



St. Louis Office for Developmental Disability Resources
Minutes of the Meeting of the Board of Directors
Thursday February 11, 2021

Board Members Present:

William Siedhoff, Chairperson	Dionne Flowers, Board Member	David Weber, Board Member
Ken Franklin, Vice Chairperson	Cynthia Mueller, Secretary	Sherry Wibbenmeyer, Board Member
Patrick Brennan, Board Member	Nina North-Murphy, Board Member	

Board Members Absent: None**Staff Members Present:**

Shaelene Plank, Executive Director	Nate Head, Sr Agency Relations Rep	Jack Neyens, Financial Consultant
Nathan Patton, IS Manager	Ebony Young, Agency Relations Rep	Rachel Shapiro, Executive Assistant
Olivia Pruitt-Payne, HR Manager	Lisa Briggs, Controller	

Guests Present by Phone:

Kelly Tiefenbrun, Sunnyhill	Kathy Farache, AADD	Heather Ward, Lifebridge
Brandi White, Bridges	Amanda Kehoe, Sunnyhill	Jodi Woessner, Pathways to Independence
Mark Keeley, St. Louis ARC	Rachel Svejkosky, FACT	

I. Call Meeting to Order

Bill Siedhoff, Chairperson, called the St. Louis Office for Developmental Disability Resources Board of Directors Meeting to order at 5:05 pm.

II. Remarks from visitors - No remarks.**III. Introductions –** Introductions of the Board Members and guests were made as they participated.**IV. Mission Moment**

- a. Brandi White with Bridges and Kelly Tiefenbrun (with ISLA program)
 - i. Their agency supports individuals in achieving independence in the community and at home. The program is now called ISLA. They have found success in utilizing telephone and virtual support which had not been an option in the past. They conduct regular calls with consumers, assisting them with telehealth, creating logins, and following protocols for appointments.
 - ii. She shared two consumer success stories and is encouraged by additional similar stories every day.

V. Approval of Meeting Minutes

- a. The following minutes were presented to the Board for approval:
 - i. November 2020 Board Meeting and closed Executive Session
 - ii. January 2021 Executive Committee Meeting
 - iii. January 2021 Finance Committee Meeting
 - iv. February 2021 Program Committee Meeting
- b. There were no additions or corrections to the minutes.
- c. **David Weber moved to approve all minutes; Nina North Murphy seconded the motion. All voted in favor. None opposed. Motion carried.**

VI. Committee Reports

- a. Finance Committee (Lisa)
 - i. Lisa reported on the audit. The auditors issued a clean opinion on the audit. No modifications were necessary. It was completed in accordance with GAAP standards.

- ii. Lisa went over specific items on the auditors' Viewpoints report. Looking at Revenue vs. Expenses, Lisa explained that in 2016 we were in the red. Since 2018, we have been operating in the black. 2021 we expect a balanced budget.
 - iii. Our fund balance ended at \$13 million this year. Would be nice to maintain that. Gives us a year's reserve, which would protect us from catastrophe for a year.
 - iv. **David Weber moved to accept the audit and Ken Franklin seconded the motion. All in favor. None opposed. Passed.**
 - v. December Financials
 - 1. Lisa reported on financials as of 12/31/20. Tax revenue had started to come in already. We are at \$12.467 million as of 12/31. December tax was on the low side at 2.18. January made up for that. We are ahead this year vs. December and January of last year.
 - 2. Head count is at 30.
 - 3. Revenue is under budget, but this changes in January. TCM revenue is consistently under budget. We are short two Service Advocates, which will be changing next month. It has been difficult for our Service Advocates to do in-person visits which cuts down on billable time. Hopefully will turn around after pandemic.
 - 4. Expenses are almost \$630,000 under budget.
 - 5. TCM is negative for the year \$99,000.
 - 6. As of 12/31, we are down to six Medicaid liability payments. Since we received so much cash in taxes in January, we will write one check for remainder and get that off our books for good.
 - 7. **David Weber moved to approve the financials. Nina North Murphy seconded. All in favor. None opposed. Motion carries.**
 - 8. Finance committee also proposed a 2% market rate adjustment for agencies. Fiscal policy mandates how much we should award. **David Weber moved to approve the rate adjustment. Nina North Murphy seconded. All in favor. None opposed. Motion carries.**
- b. Executive committee
- i. The Executive Committee is recommending the Executive Director's succession plan (detailed in the meeting packet). **Dionne Flowers moved to approve the plan. Pat Brennan seconded. All in favor. None opposed. Motion passes.**
 - ii. **Dionne Flowers moved to approve the governance policies (detailed in meeting packet). Pat Brennan seconded. All in favor. None opposed. Motion passes.**
 - iii. Job Descriptions – **Pat Brennan moved to approve the Board member/officer job descriptions. David Weber seconded. All in favor. None opposed. Motion carries.**
 - iv. Ken Franklin added that these policies will help us as an organization get to a sustainable point. We are growing and this puts us in a direction of management that leads us into 21st century Human Resources. He applauds the staff for leading those efforts. Bill agreed and added that we can offer this up to other organizations. He is impressed with what was done.
 - v. The Executive committee also reviewed the bylaws at their last meeting. They are not recommending any changes to the bylaws at this time.
- c. Program Committee
- i. Program committee approved reallocating the unused award of \$20,000 from Family Forward to St. Louis ARC for their Parents Learning Together program. It is the intention that this will be a permanent reallocation. Ongoing it will be approved by the full board during the regular funding cycle.
 - ii. Right now, we anticipate \$260,000 of our FY21 budget will go unexpended. Propose reallocating a one-time award (proposal detailed in meeting packet). Proposing \$100,000 be reallocated across 32 eligible agencies. Additional funding contingent on success of first round and continued need. Billable activities are in the areas of housing, health, transportation, and technology. If approved, we will send details to agencies.

