



Lakes Region Mental Health Center

LRMHC Board of Directors Meeting

Tuesday, December 7, 2021

5:15 PM

AGENDA

- I. Call to Order
- II. Changes/Additions to the Agenda
- III. Changes/Additions to the October Minutes
- IV. Program Presentations: Stephanie Cameron - Critical Time Intervention (CTI)
- V. Committee Reports
 - a. Finance
 - b. Development
 - c. Governance
 - d. QI
- VI. Executive Director's Report
- VII. New Business
 - Board Portal Overview – Ann Nichols
- VIII. Adjournment

Respect

Advocacy

Integrity

Stewardship

Excellence



Lakes Region Mental Health Center

Board of Directors Annual Meeting Tuesday, October 27, 2021

Present: Gail Mears, Peter Minkow, Matt Soza, Marsha Bourdon, Susan Stearns, Laura LeMein, Rev. Judith Wright

Absent: Seifu Ragassa, James Stapp, Marlin Collingwood

Staff: Maggie Pritchard, Sunshine Fisk, Dawn LaCroix

Guests: Erin Crangle, Gloria Thorington, Elise Cushing, Shawna Otis, Samantha Kokua, Debora Pendergast

I. Call to Order

The meeting was called to order by President Mears at 5:15 p.m. President Mears welcomed folks to the 55th annual meeting of the Lakes Region Mental Health Center Board of Directors.

II. Election of New Officers

The Governance Committee is pleased to present the following slate of officers, proposed new and returning board members.

MOTION MADE, SECONDED AND PASSED (P. Minkow, M. Soza) that the following individuals be elected as officers of the Lake Region Mental Health Center Board of Directors for a one-year term:

President: Laura LeMein
Vice President: Peter Minkow
Treasurer/Co-Chairs: Marsha Bourdon
Secretary: Rev. Judith Wright

III. Election of 2nd Term & New board Members

MOTION MADE, SECONDED AND PASSED (P. Minkow, M. Soza) to re-elect Marsha Bourdon for a second three-year term.

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MOTION MADE, SECONDED AND PASSED (P. Minkow, M. Bourdon) to elect the following individuals to serve on the Lakes Region Mental Health Center Board for a 3-year term.

- Erin Crangle 1st Term
- Samantha Kokua 1st Term
- Deborah Pendergast 1st Term
- Stephanie Ricker 1st Term
- Gloria Thorington 1st Term
- Shawna Young 1st Term

IV. Recognizing Retiring Board Members

On behalf of the Governance Committee, we would like to be Governance Committee to recognize and thank the following individuals for their service and contributions to the organization.

- William Bolton
- Marlin Collingwood
- Edward McFarland
- Matthew Soza
- James Stapp

The Governance Committee would like to recognize Ed McFarland for his long-standing dedication and commitment to the organization and make the following motion:

WHEREAS, in special recognition of his long-standing and distinguished services to the organization, Lakes Region Mental Health Center, Inc., wishes to acknowledge Edward McFarland by appointing him Director Emeritus.

BE IT FURTHER RESOLVED that this Board herein extends its deepest appreciation to Edward McFarland for his dedication and service to the Lakes Region Mental Health Center and to the people we served.

MOTION MADE, SECONDED AND PASSED (P. Minkow, L. LeMein) to accept the resolution as presented.

V. Financial Update & 990 Federal Form

Matt Soza provided a brief overview of the September financials. Operations for the month of September generated a net loss as did our non-operating income including our investment portfolio. The net loss for the month was \$171,584. We have a year-to-date our operating net income is \$116,897 compared to a budget gain of \$14,932. The year-to-date income is \$97,890.

The Finance Committee reviewed the draft Federal Form 990 form and had no issues or concerns. Therefore, the Finance Committee recommends to the Board, the Federal Form 990 FY'2021 be accepted and authorizes the Treasurer to sign on behalf of this corporation and file before the November due date.

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MOTION MADE, SECONDED AND PASSED (M. Soza, M. Bourdon) to approve the Finance Committee recommendation.

