

**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**

**January 25, 2024**

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

Casey Clements welcomed everyone and asked people to put their names and favorite winter activity in the chat.

All those in attendance introduced themselves.

Voting Members: Non-Voting Attendees:

John Pugleasa Amy Becker

Amy Thompson Maggie Fort

Dr. Sutor Wanda Berg

Dr. Hoffmann James Johnson

Nina Arneson Clare Larson

Mathew Bjorngaard Loren Latourelle

Dr. Clements Nicole Mucheck

 Tara Reich

 Margaret Vimont

 Amy Rauchwarter

 Candace Dammen

 Joelene Evenson

 Jamie Swift

 Mindi Zamzow

 Carly White

 Foua Khang

 Laura Sutherland

 Erin Sexton

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

Approval of December minutes – motion made by Dr. Sutor and second by Dr. Hoffmann, no discussion and motion passed.

Director’s Report – Nicole Mucheck gave an update on current census and have served 104 unique individuals so far in 2024. Averaging 7 adults and 4.5 youth in residential. There are multiple positions still open at SERCC including a clinical supervisor and multiple DSPs. Overnight nursing change has been completed currently staffing from 7am-11:30pm, this will be reflected in the budget as a positive variance and saves 1.25 FTEs and anticipated savings of $134,400. Has had feedback from DHS regarding changing to 30 day stays for adults, DHS is asking for some updated documentation and Nexus anticipates supplying those documents by beginning of February. SERCC currently has an adult waitlist. Operational practices committee needs and has asked for policies and Nexus wants the documents shared to remain within the committee. The current adult residential rate doesn’t include the federal rate increase and should hear soon regarding that as the 2024 rate DHS gave to Nexus is less than the 2023 rate. Still waiting on more from DHS and then there may be back billing. Also, working through mobile crisis enrollment with DHS and will hopefully have an answer from DHS end of this week. There is a new SERCC promotional video that Nicole will send out to the group after the meeting and will be using it as a marketing tool going forward. Currently working on the 2023 year in review data documents and presentation and will be similar to the previous years’ versions. Had a request from CREST regarding finalizing the financial requests from CREST counties and has been submitted to Candace Dammen. CREST also requested follow-up regarding the Fillmore County participant incident and will be getting that information to CREST hopefully next week. Dr. Clements wants the Ex Board voting members to also receive a copy of the Fillmore County participant incident follow-up and other Ex Board members agreed.

Steering Committee – Steering committee meets 1/26 and the Ex Board wants a report

regarding follow ups from the meeting.

Finance Committee – Amy Thompson asked a clarifying question around billing SERCC participants after a recommendation from the finance committee to begin billing participants. The motion has not yet come before the Ex Board. Should there be some conversation around billing process and what to do when billing participants? Ask the finance committee for a recommendation and the reason behind the recommendation regarding billing participants. Do we need to address this question today or can we send this back to the finance committee? Adding to the recommendation to ask the finance committee to include action items in their recommendations. Insurance details and cards are asked for upfront and then Nexus uses an insurance verification process and that generally catches anyone not admitting to having insurance. There has been an increase of adults without insurance seeking services at SERCC. Yes, SERCC staff are helping uninsured participants apply for MA. There also needs to be a discussion around how uninsured individuals and that that should be part of the recommendation from finance committee. **Action item: ask the finance committee for a recommendation regarding billing individuals including both those with insurance and those without insurance. The finance committee recommendation should include action items to move the recommendation forward.**

Operational Practices Committee – Mathew Bjorngaard began the update that the next meeting is February 8th. Dr. Clements acknowledged Nicole’s comment about regarding keeping policies within the group. John P. asked a question around the timeline for this committee moving forward and why haven’t we seen movement from this committee. Margaret responded that Nexus leadership did make some changes and those changes should be shared. **Action item: Nexus will share prior to the next meeting what steps Nexus has already taken to address the feedback and provide the updated documents and workflows. Nicole confirmed that Nexus will share that information to both operational practices committee and the Ex Board.** The committee has asked for the same information multiple times but has yet to receive it from Nexus. Addressing the feedback is important when sharing information about SERCC with county boards and community partners.

