

# Governance Committee Meeting

**Meeting date:** Monday, December 4, 2023

**Meeting time:** 5:09pm – 6:15pm

**Meeting location:** 2 Oak Street, Norwalk

## Committee Members Present:

X	Katie Chieda	X	Ben Chaffee, Jr., Board Chair
X	Julie Landoll, First Vice Chair		

## Board Staff Present:

X	Kristen Cardone, Executive Director		Ashley Morrow, Community Engagement and Resource Manager
X	Cari Williamson, Office and Fiscal Manager		

## Discussion Items:

- Huron County PPM
  - Ms. Cardone shared that the Huron County Commissioners office released and approved an updated Policies and Procedures Manual. Since the MHAS Board does not fully fall under the Commissioners, notification will need to be sent stating that we will not be fully approving their policies and procedures. The Board staff is currently reviewing the Board's policies and procedures and is using the Commissioners PPM as a guide.
  - Governance committee members were in support of Ms. Cardone notifying the Huron County Commissioners explaining MHAS will not be fully adopting the Huron County Policies and Procedures Manual.
- Board self-evaluation (Attachment I)
  - Ms. Cardone shared that in July, Mr. Ben Chaffee reviewed and scored the Board's self-evaluation surveys which were completed by the Board members who attended June's Board meeting.
    - Some Board members were neutral about having a clear understanding of legal requirements and stipulations under which the Board acts, though that may be situational.
    - Suggested improvements will include continuing to increase outreach and keep trying to find creative ways to get information to everyone.
    - Communication was listed as needing improved upon. Ms. Cardone is seeking guidance from the Board members on what is needed and how they would like the communication to be addressed.
    - Board member suggestions included quarterly trainings, Board picnic, roles and regulations trainings, and mental health trainings.
      - Quarterly training courses could be time-consuming.
      - Board currently has events that are open to Board members such as the agency recognition dinner and Recovery Walk.
      - Roles and regulations training is available virtually.
      - Board staff hosts a general mental health training for the public that is also open to Board members.

- FLC (Family Life Counseling) Grievance (Attachment II)
  - Ms. Cardone shared that months ago the Board reviewed the grievance policy FLC submitted. The Program committee members had some concerns and wanted the policy amended. Ms. Cardone amended the policy and is seeking this committee's approval to submit the policy to FLC to review. Once FLC reviews and approves the revision, the full board will vote on the grievance.
    - The concern Program committee members had was with step number 1 and step number 3 in the grievance, which reference educating their referral department. These steps are not relevant if the staff answering the phone transfers a crisis call immediately to the emergency therapist, which is the process recommended by the Program Committee.
    - Governance committee members had no opposition and were in support of sending the revised policy to FLC.
- Liability Insurance (Cari)
  - Ms. Cari Williamson shared that the Board members suggested researching insurance to see if there was a less expensive liability insurance policy available. In September she reached out to four insurance agencies regarding getting liability insurance quotes. Two responded that they need further information, such as Ms. Cardone's personal information, which Ms. Cardone is not willing to have included. Ms. Williamson emailed them again in November and the only response was from Insurance Services stating their owner passed away and they are not accepting any new clients at this time. Due to lack of response, the insurance policy will be renewed with Assured Partners in January 2024.
- Credit Card Report (Email Attachment)
  - Ms. Cardone shared that per MHAS policy, the credit card policy must be approved by the Governance committee each quarter. The credit card statements, receipts, and payments are reviewed and approved by the Board chair each month.
    - The email attachment shows a detailed report which includes the credit card statement and the receipts that coordinate with the charges.
  - Ms. Cardone shared that Mr. Strickler sent her an updated policy the county is using for credit card usage. He wants the Board to adopt the policy verbatim. Due to the change, the MHAS policy will have to be updated and will include multiple parts to it.
  - Governance committee members had no further questions or comments regarding the credit card report.
- Strategic Plan with Community Plan Updates (Email Attachment, Motion)
  - Ms. Cardone shared that every three years the Board is required to submit a Community Plan to OhioMHAS. She would like for the Board's Strategic Plan to be merged with the Community Plan to create one document. This will streamline the Board's goals and objectives into one document. She reviewed the changes and goals that have been added.
  - Governance committee members had no further questions or concerns regarding the Strategic Plan with Community Plan updates. They were in support of adding this motion to the Board meeting agenda.
- Onboarding Policy (Attachment III, Motion)
  - Ms. Cardone shared there is a small change that needs to happen in the Onboarding policy. OhioMHAS now requires their Strategic Plan and Annual Plan report to be included in the Onboarding policy. This links and connects new Board members with OhioMHAS.
  - Governance committee members had no further questions or concerns regarding the Onboarding policy. They were in support of adding this motion to the Board meeting agenda.
- Levy Discussion