VI. Program Presentation

Kimberly Goldberg, Emergency Services Director, provided an overview of the new Mobile Crisis Response Team (MCRT). Mobile crisis response services will allow us to meet with patients in the community. We will conduct an evaluation to assess their current level of need and provide critical interventions and safety planning. It will allow us to respond in a way that decreases the need for an emergency room visit. Starting January 2020 MCRT will offer mobile services to police departments, schools, jails, homeless shelters, local emergency rooms and other safe community setting. In May, 2022 our MCRT will have access to a mobile van we have designed which will allow us to respond to patient homes with or without police present. Over the next few weeks we will continue our recruitment efforts, training staff and meeting with community stakeholders as we prepare to implement services in a new way.

VII. Executive Director Comments

Maggie highlighted the annual report which focused on self-care and comfort.

V. Adjournment

Just a reminder, the 10th annual on-line auction will end tomorrow at 5:00 p.m. There are 80 items available and there is still plenty of time to get your bids in! All proceeds from the auction support programs and services at LRMHC.

MOTION MADE, SECONDED, PASSED (G. Mears, M. Bourdon) all business having been conducted the meeting was adjourned at 6:30 p.m. and the board went into executive session.

Respectfully submitted,

Susan Stearns
Board Secretary

SS/DHL

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THE LAKES REGION MENTAL HEALTH CENTER, INC.

Board of Director's Finance Committee Meeting

40 Beacon Street East, 3rd Floor Conference Room & Via Zoom

Monday, December 06, 2021 at 3:00PM

Agenda

1. Call to order
2. October 25, 2021 Meeting Minutes
3. October 2021 Financial Statements
4. Approve October 2021 Narrative to the Board
5. Approve FY22 Cash Flow Forecast
6. FY22 A/R Month over Month Review
7. FY22 MCO Contracts
8. Retirement Advisor Contract Change
9. New EMR Selection Process Update
10. Building Updates
 - A) Plymouth Parking Lot Project & New Cottage
11. New Business
 - A) Annual Financial Report
12. Adjournment



**Lakes Region
Mental Health Center**

Finance Committee
October 25, 2021

Attending: Matt Soza, Marsha Bourdon, Jerry Fleishman
Absent: Ed McFarland (LOA)
Staff: Maggie Pritchard, Sunshine Fisk, Michelle Morrow, Dawn LaCroix

- I. Call to Order
The meeting was called to order at 3:00 p.m.
- II. Minutes
MOTION MADE, SECONDED AND PASSED (J. Fleishman, M. Soza) to approve the minutes as recorded.
- III. Financial Statements
Sunshine reported the operations for the month of September generated a net loss of \$73,500. Our non-operating income included the investment loss of \$92,232. The total net loss for the month was \$171,584. Year-to-date we have an operating net income of \$116,897 compared to a budgeted gain of \$14,932. The following financial items were discussed:
 - Net program fees were less than budget.
 - As a result of improved AR collections our reserves were decreased by \$100K.
 - Currently, we are awaiting instruction from the State on how to draw down MCRT funds.
 - We have \$178K CARES funding reserved; \$133K we can justify was used for COVID expenses. We are waiting on confirmation on how much of the funding we can retain from Phase 1.
 - Service volume is down 12% from 2019 and .25% from compared to last year at this time.
 - Case management events came in at 935; 216 under budget and slightly less than last month.
 - Function support hours were 1878 which is 332 hours under budget but was an increase of 97 hours from the prior month.
- IV. Approve Narrative
MOTION MADE SECONDED AND PASSED (J. Fleishman, M. Bourdon) to accept the narrative as written for submission to the board.
- V. Review FY22 Cash Flow Forecast
Sunshine provided an overview of the cash flow forecast. The MCO reserve is currently at \$590K for potential paybacks as we are not hitting our MOE numbers.
- VI. FY 22 A/R Month Over Month Review
We have had another A/R staff member resign. Recruitment efforts are underway to fill the two open positions. Duties are being reassigned to make sure essential functions are being covered in order to ensure timely billing.
- VII. June BBH Financial Ratios
The agency is in compliance with all State ratios outlined in our contract.