Finance Director’s Report – Mindi Zamzow reviewed the December financial documents. Joelene Evenson provided an update regarding the philanthropy plan and will continue to look at different opportunities including large funders and longer term partnerships. Recorded an allowance for bad debt in December 2023 so the used of braided funding was higher that month – this is the amount in AR that Nexus does not expect to collect on. John P. asked a clarifying question around the definition of braided funding (used to cover operations) and community funds (used to cover participant costs) – which is about 30% of the total revenue for SERCC and thus about 70% is from billable services. The youth residential rate not billable is the largest drain on the braided funding and we need to continue to work with the legislature to move youth residential to being billable. There is some momentum across the state but this is a slow moving process.

Governance Agreement – Dr. Clements began the discussion around the special meeting that was held last week to begin the updating process. The conversation was lively. The timeline is to wrap this up by April. Nina is optimistic regarding the action items that came out of the meeting. There was candid conversation at the meeting and Amy T. confirmed that CREST will be dedicating time to the action items at their next meeting. Dr. Sutor expressed hope that this is figureoutable despite there being a slight kerfuffle around agreement language and that having more CREST staff attend and participate is a positive. We need to remember to capture the participant voice and how can we ensure that voice is part of these governance agreement discussions. Laura Sutherland shared that the Advisory Board would be a place to hear that voice, but the Advisory Board is not functioning at this time. Mathew shares the same concerns regarding not having a functioning Advisory Board and he does plan to attend the next additional governance agreement discussion. Carly White confirmed that Nexus is trying to get the Advisory Board up and running this past month and would be willing to work with other partners to reach out to more participants. Would the LAC be able to partner with Nexus regarding the Advisory Board? Laura would be willing to bring this to CREST RMT and LAC to partner.

RMT works non-stop to maintain lived experience representation at RMT meetings and hopes that SERCC staff maintains that level of outreach. Motion that we include Advisory Board reports on the SERCC Ex. Board made by Amy Thompson and second by Mathew Bjorngaard, no discussion and motion passed. **Action item: we will add a report regarding the Advisory Board to the SERCC Ex Board agendas going forward.**

Mayo TeleEM – Nicole Mucheck confirmed that SERCC has been using Mayo TeleEM to keep individuals at SERCC instead of traveling to the ED for medical care prior to transition into residential care. The billing system is set up and can be used moving forward. Do we want Mayo to bill individuals for used of Mayo TeleEM services? If Mayo doesn’t bill how do we capture that in-kind from Mayo? Does Mayo bill currently individuals? - Mayo will begin billing individuals. Mayo doesn’t have to bill SERCC participants but the process needs to be figured out. Dr. Hoffmann is interested in this process and coordinating care between Mayo and OMC. Access to TeleEM has been happening since SERCC opened and do we want to start billing participants? This will not effect SERCC finances at all. Laura Sutherland raised the bubble pack barrier to admission. Dr. Clements clarified that bubble packs would be a pharmacy question not a TeleEM question. Nicole clarified that Carly has done some work around bubble packs and that using old medications or mixing medications is a problem with bubble packs. The denial committee is paused due to frustration of lack of movement and hopefully work in other committees will be completed and address the concerns and them communicate that back to denial committee. Conversation brought back to TeleEM discussion, does Mayo have a preference? Mayo doesn’t want unnecessary ED visits and would rather have individuals stay at SERCC and if Mayo billing will hinder individuals staying at SERCC then they would rather not bill. Recommendation is to hold off on billing at this time but begin gathering the cost data for Mayo in-kind reference within SERCC financial documents. The TeleEM billing question can be readdressed in a few months once the governance agreement changes discussion has been finalized.

Motion to adjourn made by Nina Arneson and second by John Pugleasa, no discussion motion passed.

Meeting ended at 4:59pm.