- iii. Every agency will get the same amount. No application from our standpoint. Will be up to the agencies to determine how they are going to allocate it to individuals.
- iv. **David Weber moved to approve the reallocation of \$100,000. Pat Brennan seconded. All in favor. None opposed. Motion carries.**

VII. Executive Director's Report

a. Agency Relations

- i. Working with Alliance program team to prepare funding announcements.
- ii. Agencies will follow a modified funding request process. Gives them more time to see how programming will look in FY22.
- iii. Funding requests available March 22nd. Need to be submitted in portal by April 16th.
- iv. Agency Relations has completed partner review meetings for all 36 agencies. The Alliance received survey feedback from over 130 agencies and staff across the alliance. Responses showed 95% liked the new review process and that it integrated the guiding principles into the process. It has been beneficial to all the agencies.
- v. Alliance has hosted 1st peer learning exchange. ISLA providers met to discuss lessons learned – from providing virtual services and best practices to support individuals in managing their personal finances. Their 2nd meeting will be held this month to continue discussing this issue.
- vi. Project visits – only doing virtual. These visits give us an opportunity to see, experience, and better understand agency services.

b. TCM

- i. Chrystal Griffin, Director of Service Coordination, has resigned. In the interim, her direct reports now report to Shaelene. This will continue for a minimum of one month while she assesses the situation. Then she will post a position.
- ii. Exciting news around the waitlist. Waitlist funding has been restored. Three of our consumers moved off the waitlist so far.
- iii. There are two Service Advocate vacancies. One offer was accepted today, and we are in the process of offering a 2nd person the other available position. Will have news soon.

c. IT

- i. Staff are now using the new intranet site that Nathan Patton has built. We are testing it now.
- ii. Restructuring our fileserver (staff are moving files and deleting files according to our record retention policy).
- iii. Disaster recovery plan – will be ready for review next month.
- iv. IDHelp - Would like to see our numbers in the city increase. Number of 211 calls for our types of services has been down. We plan to discuss with PLB and DDRB. Awareness is important in changing this trend.

d. Strategic Plan

- i. Went into this in depth with the Executive Committee. Gave an overview to the full board. The plan is for 2019-2021. At end of this year, we will revise it and review it.
- ii. 1st goal – Strengthen relations with provider agencies to ensure quality services in meeting consumers' needs.
 - 1. Meeting needs: Used needs assessment and got feedback. Helped us identify needs and gaps in the city. Decided to open funding cycle for FY21, resulting in the funding of four new agencies and seven new projects.
 - 2. Alliance – feedback has been great with our agencies in partner review meetings. They feel a partnership and find the meetings helpful.
 - 3. We have encouraged networking among agencies and increased our presence on various work groups/committees: DD Resources sponsored national APSE conference in 2019; Alliance team held their first peer learning exchange