VIII. Review of the 990 Tax Document

Sunshine and Michelle reviewed the 990 to ensure numbers were accurately reflected and matched the audit. It was noted some board member names were not spelled properly and those corrections have been made.

MOTION MADE, SECONDED AND PASSED (M. Soza, M. Bourdon) that the Finance Committee recommends that Board approve the 990 documents as presented.

IX. FY 22 MCO Contracts

Maggie reported that none of the MCO's have come forward with new contracts. We are hoping to be able to negotiate a phase in of the MOE thresholds for this year's contract given the impact COVID continues to have on service delivery volume.

X. New EHR Selection Process

The journey still continues. The field has been narrowed to two vendors, both of whom will be doing more in-depth presentations on the clinical and financial modules. One vendor is stronger clinically but there are concerns on the billing side. The other vendor is stronger on the financial side but was not as well liked by clinical staff. References are being gathered on both vendors and we may look to schedule on-site visits to see the systems in action. We are committed to making the best selection for the organization and will not rush the process. We will continue to work with our consultant, Mark Belanger, to determine next steps.

XI. Building Updates

A closing date is estimated for the first week in November for the purchase of the remaining cottage at our Plymouth location. A meeting will be scheduled with the Town of Plymouth to review our proposed plans for the parking lot and garage pad.

XII. New Business

- At the annual meeting tomorrow night, the board will vote on the seven proposed new board members. The Executive Committee will then look at committee assignments based on the new members' area of expertise and interest.
- Sunshine shared with the group an outline of the committee's responsibilities over the course of the year. This will be helpful information with share with new committee members.

XIII. Adjournment

All business having been conducted the meeting was adjourned at 4:15 p.m. The next meeting is scheduled for Monday, November 22, 2021 at 3:00 p.m.

/dhl

To: The LRMHC Board of Directors

From: Sunshine Fisk, CFO

Date: December 7, 2021

SURPLUS / (DEFICIT) (See Statement of Financial Highlights)

Operations for the month of October 2021 generated a net gain of \$84,255. Non-Operating Income includes the investment portfolio with a gain of \$110,189. Total Net Gain was \$194,444 for the month of October.

For the period ending October 31, 2021 we have a year to date Operating Net Income of \$200,333 compared to a budgeted gain of \$66,788. Our year to date Net Income is \$291,515.

REVENUES (See Operating Statement Summary)

Net program Fees were \$1,093,548 for October 2021 which were \$46,274 more than budget. There was no adjustment made to the allowance this month as it was determined to be an adequate amount reserved. Currently, 56% of our receivables balance is reserved in Allowance Accounts with about 39% of the total reserve attributed to Medicaid reserves.

Case Management events for the month were 965 or 186 events under budget but 30 events more than the prior month. Functional Support hours were 1845 hours or 365 hours under budget. This is a decrease of 33 hours from the prior month.

Our service volume this month is down -22.24% compared to 2019 and up 2.34% compared to last October (2020). Due to not meeting the MOE thresholds we reserved \$135K for Capitation payback to the MCOs during the Month of October. For the four months, year to date we have \$725K reserved for MOE payback.

Revenues Other Than Net Program Fees were (\$27,856) under budget for the month of October 2021. The majority of this variance is due to timing related to the drawdown of Mobile Crisis Response Funds. Monthly amounts billed will increase in the coming months when we roll out service delivery.

The most significant year to date non-fee for service revenues are from the Concord Hospital at \$200,390, Mobile Crisis (MCRT) \$159,211 and the ACT Team at \$113,551.

EXPENSES (see Operating Statement Summary)

Personnel Costs includes salary and wages, vacation accrual, benefits and payroll taxes. These costs were \$12,894 less than budget for the month of October 2021. Year to date we are below budget due to the FY21 semi-annual incentive payment being less than the year end accrual.