- Ms. Cardone shared that she attended Huron County Chamber of Commerce breakfast last week. There was discussion about property tax rates increasing significantly soon. Evaluations will happen in 2024 and the increase will hit payments in 2025. It is anticipated that some parts of Ohio will see an upwards of 80% increase according to Commissioner Boose.
  - Ms. Cardone reached out to the Huron County Auditor, Mr. Roland Tkach, for some guidance on Huron County specifically, he has not responded to these specific questions.
  - Mr. Chaffee shared that he has spoken with Mr. Tkach. Reevaluations happen every six years. Mr. Tkach told Mr. Chaffee Huron county is not going to increase nearly as much as they had anticipated.
  - Ms. Cardone shared that due to this potential change, the Board may want to go on the ballot in November 2024, instead of Spring 2025, and may want to only request a renewal. Then in a couple years, once everyone has adjusted to property tax increases, requesting another levy.
  - Ms. Cardone asked Governance committee members if they should create an Ad Hoc Committee for the levy or have the Program committee oversee it.
    - Governance committee members were in agreement that adding a new committee will work best. It will allow for Board members to have the choice to be on the committee.
    - Ms. Cardone shared the Board is allowed to ask community members to join the committee and would like to ask Mr. Roger Wilkinson. He worked for the Board part-time as the Finance Officer for over a decade.
      - Governance committee members had no objections.
  - Mr. Chaffee shared that in his levy experience there has been great success with virtual townhall meetings to discuss the levy and disseminate information on what MHAS does. A suggestion was a lunch and learn, record the meeting and post on MHAS website or social media.
    - Discussion was had about whether permission would need to be granted for live streaming.
- Mr. Chaffe shared that as he was reviewing the quarterly reports, he saw not all schools are allowing MRSS (Mobile Response Stabilization Services) in their schools and he questioned why.
  - Ms. Cardone shared that Norwalk City Schools and Willard City Schools have both been hesitant on letting in anyone from the behavioral health field. She is unsure of the reasoning. She has heard in the past that Willard does not want any outside agencies in their school and Norwalk does not want to show preference to an agency. Since this report was released, Norwalk has allowed MRSS a couple of times and she is unsure of what Willard has done.
  - She has attended superintendent meetings in the past informing them on what services are available for youth in Huron County.
  - Ms. Cardone, along with Mr. Tim Hollinger from Huron County Public Health, Ms. Niki Cross from Family and Children First Council, and Ms. Gracyn Shupp MHAS Intern, have met with the schools individually recently regarding youth mental health challenges. Once she gathers the feedback from the school meetings, she will attend each school's Board meetings to discuss what is being said throughout the county and what services are available.
- Ms. Cardone shared that Mr. Devin Pollick was awarded unemployment of approximately \$300 per month for one year.

Attachment I

July 20, 2023  
n = 10



# Annual Board Self-Assessment

The following questions will help you evaluate your own process as a Board member and assess how effectively the Board performs.

