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**ED’s Report to the Board**

**June 4, 2025**

**THE HIGHLIGHT REEL**

* **Quickbooks conversion.** As previously reported, we made a planned migration from Quickbooks Desktop to Quickbooks Online starting on May 12th. Despite our best efforts, the process has not been a smooth one, full of countless, lengthy phone calls to inept customer service representatives located in noisy rooms in foreign countries, and bizarre snafus. One such snafu occurred this week, when we were initially unable to process payroll due to what a popup error box called “unpaid liabilities.” It turns out that QB, without direction from us, paid what it perceived to be $7,396.21 in payroll tax liabilities on our behalf—although these had previously been paid by us directly—and then suspended the payroll service until we reimbursed them that amount, via wire transfer, in its entirety. This was accomplished yesterday, and we are able to continue processing payroll today, via direct deposit, as planned. However, their actions have resulted in an overpayment to NYS and the IRS, which will still need to resolve. Additionally, there have been problems with payments failing to record on the General Ledger. We expect that we will be ironing out the “lumps and bumps” associated with this data migration for a few more weeks.
* **Audit.** The audit process has been an absolutely grueling one, particularly for poor Greg. As we have discussed many times before, a large firm like Bonadio has a “one-size-fits-all” process that suits them but is poorly scaled to an organization of our size, complexity and capacity. The requests have been enormous in number and extremely time-consuming; nevertheless, Greg has managed to satisfy them all in a timely way. For its part, Bonadio has struggled with its own capacity (a member of the audit team quit this week) and has been slow to get us drafts of the financials for review. We welcome the completion of this audit process and our relationship with Bonadio.
* **Greene County NY Connects.** Our role managing the Greene County NY Connects Program began on April 1st and seems to be going very well. We are delighted to report the return of Ashling Kelly, who many of you know, to the Healthcare Consortium as a full-time Information and Assistance Specialist (I&A) for the Greene County NY Connects Program. Ashling began her work on Monday, April 28th at the Greene County Office for the Aging in Catskill, where she reports five days per week; unsurprisingly to anyone who has known her, she is already doing a spectacular job. Director of Programs, Kathleen Coffey, reports to that office twice weekly, in support of the program and of Ashling. On a biweekly basis, Kathleen and I meet with the leadership team at Greene County OFA to ensure a smooth transition.

**FISCAL MANAGEMENT**

**Grants and Contract Management**

* **NYS Grants and Contracts**
* Navigator (NAV)—We finally received approval from NYSDOH for our budget modification request, and were able to start vouchering for expenses incurred since last December. December, January and February vouchers have been submitted. Although we are frequently receiving “nastygrams” from the Navigator Program leadership indicating that we’re out of compliance because our vouchers are late, our contract manager is explicitly asking us to send them one at a time, separated by a week. Therefore, we plan to submit the March voucher by the end of this week, the April voucher by the end of next week, and the May voucher by the end of June.
* Rural Health Network (RHN)—As previously reported, we submitted an application for the next Rural Health Network Development contract on 11/27/2024 for a contract period starting 10/1/2025; the response to that application is pending. In the meantime, we submitted a 9-month work plan and budget for the 9-month extension on the current contract, which is making its way through the signature process (first to the AG’s and then to OSC). Until the contract is fully executed, we cannot voucher for expenses incurred since January 1st.

**PERSONNEL MANAGEMENT**

* Our part-time Navigator, David Leacock, separated from the organization, as planned, on May 9th. David has indicated that when he returns from his travels in the fall, he would gladly rejoin the organization, which may prove a great help to us during the open enrollment period.
* In the meantime, we continue to advertise and interview for full-time Navigators, but have found that the candidates are not suitable. Nevertheless, it is important to continue the search in order to satisfy the demands of our Navigator Program funders at NYSDOH, who insist we try to fill all vacant positions, even when doing so is not necessary to meet the demand for services.

**OTHER UPDATES**

* As previously reported, we were exploring an opportunity to contract with the County to operate the Northeast County Connector Shuttle, linking Chatham, New Lebanon and Canaan, and submitted a proposal on May 1st. Unfortunately, we learned that the funding that the County hoped could be used to support this shuttle service did not allow for it. There may be other options, but for the time being, that effort is on hold.
* As you know, I serve as the Chair of the Rural Health Council. The group convened virtually on May 29th for what I thought was a very successful meeting. Invited speakers included Meg O’Leary, counsel to the Council, who presented on the Rural Flexibility Analysis; Ali Coates, who presented on Rural Proofing; Carrie Roseamelia, who presented on DOH’s efforts to bolster the healthcare workforce; and Colleen Flanigan, who presented on Hepatitis C in Rural NYS Counties.

**BOARD AND COMMUNITY RELATIONS**

* Participated in a health equity survey with regard to the CMH Psych Unit expansion on 4/3
* Participated in the HR Roundtable Labor Law Update with John Bagyi of BSK on 4/30
* Participated in the SNAP-ED Regional Advisory Committee meeting on 5/8
* Attended the “All the Lonely People” film screening hosted by CHAHEC and NYSARH on 5/8
* Attended the Co-Greene Suicide Prevention Coalition kickoff meeting on 5/13
* Hosted the Co-Greene Long Term Care Council meeting on 5/21
* Chaired the Rural Health Council meeting on 5/29
* Attended the CHAHEC Board meeting and Fundraiser on 5/30

**UPCOMING BOARD AND COMMITTEE MEETING DATES**

7/02 Executive Committee 9:00 am

7/16 Governance 1:00 pm

7/22 Budget and Finance 3:00 pm

8/06 Board of Directors 2:30 pm

TBD CARTS Fundraiser (IN PERSON) 4:30 pm