Expenses Other than Personnel Costs were \$5,240 less than budget. The savings in the supplies and other expenses line items offset any negative variances in other line items for the month. The variance this month is more a function of timing as the year to date variance still reflects being over budget by approximately \$16.8K.

During FY22, we have invested \$39,759 into staff development year to date.

INVESTMENT PORTFOLIO

There were unrealized gains/losses in the portfolio totaling \$109,876 for October and dividends & interest of \$313. The net increase for the month was \$110,189. Year to date performance is \$91,182 which is reflective of the current market conditions.

CASH AND CASH EQUIVALENTS (See Statement of Financial Highlights)

Cash and Cash Equivalents totaled \$7,789,351 at October 31, 2021;

- Cash \$5,248,337
- C.D. \$ 100,888
- Investments \$2,440,126

LINE OF CREDIT (See Statement of Financial Highlights)

The balance as of October 31, 2021 on the Meredith Village Savings Bank line of credit was \$0.

FINANCIAL INDICATORS

LRMHC was in compliance with all of the ratios outlined in the DHHS contract standards as of the most recent report (August 2021).

THE LAKES REGION MENTAL HEALTH CENTER, INC
 STATEMENT of FINANCIAL HIGHLIGHTS
 For the Period ending October 31, 2021 and 2020

	10/31/21	10/31/20						
	Month Actual	Month Budget	Month Variance (Unfavorable)		YTD Actual	YTD Budget	YTD Variance (Unfavorable)	Y-T-D Actual 10/31/20
Cash & Cash Equivalents	\$ 7,789,351	\$ 5,909,298						
Line of Credit	\$ -	\$ -						
Accounts Receivable (net) - Trade	\$ 376,209	\$ 710,115						
REVENUES								
Net Program Fees	1,093,548	1,047,274	46,274		4,047,268	4,097,537	(50,269)	3,678,498
Service Revenues	80,845	70,787	10,058		319,965	280,648	39,317	294,211
Grants	130,396	173,757	(43,361)		491,543	727,028	(235,485)	892,778
Donations	4,293	1,667	2,626		59,869	6,664	53,205	36,302
Other	10,805	7,984	2,821		39,546	31,936	7,610	116,500
	\$ 1,319,885	\$ 1,301,468	18,416		\$ 4,958,191	\$ 5,143,813	\$ (185,623)	\$ 5,018,289
EXPENSES								
Personnel Costs	1,019,085	1,031,976	(12,891)		3,870,531	4,206,467	(335,936)	3,775,062
Professional Fees	43,250	32,278	10,972		241,163	129,112	112,051	146,430
Other Expenses	173,295	189,507	(16,212)		646,164	741,443	(95,279)	741,589
	\$ 1,235,630	\$ 1,253,761	(18,131)		\$ 4,757,858	\$ 5,077,022	\$ (319,164)	\$ 4,663,081
TOTAL OPERATING SURPLUS (DEFICIT)	\$ 84,255	\$ 47,707	\$ 36,547		\$ 200,333	\$ 66,788	\$ 133,545	\$ 355,208
NON-OPERATING INCOME (LOSS)								
INVESTMENT Income (loss)	110,189	5,208	104,981		91,182	20,832	70,350	72,398
TOTAL NON-OPERATING INCOME (LOSS)	\$ 110,189	\$ 5,208	\$ 104,981		\$ 91,182	\$ 20,832	\$ 70,346	\$ 72,398
TOTAL SURPLUS (DEFICIT)	\$ 194,444	\$ 52,915	\$ 141,528		\$ 291,515	\$ 87,621	\$ 203,894	\$ 427,606

THE LAKES REGION MENTAL HEALTH CENTER, INC
STATEMENT OF FINANCIAL POSITION
For the Period ending October 31, 2021 and 2020

