

The Healthcare Consortium

Notes from the Board of Directors Meeting of December 4, 2024

I. Call to Order and Roll Call

This meeting was held virtually on the Zoom web platform. All voting was done contemporaneously via computer audio.

The meeting was called to order by President Becky Polmateer at 2:34 p.m.

The following members were present at roll call: Karen Amanna, Robin Andrews, Nina Benvenuto, Toni Carroll, PJ Keeler, Theresa Lux, Jack Mabb, Victoria McGahan, Marielle McKasty-Stagg, Maria Ostrander, Amanda Pierro, Becky Polmateer, Jolene Race, Scott Thomas, John Thompson, Dorothy Urschel and Kathleen Eldridge.

The following members were absent from roll call: Dan Almasi, Bob Gibson, Art Proper, David Rossetti, and Aislinn Smith.

Also present were staff members Claire Parde, Nathan McLaughlin, John Ray and Lisa Thomas.

II. Service Story

Prompted by the Governance Committee, Service Stories are brief anecdotes that are meant to illustrate the nature of the Consortium's work and its impact on our clients. Nathan McLaughlin, Director of Consumer Assistance Programs, presented a story about recent assistance provided to clients by staff in the Navigator Program.

Nathan McLaughlin exited at 2:40 p.m.

Dan Almasi arrived at 2:40 p.m.

III. Reminder of the Duty to Disclose

Becky reminded the group to please remember their duty to disclose any interests that may give rise to a conflict when the Board acts. No disclosures were made at this time.

IV. Consent Agenda

The Board considered minutes from the following meetings:

- Board of Directors meeting of October 2, 2024
- Budget and Finance Committee Meeting of November 26, 2024

The motion to accept the minutes/actions of the Board of Directors meeting of October 2, 2024 and the Budget and Finance Committee meeting minutes from November 26, 2024 was made by Scott Thomas, seconded by Dorothy Urschel, and unanimously approved.

V. Treasurer's Report

A. Fiscal Highlights Report

Board Treasurer, Jack Mabb, presented the Fiscal Highlights Report. He noted that investments have increased by 2.5% and are up 22%, or \$68K, in the past rolling year. Medicaid rides and revenue have increased. The cash balance is lower than usual but isn't considered to be low.

B. Seeking approval for the Annual Operating Budget

The Budget and Finance Committee reviewed the budget with John Ray and Greg Pettyjohn and voted unanimously to recommend its approval by the Entire Board. The reduction in total revenue was anticipated and is due to the planned end of the Tobacco Control Program. Additionally, the Consortium has been informed that it is no longer considered eligible to receive General Operating Support from the Foundation for Community Health, as our service areas do not sufficiently overlap. The Foundation for Community Health will, however, continue to provide funding for residents of Copake and Ancram for the Prescription Access and Referral Program and for CARTS.

David Rossetti arrived at 2:47 p.m.

In all, the budget projects a loss of \$165,000 by the end of 2025 largely driven by projected losses in the CARTS Program. However, the projected Medicaid revenue for CARTS is conservative and the hope is to outperform the estimate. We also expect the funding shortfalls for CARTS to be remedied by additional fundraising throughout the year.

The motion to approve the Annual Operating Budget was made by David Rossetti, seconded by Theresa Lux, and unanimously approved.

John Ray exited the meeting at 2:51 p.m.

VI. President's Report

A. Report on the ED Evaluation

Claire's annual evaluation survey was sent out to Board members. Becky will meet with Claire to review the board's evaluation results. Claire's current contract is for two years, ending December 31, 2025. Therefore, decisions by the Board regarding compensation are not required this year.

A motion to enter Executive session was made by Jack Mabb, seconded by Amanda Pierro, and unanimously approved.

Claire Parde and Lisa Thomas exited the meeting.

A motion to return from Executive session was made by Robin Andrews, seconded by Amanda Pierro, and unanimously approved.

Claire Parde and Lisa Thomas rejoined the meeting.

B. Seeking approval for the Strategic Plan

Becky reported that the work of the ad hoc Strategic Planning Committee has ended and noted that Mary Gail Biebel did a fabulous job leading the group through robust conversations. The group feels that even though the prior plan was a good one, the current three-year plan is even better, as the goals and strategies are at a more appropriate level and written in language that is more direct, plain and accessible. The Committee members were thanked for their efforts to create it.

When asked for questions and comments on the Plan, a member expressed surprise that it didn't include the word "quality" to describe our services. It was agreed that the plan will be amended to do so. On the whole, it was agreed that the Plan offers a good roadmap for the next three years. It was also agreed that the plan may need to be adjusted if the federal landscape changes.

The next step is to complete an annual implementation plan with performance targets, timelines and responsible staff.

The motion to approve the Strategic Plan was made by Robin Andrews, seconded by Theresa Lux, and unanimously approved.

VII. Governance Report

A. Review of draft 2025 Board and Committee Meetings Calendar

Governance Committee Chair Robin Andrews asked Board Members to review the calendar and identify any dates that need adjustment. As none were offered, she indicated that a final version will be sent to the board and posted on the Board portal.

B. Review of draft 2025 Governance Calendar

There aren't any problematic dates.

C. Notice of Secretary's departure and need for new Secretary/Governance Chair

Robin reported that she will be leaving the Board in March, making the February meeting her last. Robin has served as Secretary of the Board and Chair of the Governance Committee, and both roles have required her to also sit on the Executive Committee as well. We need to fill these roles, but the same person doesn't need to do both. Anyone who is interested in these roles should let Becky know. Board members are also encouraged to join the Governance Committee if interested. It has thrived under Robin's leadership. Robin was thanked for her service to the Board.

Nina Benvenuto exited the meeting at 3:19 p.m.

