

**Executive Board**

* **Mayo**

Dr. Bruce Sutor \*

Dr. Casey Clements \* (Vice Chair)

Erin Sexton \*\*

Clare Larsen

Wendy Moore

* **Olmsted Medical Center**

Dr. James Hoffmann \*

* **Olmsted County**

Amy Rauchwarter \*\*

Amy Becker

Amy Thompson \*

* **CREST – County Region 10**

Nina Arneson \* (Chair)

John Pugleasa \*

Laura Sutherland

* **SE MN NAMI**

Matthew Bjorngaard \*

* **UCARE**

Rob Burkhardt

Lynn Price

Michelle Luehring

* **SCHA**

Leota Lind

Ruth Boubin

* **Blue Plus**

Beth Nelson

Jennifer Jiang

Ashley Rosival

Foua Khang

* **NEXUS Leadership**

Margaret Vimont, Vice President

Nicole Mucheck, Executive Director

Mindi Zamzow, Finance Director

Ken Varble, Controller

Jamie Swift, Clinical Supervisor

Must have quorum to vote +5

\* Voting Member

\*\*Alternative Voting Member

**Executive Board Minutes**

**February 22, 2024**

Meeting called to order at 3:32 pm by Vice-Chair Casey Clements.

All those in attendance introduced themselves.

Voting Members: Non-Voting Attendees:

Amy Thompson Amy Becker

Dr. Sutor Maggie Fort

Dr. Clements Wanda Berg

Mathew Bjorngaard Margaret Vimont

John Pugleasa Laura Sutherland

Carly White

Joelene Evenson

Loren Latourelle

Mindi Zamzow

Lynn Price

Nicole Mucheck

Jamie Swift

Ruth Boubin

Clare Larsen

Erin Sexton

Wendy Moore

Tara Reich

Candace Dammen

Approval of Agenda – motion made by Dr. Sutor and second by Mathew Bjorngaard, no discussion and motion passed.

Approval of January minutes – motion made by Dr. Sutor and second by Mathew Bjorngaard, no discussion and motion passed.

Committee Reports:

1. Steering – Carly White reported on the January meeting and the committee discussed the overall SERCC data and then provided updates regarding the change to 30-day stay for adults – all documents have been submitted and waiting on DHS. Updated on open staffing positions was discussed. No case debrief was brought forward in January. Laura Sutherland added that the CREST Directors decided to pause the CREST led debriefs since there hasn’t been any brought forward recently and wanted to focus on Operational Practices committee. No specific plan for how long to pause debrief or when to restart and may need to reframe the ask for case debriefs since so few had been brought forward. Nicole Mucheck mentioned that ad hoc debriefs will be happening as needed or requested.
2. Finance – Nicole Mucheck offered a summary of this past Tuesday’s meeting. There was an overview of January financials and then the committee reviewed the ask to make a recommendation regarding patient responsibility. Sliding fee scale, parental fees (collected by counties) and possibly caping uninsured individuals – all these items were discussed, and that more data is needed in order to move forward. Collecting fees from participants was not something the committee seemed ready to move forward with. Nexus will be gathering data for the next finance meeting. There was no recommendation made at this time. Dr. Clements raised the concern of individuals not seeking care due to participant billing. Clare Larsen and others raised concern around caping uninsured individuals – is it allowed via licenses and ethically? Comments around how to operationalize any fees that are charged in a person centered way and/or operationalize how to balance the budget without charging fees. CREST is not interested in restricting SERCC access to keep county boards happy but need to create a financially stable SERCC. Take back to finance committee that caping uninsured is no palatable to

the Ex Board. Dr. Clements updated that Olmsted County has made payment toward debt. Mower, Goodhue, Houston and Wabasha have contacted Nexus regarding payments. Mathew Bjorngaard has been thinking about the billing participants conversations and while we don’t want to cause barriers we also don’t want to make assumptions that all people coming into SERCC can’t pay. Mathew is leaning toward insurance and payment conversations should be happening in a way that doesn’t add stress but does get individuals access to service and benefits they qualify for. Should SERCC be connecting individuals with navigators to access insurance/payment options. Jamie Swift wanted to clarify that SERCC is asking for insurance, running insurance verification and helping individuals get on MA and/or connecting with navigators. Need to have clear documentation and meet individuals where they are at regarding insurance and billing. Are there models around seeking services without financial hardships – Clare Larsen commented that there are options and maybe reviewing what process SERCC has in place and are there updates that can be made with a more holistic approach in mind.