	10/31/21	10/31/20
ASSETS		
CURRENT ASSETS		
CASH	\$ 5,248,337	\$ 4,006,950
CERTIFICATES of DEPOSIT	100,888	100,125
INVESTMENTS	2,440,126	1,802,223
Cash and Cash equivalents	<u>7,789,351</u>	<u>5,909,298</u>
ACCOUNTS RECEIVABLE - TRADE	\$ 1,600,709	
Accounts Receivable Accrual	\$ (333,500)	
Allowance for Doubtful Accounts	\$ (891,000)	
Accounts Receivable (NET)	<u>\$ 376,209</u>	710,115
ACCOUNTS RECEIVABLE - OTHER	341,850	481,244
PREPAID EXPENSES and OTHER CURRENT ASSETS	169,663	200,523
TOTAL CURRENT ASSETS	<u>8,677,072</u>	<u>7,301,181</u>
FIXED ASSETS		
Less: Accumulated Depreciation	9,639,241	8,699,304
NET BOOK VALUE	<u>(2,990,876)</u>	<u>(2,749,646)</u>
	<u>6,648,365</u>	<u>5,949,657</u>
OTHER ASSETS		
Restricted Cash	938,556	563,995
TOTAL ASSETS	<u><u>\$ 16,263,994</u></u>	<u><u>\$ 13,814,833</u></u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
LINE of CREDIT		
ACCOUNTS PAYABLE (Incl. NHHF Medicaid)	87,791	172,982
CURRENT PORTION-LONG-TERM DEBT		
- 2017 BOND & LOANS	138,079	325,503
DEFERRED INCOME	300,950	235,277
ACCRUED VACATION	404,098	400,725
ACCRUED EXPENSES		
- Other Accrued Expenses	60,591	70,910
- AR BHS Reserve	1,116,213	943,658
- Accrued Payroll & Employee Benefits	421,387	383,809
TOTAL CURRENT LIABILITIES	<u>2,529,110</u>	<u>2,532,862</u>
LONG-TERM DEBT, less current portion		
2017 BOND LOANS	4,521,330	4,139,138
Long Term PPP	-	1,687,500
	<u>4,521,330</u>	<u>5,826,638</u>
TOTAL LIABILITIES	<u><u>7,050,440</u></u>	<u><u>8,359,500</u></u>
NET ASSETS		
Unrestricted	8,922,038	5,027,728
Temporarily restricted	-	-
Permanently restricted	-	-
NET ASSETS, beginning	<u>8,922,038</u>	<u>5,027,728</u>
INCREASE (DECREASE) IN NET ASSETS	291,515	427,606
NET ASSETS, ending	<u><u>9,213,552</u></u>	<u><u>5,455,334</u></u>
TOTAL LIABILITIES AND NET ASSETS	<u><u>\$ 16,263,994</u></u>	<u><u>\$ 13,814,833</u></u>



Development Committee Written Report November 4, 2021

Sent to: Susan Stearns, Laura LeMien, Matt Soza and Maggie Pritchard

Given that committee assignments have not yet been finalized for our new board members, I offer this written report in lieu of a formal meeting initially scheduled for 11/9/21.

Grant Updates

- The application window for next year's Children's Auction Grant has opened and applications are due by 12/15/21. I am waiting to see what initiatives Child & Family may be planning for next year to see if this grant opportunity is a good fit.
- The USDA is offering an Emergency Rural Health Care Grant Program. Track One: Recovery Grant funds must be used in relation to the pandemic and to support immediate health care needs, increase access to health care services and improve community health outcomes. Our funding application would request funding for the Mobile Crisis Response Van.

2021 LRMHC Auction

- Successful event – Bidding Revenue of \$6,920; Cash donations of \$450 and \$6,500 in Sponsorships.
- Grossed \$13,870; Net of \$12,657
- Sold 71 of 82 items; top item sold for \$365
- Our auction was broadcast across the BiddingForGood community and 33 bidders placed 101 bids. Bids came in from as far away as HI and CA as well as throughout New England. Mondays and the final day were the busiest days for bidding
- Each of our Sponsors received over 800 impressions from our social media promotions.

Municipal Funding

- The Town of Tilton Budget Committee voted not to provide any funding to LRMHC again this year and opted instead to send information about our organization to all Tilton residents although they could not determine how they would do that. The Budget Committee referred to this arrangement as providing "in-kind support in lieu of funding support" (?).