4. TCM partnerships – regular meetings with St. Charles and Jefferson County TCM directors to increase collaborative efforts.
- iii. 2nd Goal – Develop communication strategies to educate and inform the community about DD Resources and the needs of individuals with developmental disabilities.
 1. We have made progress on this goal: Jefferson City visit; Shaelene has become co-chair of the MACDDS committee; supporting the merger of the St. Charles and St. Louis Provider Coalition.
 2. Encouraged staff and board to subscribe to the phone2action platform that alerts people to legislative issues important to people with developmental disabilities
- iv. 3rd Goal – Explore additional public support to fulfill DD Resources’ mission.
 1. Looking at options for federal grants to help our agencies. Have not had time with ERA and modifying business due to the pandemic.
 2. Can become a priority again once ERA is fully established and the pandemic is over.
- v. 4th Goal – Monitor and prepare for changes in managed care.
 1. Continue to be a member of MACDDS and the legislative committee.
 2. Collaboration with St. Charles and Jefferson County boards in providing TCM services and focus on quality of services and outcomes.
 3. Make sure we have strong TCM leadership, well-documented policies & procedures, and are meeting outcomes outlined in our contract. We are doing that.
- vi. 5th Goal – Identify ways to leverage existing resources to reach more consumers.
 1. Making progress: Have been flexible with funding; moved funding to grant funding (from POS); funded new agencies and projects in 2020-21.
 2. Will continue to explore funding needs and possibilities related to technology. Now looking at mid-year funding to assist people with basic needs affected by pandemic
- vii. 6th Goal – Create ways to maximize resources and meet consumer needs through partnerships and collaboration.
 1. Difficult to accomplish during pandemic, but agencies have started peer learning. One challenge was around staff shortages. Agencies shared staff.
 2. Helped agencies with technology and providing virtual supports.
- viii. 7th Goal – Implement best practices for board leadership and engagement.
 1. The Nominating and Personnel committees were combined into one committee.
 2. Reviewed new governance policies and job descriptions.
 3. Developed Board engagement plan: Included two trainings so far, which addressed funding of agencies and TCM. Getting ready to do what we can do with a virtual visit to Easterseals Midwest at end of February. Will help the Board understand the roles of our agencies and all the great things they do.
- e. Agency Dashboard
 - i. HR goals
 1. Two Service Advocates resigned but we are filling those positions.
 2. Meeting all outcomes in TCM and doing well.
 3. Quality assurance – meeting all goals
 - ii. IT goals
 1. 99% up time for resources. Helpdesk performance (assists staff with technical requests) – does not get used to full potential, but we track it. High priorities - work stoppage; Medium priorities - have an immediate impact limiting productivity; Low priorities - requests, standard maintenance, non-critical issues.
 2. Web site – Unique page views per quarter (3500 roughly). Shows most viewed pages.

- a. Bounce rates - percentage of people who look at the 1st page and leave the site or continue browsing. Tells us if there is enough information for people to engage with our page.
 3. Facebook – Looking at page likes, total likes. Tracking how many people are engaged with our page. Ongoing. Encouraged Board members and friends to like our page. If you have information to share, please send it to us.
 - iii. Fiscal performance
 1. Great in all areas. Low in “Cash balances will not exceed FDIC limits 80% of the day” because our financial advisor is having hard time buying CDs because interest is low. He has been buying federal home loan notes. Looking at changing \$250,000 minimum balance in our checking account
 - iv. AR
 1. 24/36 agencies held partner review meetings. 95% satisfaction.
 2. 7 agencies taking advantage of the Goal Attainment Scaling training (capacity building activity)
 3. 6 peer learning exchanges and collaborative opportunities
 - v. Board of Directors performance / Board Engagement
 1. Doing great with attendance
 2. Board assessment – it is time to complete the board assessment electronically. You will be receiving a link to complete this assessment. First you will assess the board as a whole; then you will assess yourself as a board member. Please complete the assessment by Friday, Feb 26.
 3. At the end of February will be meeting virtually with Easterseals.
 4. Please subscribe to Phone2Action. Will alert you about legislative activity important for people with developmental disabilities.
 5. St. Louis Coalition update – working with St. Louis County and St. Charles Provider Coalitions. With DDR sponsorship, we have brought five more City agencies into the coalition (AADD, YMCA, Horizon Housing, House of Pais, and Chapel for the Exceptional).

VIII. Unfinished Business – None

IX. New Business – None

X. Announcements - None

- XI. Closed session to discuss matters related to personnel issues as allowed by §610.021(13), RSMo. and call for motion to adjourn.**
- a. **David Weber moved to adjourn the general meeting and go into closed session. Pat Brennan seconded the motion. All in favor. None opposed. Meeting went into closed session at 5:56 pm.**
 - b. **General meeting re-opened at 6:15pm and Ken Franklin moved to adjourn the Board meeting; Nina North Murphy seconded the motion. All in favor. None opposed. Board meeting adjourned at 6:15 pm.**

DocuSigned by:

Cynthia Mueller

Cynthia Mueller, Secretary

3/18/2021

Date Approved