1. Operational Practices – Mathew Bjorngaard reported that the committee met in early January with a robust discussion and there were 3 key take aways – 1. Clarity around definitions around policies, workflows, etc. 2. Discharge planning is a work in progress and Nexus is making changes now that are not ready for review. 3. Confirmation that the whole group wants to do the right thing for SERCC. Next meeting will continue to review discharge planning and the changes Nexus is started to make. Nicole Mucheck confirmed that the workbook sent earlier today was the documents asked to be shared by the Ex Board at the January meeting.
2. CREST Denials – Pausing committee at this point to focus on the operational practices committee. This will be brought back but not yet a plan/timeline on standing the denials committee up again.
3. Advisory Board – Carly White updated that the Advisory Board met on 2/14 and there were some new faces at the meeting. The conversation was around the structure of the Advisory Board and if there are any changes that need to be made to increase participation, meeting format, follow up after meetings, etc. There were some ideas from the community members around recruitment; that is more inviting and more defined as to what the Advisory Board participation includes. Laura Sutherland will continue to cross promote the Advisory Board at the regional management team meetings. Carly White also commented that SERCC has seen an increase in feedback and could also use that to create Advisory Board agendas.

Executive Director’s Report – Nicole Mucheck started with a census update and are meeting the youth residential budgeted amount and are slightly under the adult residential budgeted amount but have seen an increase in adults this past week. There are still open positions at SERCC. Five CREST counties have reached out regarding 2021/2022 debt payments and SERCC staff will be at the next CREST Directors meeting for questions/conversation. Connected with DHS regarding the change to 30-day and if there would be a rate change – no rate change and the documents have been sent onto the new licensor. Clarification question around the 30-day bed is only for up to 2 beds. The federal rate increase has still not been received and there isn’t a timeline from DHS on that. Nursing reduction was complete and moving forward well. There is new signage on the front door and behind the front desk. Lights have to be dimmed due to federal bird migration standards and have had comments from individuals that SERCC doesn’t look open in the evenings/night. The year end data report should be ready for distribution in March. Positive comments from Facebook about where to go for services and that SERCC will help you was noted and also screen shots were printed and shared with staff – staff was happy to see positive feedback.

Finance Director’s Report – Mindi Zamzow reviewed the January financials. Provided clarity around the accounts receivable (AR) how those move from AR to covered by braided funding. Question around AR comparison from January 2023 and January 2024 – Mindi will begin making comparisons for review. Mathew Bjorngaard recommends making these comparisons quarterly for a larger sample size – Mindi will complete quarterly comparisons. Joelene Evenson reviewed the donations received in 2023 and what the plan is for 2024, including SERCC visibility with possible community donors. Starting to plan a fundraising event for summer. Carly White confirmed that there will be an outreach event, March 8th at the Red Wing Eagles Club, in collaboration with The Local Hooligans a local band. There will be information handouts as well as the music. Piloting this and hoping to create this in other communities – both Local Hooligans and Red Wing Elks Club donated their time and space. Community support via donations and grants is part of the path to sustainability. Mindi continued the financial documents review with open staff positions and census numbers for January. Then moved into January expense and revenue reports. There was a question around pace of drawing down braided funds and will it be depleted before the end of the year – this is hard to compare and comment on based on only one month of service. There will also be a fluctuation in usage over the year.

Governance Agreement Discussion – Dr. Clements gave a high level overview regarding the discussion: 1. What language should go into Governance Agreement vs. the Purchase of Service Agreement 2. Determination of voting members, does it need to be readdressed? 3. CREST Counties invoicing and 4. Action items around reviewing the governance agreement language and comments are all being addressed. John Pugleasa has begun reviewing the GA and that there are a number of comments that will not be hard to review and come to agreement around and there are some language in the GA that will take harder conversations. Dr. Sutor is encouraged around the working moving this forward.

Motion to adjourn made by Dr. Sutor and second by John Pugleasa, motion passed unanimously.

Meeting adjourned at 4:53 pm.