

MID-OHIO PSYCHOLOGICAL SERVICES, INC.
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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 August 26, 2004 at 5:30 p.m. at 624 East Main Street, Lancaster, Ohio. A quorum of members was not present.

The following directors were present: Will Sharp (by phone), Mike Rehrer, and Barbara Salyers. Also present at the meeting were Brad Hedges, Executive Director, Shawna Watts, Administrative Coordinator, and Alice Grant, Accounts Payable. The following members were not present: Larry Novak, Jennie Saelens, and Linda Owen. Because a quorum of members was not present, voting was delayed until the next board meeting.

The following issues were discussed:

1. The financial situation remains good, however, income is down slightly due to delayed payments from area boards, significant employee absences due to vacations and maternity leaves, and the change of fiscal years. Alice will meet with Jeff Burrow of Winfree, Ruff & Associates on August 27, 2004 to close out Fiscal Year 2004 and correct some current issues with the change to accrual accounting. Issues address by Will Sharp at the previous meeting were noted to be journal entries from the previous audit and do not currently change until the next audit is completed. The accountant will also be asked if it is possible to correct these numbers throughout the year and if there is a means to do this automatically. The annual financial audit by Jones, Cochenour & Company will be completed in September. Dr. Hedges noted he expected a smooth audit.
2. Dr. Hedges reviewed the goals of the agency and Will Sharp suggested each board member be given one of the goals to review and monitor to insure efforts are being made and mechanisms are in place for completing the goal. A discussion was held on each of the goals: Quality of Service; Staffing; Fiscal Stability; Growth; Promote Agency to the Community; and Increase Awareness/Coordination with Other Agencies Within the Community.
 - A. Quality of Service: Dr. Hedges and Shawna Watts spoke briefly regarding the upcoming CARF certification and that MOPS will need to complete this process by the next ODMH certification. Dr. Hedges noted that in most cases MOPS currently has policies and procedures that are in

compliance with CARF but there were areas where MOPS has had to adapt to their guidelines.

- B. **Staffing:** A discussion was held on employee turn over. Dr. Hedges noted that a typical county mental health agency has a thirty-three percent turn over rate and MOPS has only a 16.5 % turn over. He also stated that overall the turn over rate is actually lower but a one-time dual employee relationship with a local foster care network inflated the rate to 16.5% when the contract was not renewed and shared employees were no longer part of the MOPS staff. He stated the reason for the low turn over rate was due to a “goodness-of-fit” system that enables the staff to mold themselves into a position where they are comfortable and able to do a better job. Compensation and benefits for staff members is relatively competitive. Mike Rehrer asked about training for the clinical staff and if MOPS paid for and shared in the cost of the training. Dr. Hedges noted that MOPS generally gives time off with pay but does not pay for most clinical training unless it directly benefits the agency. Barb Salyers suggested doing joint training with other local agencies in an effort to reduce the cost.
- C. **Fiscal Stability:** Dr. Hedges noted that while MOPS is in better financial shape than past years, we have not been able to maintain a two-month cash reserve. Mike Rehrer asked about the time frame of bad debts and the amount of time before an unpaid account was turned over to the collection agency. Shawna Watts stated that reporting for accounts receivable is more timely and unpaid accounts are being monitored more closely. As a rule, unpaid accounts are turned over for collection in approximately ninety days. As a result of this monitoring, the amount of bad debts is being reduced.
- D. **Growth:** Dr. Hedges stated that MOPS has been able to comply with the ADAMH request of not adding to capacity but the waiting time for first time clients has exceeded thirty days for the first time since the agency began. A process has been developed to have clients complete and return the new client paperwork before an appointment can be set. It is felt this will reduce the no-show rate for new clients which is higher than for an established client. It is felt that by reducing the number of no-shows the waiting time should decrease also. Mike Rehrer questioned the clients need to be seen in a timely manner. Dr. Hedges noted that every effort is made to meet client need and that emergencies are still referred to the hospital if necessary.
- E. **Promote Agency to the Community & Increase Awareness/Coordination With other Agencies Within the Community:** Dr. Hedges and Will Sharp spoke briefly regarding the community’s awareness of the agency and the Community Health Consortium meetings at the local hospital. Dr. Hedges also noted the good reputation that MOPS has with local agencies and referral sources. He also stated he hopes to become more involved with referral sources as a way to promote awareness.

3. Quality Assurance Report. Shawna Watts noted that two additional reports have been posted to the web site and the committee is currently working on June and July reports. The timeliness of Quality Assurance Reports is much better than in the past.
4. There were no Client Grievances.
5. Professional Staff Organization. Dr. Hedges stated that Kelly Kleimeyer has resigned and taken a position as a School Social Worker and Heather Stevens has been hired as the new Home Based Therapist. He noted that Heather is adapting well and doing a wonderful job. Dr. Hedges also stated he hopes to expand the Home Based counseling staff. A brief discussion was held regarding vacations and the need for supervisors to more closely monitor staff absences so there is no major interruption of client services. Will Sharp suggested having a central schedule of vacations to prevent too many staff members being out at one time. Dr. Hedges will work with supervisors to monitor absences.
6. Support Services: There were no Support Services issues.
7. New Business: Policy changes were discussed regarding records retention and a one-line change in the personnel issues. These will be reviewed by board members and voted on during the next meeting.
8. Old Business: Dr. Hedges stated that clients are being seen in the Franklin County office on five clinical days. Joni Grim is currently overseeing the operation and seeing clients on three days. Misty Coleman sees clients on two days and Michael Selegue will soon be seeing clients one day per week. Dr. Hedges noted the demand for sex-offender counseling services is higher than anticipated due to the closure of two Franklin County programs. Currently there are nineteen clients waiting to be scheduled at this location. It is estimated that it will be necessary to expand the lease to add additional space by late winter or early spring. It will take approximately two to three months for the landlord to make the space operable.
9. The clinical information system is in the process of being conformed to meet the current requirements. A final cost estimate should be ready in the next two weeks. A BETA version should be available in approximately two months. Dr. Hedges would like for the clinical supervision staff to use the system for a month or so to work out any problems and then another four to six months for it to be fully operational.
10. The ADAMH Board levy was discussed. Executive Director Orman Hall sent out an email of things the board is doing to advertise the levy. One of the methods being considered is a speaker's bureau with the hope that speakers would be available for area groups in the very near future.

Will Sharp asked that all board members review the goals and current agenda items and they will be voted on at the next meeting. The meeting was adjourned.

A short meeting of board members only was held after this session.

The next board meeting will be held October 21, 2004 at 5:30 p.m. Please plan to attend.

Respectfully submitted:

Alice J. Grant