1. I receive necessary background materials and well-developed agendas within sufficient time to prepare for meetings.

4 Strongly Agree | Agree Neutral Disagree Strongly Disagree

2. I receive enough information to make well-informed decisions regarding agenda items.

8 Strongly Agree 2 Agree Neutral Disagree Strongly Disagree

3. I have a clear understanding of the Board’s mission, vision, and values.

10 Strongly Agree Agree Neutral Disagree Strongly Disagree

4. I have a clear understanding of the legal requirements and stipulations under which the Board acts.

1 Strongly Agree 7 Agree 2 Neutral Disagree Strongly Disagree

5. I have a clear understanding of information discussed in Board meetings and the materials provided to me.

6 Strongly Agree 4 Agree Neutral Disagree Strongly Disagree

6. I have a clear understanding of the difference between the responsibilities of the staff and the Board.

6 Strongly Agree 4 Agree Neutral Disagree Strongly Disagree

7. I have a clear understanding of the services funded by the Board.

5 Strongly Agree 5 Agree Neutral Disagree Strongly Disagree

8. Meetings of the Board are well organized, productive, and make good use of Board members’ time.

8 Strongly Agree 2 Agree Neutral Disagree Strongly Disagree

9. The Board has a culture that allows for active participation, candid communication, and rigorous decision-making.

10 Strongly Agree Agree Neutral Disagree Strongly Disagree

10. I have a solid working relationship with other Board members.

9 Strongly Agree 1 Agree Neutral Disagree Strongly Disagree

11. I have a clear understanding of the Board's strategic plan.

6 Strongly Agree 4 Agree Neutral Disagree Strongly Disagree

12. I have the opportunity to effectively influence the Board's strategic direction, culture, and/or performance.

5 Strongly Agree 5 Agree Neutral Disagree Strongly Disagree

13. My experience on the Board is positive, meaningful, and engaging.

8 Strongly Agree 2 Agree Neutral Disagree Strongly Disagree

14. Expectations for Board members are clearly defined and adequately communicated.

7 Strongly Agree 3 Agree Neutral Disagree Strongly Disagree

15. I am familiar with the Board's Bylaws.

1 Strongly Agree 7 Agree 2 Neutral Disagree Strongly Disagree

16. I actively promote our organization, programs, and staff in the community.

7 Strongly Agree 3 Agree Neutral Disagree Strongly Disagree

17. I actively participate in Board sponsored events in the community.

4 Strongly Agree 6 Agree Neutral Disagree Strongly Disagree

18. What is the single most important improvement the Board could make to be more effective in the upcoming year?

continue to monitor FLC  
communication  
communication & transparency is great!  
more Bd participation & community events  
focus on the levy  
addressing more to community

19. What suggestions do you have for ongoing Board education topics?

General mental health topics  
smaller trainings, perhaps quarterly  
Keep up w/ all of it, and someday I'll get it!  
rules + reg. training

20. Do you have any other suggestions?

Love you guys!  
Self care for all  
my "agree" comments relate to my personal journey, as learning has to a h/d ment.  
this board is awesome & it's one of the best run boards I've ever been  
a part of  
Board picnic

## Attachment II

**Grievance:** Individual called FLC on 5/18 to schedule an appointment. Expressed SI and they said they would call her back to schedule assessment. Never received a call back.

### **Plan of Correction from FLC (additions made by Governance Committee in red):**

We will be addressing this issue in several ways to prevent future occurrences:

1. We will educate our referral department to call the closest FLC office if a client indicates they have an immediate need.
2. If a client indicates they have an immediate need and are in crisis, the referral department will transfer the call to an emergency therapist.
3. ~~We will educate our referral department to also share with the client the option for assessment in the closest ED.~~
4. FLC shall provide training for referral department on what constitutes an immediate need and will ensure questions are added to intake paperwork (if they are not already included) to ensure this information is being gathered during the first call.
5. ~~Referral department will provide referrals to outside agencies if a client who is in immediate need is not able to be seen on the same day at an FLC office.~~
6. Referral department will provide all clients who call in with the following resources: Crisis Text Line (text 4HOPE to 741741) and 988.

**Follow up response from FLC:** We have made all of the necessary changes/adjustments noted. The questions were already part of our paperwork, but we are training staff on ways to better ask the questions to get the information needed. We have already sent all the information out via email to the necessary staff, but will also be having a zoom training this Friday, Aug. 11, that will allow us to better explain the process in person and allow them to ask further clarifying questions if needed. And this will now be made part of the training for all new necessary staff coming on board moving forward.

# Huron County MHAS Board Onboarding Process

**Within 30 days of Board appointment**

## In person meeting with MHAS Executive Director, mentor, and new Board member

Review the following information:

- MHAS Board Handbook Sections
  - Purpose of Board & brief history (A-4)
  - Roles and responsibilities (Board vs. staff, fiscal role) (A-3, D-12)
  - Current contracted providers (A-6)
- Logistics
  - Board roster & bios (A-1)
  - Committees & structure (A-2)
  - Board meeting schedule (A-5)
  - Board by-laws (A-4)
  - Google login, Board email, Chromebook (if requested) (email)
  - Acronym list (D-15)
- Homework
  - Videos: Roberts Rules of Order (D-11), Sunshine Laws (C-10), Roles & Responsibilities (A-3)
  - Read history of the Board (B-7) & ORC Chapter 340 (C-9)
  - Review OACBHA slides (Board training) and OACBHA information (B-8)
  - Read Board by-laws (A-4)

**Date:**  
**Initials:**

Mentor will contact new board member via phone or email at least once per month in between meetings

**After 1<sup>st</sup> Board meeting but prior to 2<sup>nd</sup> Board meeting**

## In person meeting with mentor and new board member

Review the following information:

