

**MID-OHIO PSYCHOLOGICAL SERVICES, INC.**  
**BRADLEY A. HEDGES, PH.D.**  
**PSYCHOLOGIST**  
**EXECUTIVE DIRECTOR**

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Pursuant to the laws of the state of Ohio in which this corporation is organized, and its bylaws, a meeting of the Directors of Mid-Ohio Psychological Services, Inc. was held on April 14, 2005 at 5:30 p.m. at 624 East Main Street, Lancaster, Ohio. A quorum of members was present.

The following directors were present: Will Sharp, Larry Novak, Barbara Salyers, and Nathan Hale. Also present at this meeting were Brad Hedges, Executive Director, Shawna Watts-Shumaker, Administrative Coordinator, and Alice Grant, Accounts Payable Manager. The following members were not present: Jennie Saelens and Linda Owen. The meeting was called to order by Will Sharp, Board Chair.

The following items were discussed:

1. Shawna Watts-Shumaker read letters of resignation from Jennie Saelens and Linda Owen. Jennie Saelens has taken a new job with the Fairfield County Drug Court and determined a dual relationship with MOPS would be a conflict. Linda Owen felt she could not devote the necessary time to the Board.

Larry Novak motioned and Nathan Hale seconded the following resolution:

**Resolution #04-14-05-01**

**Be it resolved the resignations of Jennie Saelens and Linda Owen be accepted with regret. The motion passed unanimously.**

2. Dr. Hedges spoke briefly regarding the need for additional board members. He cited a recommendation from CARF to have a mental health consumer on the board and that he has asked staff members to identify appropriate candidates for this position. He also noted that he has received recommendations for a caseworker from Children's Services and one from Fairfield Medical Center. He will pursue these options. Two potential consumers have also been identified. Through discussion, it was decided that we should attempt to have two board members added. Will Sharp stated it will be necessary to at least temporarily reassign monitoring the agency goals to the current board members due to these resignations.
3. The minutes of the previous meeting were emailed to members with the board information packet prior to tonight's meeting.

Larry Novak motioned and Nathan Hale seconded the following resolution:

**Resolution #04-14-05-02**

**Be it resolved the Minutes of the February meeting be accepted. The motion passed unanimously.**

4. Dr. Hedges presented a graph of staff production, billing ratios, and production ratios to the board. He indicated the goal is that each clinician produce two and a half times what they cost. He stated paperwork time continues to be a factor in cost, but that production has increased significantly. He also stated that the staff has become aggressive with billing and collection is now running approximately 70 to 75 days instead of 90. This has helped the problem of cash flow and will allow more collection time should a billing error occur. He noted a new billing person was hired several months ago to help clean up any errors and she is doing a great job. The staff is also watching more closely for Medicaid eligibility.
5. The current financial audit concerns were discussed. MOPS has been working with XaktSoft to develop a method of interaction between the accounts receivables and the QuickBooks accounting software. According to the staff at XaktSoft, it will be approximately one more month before this process can be fully functional. Dr. Hedges asked the board to accept the current financial statements, noting that the receivables are currently on a cash basis and the expenses on an accrual basis. Will Sharp pointed out that this results in a conservative statement of our financial position.

Larry Novak motioned and Barb Salyers seconded the following resolution:

**Resolution #04-14-05-03**

**Be it resolved the current financial statements be accepted and expenses paid as funds are available. The motion passed unanimously.**

6. Quality of Service issues included three policy changes that related to Corporate Compliance, Business Ethics & Conduct, and Conditions of Employment. The Corporate Compliance is a new policy and the Business Ethics & Conduct replaces the current policy written to APA standards. The Conditions of Employment is a change regarding advertising for new employees and termination of employment. Larry Novak suggested that "Affectional Orientation" be added to the Corporate Compliance policy and the name of the Corporate Compliance Officer, Shawna Watts-Shumaker, be listed. Will Sharp noted that the Board should also sign the Business Ethics & Conduct statement.

Barb Salyers motioned and Nathan Hale seconded the following resolutions:

**Resolution #04-14-05-04**

**Be it resolved the new Corporate Compliance policy be accepted with the above noted changes. The resolution passed unanimously.**

**Resolution #04-14-05-05**

**Be it resolved the Business Ethics & Conduct policy and the changes to the Conditions of Employment policy be adopted. The resolution passed unanimously.**

7. Quality Assurance activities are up-to-date through February and reports for the second quarter have been completed.
8. The only Client Rights issue involved a physician inquiry as to whether MOPS had terminated services to a client. This was not intended to be a formal complaint and it was verified the client had not kept any scheduled appointments during the previous four months.
9. Dr. Hedges announced the recent CARF Survey resulted in a full three-year accreditation for MOPS. The three-year accreditation is the highest possible and Dr. Hedges noted it was rare for an agency to attain this recognition on the first CARF Survey. He also praised Shawna Watts-Shumaker for her tireless efforts to accomplish this goal. Dr. Hedges stated that out of approximately 180 survey items, MOPS will only need to review or update twelve items and most of those were policies already in place and will only need slight changes in wording.
10. Dr. Hedges spoke of the Referral Source Survey conducted at the Fairfield County Children Services. He noted in an overall rating of this agency, MOPS consistently ranked over the other agencies in the area. The ADAMH Board has asked MOPS to develop a system-wide referral source survey.
11. Staffing issues include hiring Ashley Byers to replace Melinda Richards as a front office receptionist. Dr. Hedges noted this position had been offered to a current employee on lay-off status, but the offer was declined. Elizabeth Stutz has been hired as a therapist for the Franklin County office and is doing very well.
12. Dr. Hedges noted the Franklin County office is currently open five days a week with two clinicians there almost everyday and three clinicians on some days. Dr. Joni Grim from the Franklin County office has asked the building owners to increase the office space by one office until the complete expansion can be done.

13. The Clinical Information System is still in the process of working out some problems. It is anticipated that additional costs will be involved to accommodate CARF requirements.
14. Shawna Watts-Shumaker spoke regarding the upcoming Mental Health Awareness Day sponsored by the ADAMH Board. This event will be in conjunction with the Vintage Car Show sponsored by New Horizons. She also stated the ADAMH Board plans to promote mental health awareness in the community until mid-summer and then switch to an organized levy campaign for the November election.
15. The Community Health Consortium has not been meeting recently. Dr. Hedges spoke of the initiatives to have all community agencies working together. Specifically, MOPS will be hosting a "secure e-mail server", will be working to help develop the ADAMH's web page, and will be working with the ADAMH Board to develop a Client Satisfaction Survey and a Referral Source Survey. He also stated MOPS will begin to develop workshops as a means of having local training for community agencies.
16. Dr. Hedges noted that grant money has been allocated to MOPS to develop a secure website in order that all community agencies will be able to work together to better service the community mental health issues.
17. Will Sharp asked the Board to continue working on their individual agency goals.

Larry Novak motioned and Nathan Hale seconded the following resolution:

**Resolution #04-14-05-06**

**Be it resolved the April meeting of the Board of Directors for Mid-Ohio Psychological Services, Inc. be adjourned. The resolution passed unanimously.**

The next meeting will be held June 9, 2005 unless notified otherwise.

Respectfully Submitted:

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Alice J. Grant