VIII. Executive Director's Report

A. End of Year Reflection

Programs:

While it was a difficult decision to relinquish the Tobacco Control Program, Claire was grateful for the Board's support. She also felt fortunate that we were able to contract with Judith Rightmyer to provide program management and staff support in the last months of the contract. We recently vouchered for final expenses, and when those are reimbursed, that will truly end that chapter.

The application to NYSDOH for the Rural Health Network Development Program (RHN) was submitted in late November. As that grant term is expected to begin on October 1, 2025, we expect a nine-month extension to our current contract.

Reorganization of the Leadership Team:

Claire reviewed how the Leadership Team had been reorganized in 2024:

- Lisa Thomas became the Director of Business Operations in February.
- At the same time, John Ray was promoted from the position of Fiscal Manager to Director of Finance
- Nathan McLaughlin was hired as the Director of Consumer Assistance Programs.
- Sydney Keiler is our Director of Development and Communications, working 25 hours per week.
- Jim Funk is the Program Director for CARTS.

Staffing:

There has been a lot of turnover in Navigator. We have hired three staff this year, but two of them have since been fired. At the same time, Elaine Allen retired and we are currently managing the extended absence of one Navigator on maternity leave.

Dorothy Urschel exited the meeting at 3:28 p.m.

While these other positions have been in flux, Doreen Rodriguez has been truly amazing, at times single-handedly managing all the client work of the Navigator Program. She has always been solid but has recently transformed into a true leader.

Floyd Mink has become a Program Assistant for CARTS, which has been essential to managing the volume of calls to the program (roughly 90 incoming calls per day).

Greg Pettyjohn became the Director of Finance on September 3rd. He has been working alongside John Ray, who has been a very patient and kind educator. John is winding down, and is scheduled to depart on December 31st. He has moved out of the fiscal office so that Greg can more fully embrace the role.

Communications and Development:

We have made several efforts related to fundraising year, including hosting the Annual Recognition Event, CARTS Fundraiser, and a Charity Night at Night School, plus conducting an End-of-the-Year Campaign that kicked off on Giving Tuesday. We also licensed a donor base called Bloomerang that supports donation management, event ticketing, and mass emailing.

We have also done a lot of work in the communications domain, updating our logo, which is on swag, letterhead, brochures, envelopes, etc., created a new format for our Annual Impact Report, distributed a quarterly newsletter, enhanced our social media presence on Facebook, Instagram and LinkedIn, and developed CARTS donation flyers, envelopes, and a client handbook. We also filed a Certificate of Assumed Name and can now officially use "The Healthcare Consortium." Claire has been intimately involved in all these moves, often reviewing and rewriting content to ensure a consistent message and "voice."

Board Network Relations

Pine Haven Nursing and Rehabilitation Center and Columbia County Recovery Kitchen were added as Network Members. Karen Amanna from COARC and Nina Benvenuto from Columbia County Office for the Aging joined the Board of Directors. The Strategic Plan was developed.

Looking ahead to 2025

Claire acknowledged the need to provide more oversight and guidance for the new Director of Finance. Claire and Lisa will discuss how Lisa's role can be of more support for fiscal functions. This year's focus will be on staffing Navigator and expanding NY Connects. Fundraising efforts will focus on donor development i.e. cultivating direct one-to-one relationships with potential donors. We will pursue adding one or more new programs to replace the Tobacco Control Program.

IX. Network Member Spotlight—Columbia County Recovery Kitchen

Board colleague, Jolene Race, provided an overview of Columbia County Recovery Kitchen.

- The Columbia County Recovery Kitchen started in 2020 in response to COVID and the need for hot meals.
- They started with 200 meals per week. Through networking, they found the need to be great and are now serving 2,000 meals per week, including breakfast and lunch to Head Start, Hudson mission and youth groups.
- They have two chefs as well as over 100 volunteers who prepare, package and deliver. They are always in need of more volunteers. It is hard to keep volunteers now that the real threat of COVID has ended.
- Outreach is done through the schools, churches and the Department of Social Services.
- They have moved to the Churchtown Fire House. They obtained a grant to place ten refrigerators throughout the county.
- Please reach out if you know of someone in need. You can call or email. Their website is www.columbiacountyrecoverykitchen.org.
- Claire commented that our NY Connects Program encounters those that are food insecure all the time. Rachel Cole feels relieved to have a place to refer people.

Nina Benvenuto rejoined the meeting at 3:50 p.m.

- Jolene would like to serve more and expand. She is working to get into the Dwyer Center to serve Veterans.
- Claire commented that Jolene really professionalized the organization, and it is well-established under her leadership.
- Comments from Board members include: the meals are warm and fresh; those at the warming center enjoy the family style; hats off to efforts; great to have them to turn to; fantastic and so needed.
- Requirements to receive meals include a series of questions, including income.
- Some only have a temporary need and will volunteer when they no longer need assistance.
- They deliver to the Philmont Library refrigerator. They started with 5 meals per week and are up to 12 meals per week.

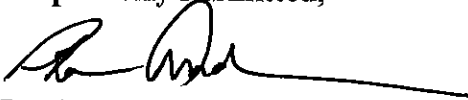
Dam Almasi exited the meeting at 3:57 p.m.

- The funding comes from grants and private donations.
- Department heads are meeting to collaborate and form an alliance.
- Claire said it is great to have the Columbia County Recovery Kitchen as part of our Network and thanked Jolene for all that she does.

X. Adjournment

The business of the regular Board meeting being concluded, the meeting was adjourned at 4:02 p.m. with a motion from David Rossetti

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Robin Andrews', with a long horizontal line extending to the right.

Robin Andrews, Board Secretary