- Relevant rules and laws
  - Sunshine law, transparency (C-10)
  - Ethics, conflict of interest (D-13)
  - Confidentiality, HIPAA (D-14)
- Meeting Operations
  - Roberts Rules of Order (D-11)
  - Contracts and budgetary actions (F-20)
  - Financial overview & fiscal year (F-20)
- Strategic Plan & Board Staff
  - Mission, vision, values, goals, targeted objectives (F-19)
  - MHAS staff & ED duties (E-17)
  - Information Sharing (D-16)
  - OhioMHAS Strategic Plan & Annual Report (F-20 and F-21)
- Homework
  - Videos: HIPAA (D-14), Ohio Ethics Laws (D-13)
  - Review personnel policies (E-18)
  - Read fiscal policies (F-22)

**Date:**  
**Initials:**

**9 months after joining the Board**

## In-person meeting with mentor and new Board member

- Questions about any topic to date
- Pick a CE topic, assign a video segment, and discuss that topic
- Feedback on onboarding process

**Date:**  
**Initials:**

**5 months after joining the Board**

## In-person meeting with mentor and new Board member

- Questions about any topic to date
- Pick a CE topic, assign a video segment, and discuss that topic
- Feedback on onboarding process

### **103.3 SECTION 3**

Revised: November 18, 2019

November 22, 2022

## **ORIENTATION OF BOARD MEMBERS**

The Board member orientation process shall be led by members of the Board, with staff assisting in compiling the new Board member manual and related administrative tasks. Each new Board member shall be assigned a mentor who shall make themselves available to answer questions and provide insight. The Board member orientation process is as follows:

1. Board Chair shall contact new member once their appointment is confirmed by the appointing authority.
2. Board Chair shall appoint a mentor for new member.
3. Executive Director shall send new member a letter of congratulations and schedule a time to meet to deliver the member's Board manual, introduce mentor, and begin onboarding process.
4. Board chair shall introduce new member to existing members of the Board at next Board meeting.
5. Mentor shall follow the Onboarding Flow Chart as detailed in this policy.

The following information shall be included in the Board manual and mentor will be review with new Board member:

### **Section A: Community Board**

#### ***Board Member Roster*** (A-1)

1. List of Board Members and contact information
2. Board Member Bios

#### ***Board Committees and Structure*** (A-2)

1. Program Committee
2. Finance Committee
3. Governance Committee
4. Board Meeting ground rules

#### ***Roles and Responsibilities*** (A-3)

1. Board Member Job Description
2. OACBHA Roles and Responsibilities training
3. Removal from office

#### ***Governance Policies*** (A-4)

1. Board By-Laws/Board Governance Section 100

#### ***Board Information*** (A-5)

1. Calendar of Board and Committee Meetings
2. Board Meeting Minutes (most recent)
3. Annual Report
4. Newsletter

#### ***Services & Providers*** (A-6)

1. Huron County Resource List

### **Section B: Behavioral Health**



### **Ohio's Behavioral Healthcare System** (B-7)

1. Ohio's Alcohol, Drug Addiction, and Mental Health Boards
2. Auditor of State Behavioral Health Handbook

### **OACBHA-Ohio Association of County Behavioral Health Authorities** (B-8)

1. Who is OACBHA
2. OACBHA Services

## **Section C: Laws & Legislation**

### **Ohio Revised Code Chapter 340** (C-9)

1. Chapter 340 ORC

### **Ohio's Sunshine Laws & Public Meetings** (C-10)

1. The Sunshine Laws and Public Meetings

## **Section D: Reference Materials**

### **Robert's Rules of Order** (D-11)

1. Introduction to Robert's Rules of Order

### **The Fundamental Roles & Responsibilities of a Board** (D-12)

1. What are the fundamental roles and responsibilities of a board?

### **Ohio Ethics Laws** (D-13)

1. Ohio Ethics Training

### **HIPAA** (D-14)

1. HIPAA Training

### **Acronyms/Abbreviations** (D-15)

1. Abbreviations list

### **Information Sharing** (D-16)

1. Where to find information

## **Section E: Board Office**

### **Staff** (E-17)

1. Table of Organization
2. Employee Job Descriptions

### **Personnel Policies** (E-18)

1. Board Personnel Policies and Procedures Section 200

## **Section F: Strategic Plan**

### **Strategic Framework** (F-19)

1. Mission, Vision, Values
2. Strategic Plan

**OhioMHAS Strategic Plan (F-20)**

**OhioMHAS Annual Report (F-21)**

## **Section G: Financials**

**Financials (F-22)**

1. Monthly Financial Statements
2. Preparation of Fiscal Year Budget (July through June)
3. Board Levy Reserve
4. Fiscal Year Revenue Budget (most recent)
5. Fiscal Year Expense Budget (most recent)
6. Fiscal Year Revenue YTD (most recent)
7. Fiscal Year Expenses YTD (most recent)
8. Fiscal Policies
  - a. Board Fiscal Policies Section 400