Community Awards in May 2022:

- Preliminary discussion about holding an event at the Colonial Theatre in which there would be both a donor/public session and an employee session.

Fall appeal

- Development of this year's fall appeal has begun; mailings to go out in early December.

Next Meeting: December 14, 2021 beginning at 5:30pm Conference Call 603-766-5646; Participant code: 293873#

New Board members who want to join the Development Committee will be invited to join in on the call so that we can determine an ongoing meeting schedule that works best for all.

Quality Improvement Committee

MINUTES: Steve Blongy

DATE: October 13, 2021

MEETING PARTICIPANTS: Rev. Judith Wright, Gloria Thorington, Steve Blongy, Joanna Braley, Matt Soza

REGRETS: Seifu Ragassa, Jim Stapp

ISSUES/TOPICS	DISCUSSION	DECISION/RESOLUTION/TASKS
Meeting Minutes	Chair Judith Wright started the meeting at 5:04 pm. The minutes of the September 8, 2021 QI Committee Meeting were approved as submitted.	<u>Emailed Prior to Meeting:</u> 9-08-21 QI Minutes - draft QA/QI Improvement Plan (Draft) 10-04-21 CQI minutes Corporate Compliance Plan (Draft) Quarterly Incident Report
Patient Advisory Committee	Matt mentioned that this group was very active prior to Covid-19 They met to discuss things from a patient perspective and it may be a good time to explore this again	We will explore resurrecting this in the near future once the buildings are fully open
QA /QI Improvement Plan Corporate Compliance Plan	WE had sent some of the documents ahead of time to the Committee, however Joanna shared the newest copy on the screen for everyone to see	Joanna has done a lot of work, she has had meetings with Steve and Maggie over the newer plan and her vision. She has taken the large documents and condensed them into a much more manageable form Joanna explained the changes to the Committee and fielded questions. She explained the focus would be on reports and breaking things down. She hasn't fully completed all the changes to all the plans but she is working on it and has done a remarkable job to date. The Committee was very impressed..

<p>Incidents</p>	<p>Joanna also introduced a new Quarterly Report on The Incidents that Occurred, she shared on the screen the data as well as graphs to explain</p> <p>We also reported the large number of Patient deaths that we have had over the past 2 months as an indication of the importance of having the process be a complete one and getting all the necessary information reported. We also appreciate the concern expressed for the staff</p>	<p>We were happy to provide the information and I really appreciated the discussion and suggestions. As always, they were thoughtful and pertinent.</p> <p>Joanna explained a bit about these reports and how she and her team were going to try moving forward. She explained the categories on the report.</p> <p>There was very thoughtful discussion and suggestions which are always appreciated</p> <p>Joanna will separate Housing out in the next report so things are clearer</p>
<p>EHR Software Replacement</p>	<p>We spent a little time discussing the presentations that we had and how the process will be moving forward utilizing our Consultant as well as information gathered from the other Agencies that just finished the process.</p>	<p>Steve participated in all and Joanna participated most of the presentations. There were good things in both the packages.</p> <p>We will be meeting internally to see if the decision to move forward with one over the other is feasible and we will keep the committee informed</p>
<p>CQI Minutes</p>	<p>We spent a few minutes discussing what the CQI Group had been working on and some of the progress on different items.</p>	<p>Joanna re-iterated some changes she is making such as changing the frequency and duration and to keep the meeting more focused on Actual CQI related items. This has already made for a more collaborative meeting and should spur more participation from folks</p> <p>The Committee appreciated this and applauded the efforts to streamline as almost anything could fall into CQI/Quality.</p>

Other Discussion	Matt reported that he will stay on the Committee even after leaving the Board (☺) He knows of a new Board member that is a Patient that would be a good fit for the Committee. We will be sending a permanent Zoom Link for everyone to use for future meetings (TY Joanna)
Meeting Adjournment	The meeting adjourned at 6:03 p.m. Next meeting is scheduled for Wednesday, November 10, 2021, 5:00- 6:00 pm.