge Consulting meetings – support grant development
- **Organization Infrastructure –**
 - Priorities Meeting – monthly priorities

Next Period Priorities – May 2024

- **Board –**
 - Governance – Board member recruitment management process
 - Garden Party – Board sponsor referral and ticket purchase support
 - Facilitate discussion on Board Expectations
- **Finance –**
 - Meet with Michelle and Kathy to develop plan of attack for AR administration
 - Re write the Rev Cycle Manager position description
 - Identify organization for Rev Cycle assessment or outsource possibility
 - Develop productivity management process with Michelle and Laura to include the productivity report, open notes and cancellations report.
 - Review internal statements in advance of the Finance Committee meeting of May 17
 - Meet with Michelle, Barb Hauser and Raj to discuss and set reasonable AR reserve.
 - Support 1115 waiver initiatives
 - Complete the Line of Credit policy upon receipt of agreement from Evans bank.
 - Refine Cash Forecast model based on 13 month report
- **MH Programing/Infrastructure –**
 - MH Business Plan – Director of Clinics updates - forecast
 - Recruitment – Monthly monitoring, adjustments when needed
- **Marketing & Development –**
 - Bloomerang – Finalize Coaching before end of June
 - Upper Edge Meetings – support process
 - Garden Party – fundraising event fulfillment – ticket sales
 - Hilbert – football sponsorship

- **Organization Infrastructure –**
 - Priorities Meeting – identify priorities – discuss Executive Assistant role

- **Senior Services –**
 - Senior Services Business Plan – input on community need, include 1115 Waiver & Ground Game opportunities with WNYICC, Caregiver Support grant application.

- **Health Home –**
 - HH+ follow-up on calendar for implementation, recruitment effort.

- **Strategic Plan –**
 - Schedule 2025-2027 plan update