

The Healthcare Consortium

Notes from the Board of Directors Meeting of August 7, 2024

I. Call to Order and Roll Call

This meeting was held virtually on the Zoom web platform. All voting was done contemporaneously via computer audio.

The meeting was called to order by President Becky Polmateer at 2:35 p.m.

The following members were present at roll call: Robin Andrews, PJ Keeler, Theresa Lux, Victoria McGahan, Marielle McKasty-Stagg, Maria Ostrander, Becky Polmateer, Jolene Race, Aislinn Smith, Scott Thomas, and Kathleen Eldridge.

The following members were absent from roll call: Dan Almasi, Karen Amanna, Nina Benvenuto, Toni Carroll, Bob Gibson, Jack Mabb, Amanda Pierro, Art Proper, David Rossetti, John Thompson and Dorothy Urschel.

Also present were staff members Claire Parde, Rachel Cole, Sydney Keiler and Lisa Thomas.

Amanda Pierro arrived at 2:45 p.m., Karen Amanna arrived at 2:46 p.m., and Dorothy Urschel arrived at 2:58 p.m.

II. Service Story

Claire introduced what will be a new standing item at the top of board meeting agendas called “Service Stories.” Prompted by the Governance Committee, Service Stories are brief anecdotes that are meant to illustrate the nature of work and its impact on our clients. Claire invited Rachel Cole, Consumer Assistance Programs Coordinator, to be the first to share an impactful story. Rachel started with the agency as a Navigator and was promoted over time to her current role coordinating several programs, including NY Connects, the Prescription Access and Referral Program and the Financial Assistance Funds. She is an experienced and dedicated worker with a real helping instinct.

Rachel reported that NY Connects is busier than ever; the number of clients who have needed assistance through the program is significantly higher than it was last year. Rachel then gave an overview of a case she worked on involving a gentleman, who had suffered a stroke, and his caregiver. Rachel worked with them to apply for Medicare Part D, which provides coverage for prescription medications. While the application was pending approval, Rachel deployed the resources of our Prescription Access and Referral Program to pay for two weeks’ worth of his medication to tide him over. During the assessment process, Rachel also realized he was eligible for Medicaid. Rachel worked closely with the Department of Social Services to prepare and process the Medicaid application. Rachel also consulted with the attorney from Columbia County Office for the Aging as there were issues with the healthcare proxy. Rachel stated that it was a real collaborative effort between agencies to assist this gentleman. Rachel also mentioned that the Consortium’s practice of providing off-site

service delivery came in handy, as she was able to meet with this gentleman at the library in New Lebanon, which was much more convenient for him.

In addition, Rachel shared how she has been able to offer donated produce to her clients.

Claire mentioned how Rachel's role is probably one of the most challenging at the agency, because her knowledge of programs must be expansive and detailed ("a mile wide and THREE inches deep") and she must integrate all those services on behalf of a client. Rachel does this work very well.

III. Reminder of the Duty to Disclose

Becky reminded the group to please remember their duty to disclose any interests that may give rise to a conflict when the Board acts.

IV. Consent Agenda

The Board considered the following meeting minutes:

- Board of Directors meeting of June 5, 2024
- Audit Committee Meeting of June 26, 2024
- Governance Compliance Committee Meeting of July 17, 2024
- Budget and Finance Committee Meeting of July 23, 2024

The motion to accept the minutes/actions of the Board of Directors meeting of June 5, 2024, and all Committee meeting minutes was made by Theresa Lux, seconded by Amanda Pierro, and unanimously approved.

V. Treasurer's Report

On behalf of Board Treasurer, Jack Mabb, Claire presented the Fiscal Highlights Report. The cash balance is good. We have eight months of operating expenses in reserve. Excess cash has been placed into two separate accounts in two separate institutions to ensure the money will be insured. There is roughly \$250,000 at the Bank of Greene County and an equal amount with Live Oak Bank, where it earns a 4% rate of return. The performance of the Board-designated Fund (i.e. investment account) has been good through June.

The amount of grants receivable is tolerable, but includes \$52,000 owed to us by NYSDOH for the Tobacco Control Program. There have been extensive delays on the part of NYSDOH processing our budget modification request, but once we can voucher for these expenses, the contract will be closed and our relationship with the Bureau of Tobacco Control will end.

The annual operating budget was created last Fall with the assumption that we would continue the Tobacco Program. When the decision was made to forego applying for the next contract, we pledge to update the 2024 operating budget to account for that change. We have done so and presented it at the last Budget and Finance Committee meeting. However, since the numbers aren't firm yet due to outstanding vouchers, we will wait to present it to the Entire Board until the next meeting in October.

We have received the audited financial statements. They will be issued to all funders. The Bonadio Group is still working on the IRS 990. It is expected to be completed in the next couple of weeks. As was advised by the auditor, it will be circulated to all Board members for review and comment, but it does not need to be voted upon. In the Fall, we will put out a request for bids for a new auditor. Reviewing the bids and selecting a new auditor will require assistance from Board members.

VI. Governance Chair's Report

Robin Andrews provided a report from the Governance Committee on the results of the Biennial Board Assessment. Eighteen responses came in, which is great. The results were overwhelmingly positive. It was a long survey, so the responses were much appreciated. The highest scores were related to commitment to the mission and creating new programs. Members would like to see more consistent reporting on the Strategic Plan and hear more about development. The Committee will update the tool to make it substantially shorter and more relevant.

VII. President's Report

Board President Becky Polmateer provided an update on strategic planning. There has been a good response from members regarding joining the Committee. Meetings will be starting soon. A meeting has been planned with Mary Gail Biebel, who is an organizational consultant specializing in strategic planning who has volunteered to assist the Consortium with our process. There will be four meetings at Cornell Cooperative Extension beginning in September. Claire will send out a communication later in the week. Following the meetings, the results will be presented to the entire Board, hopefully in December.

VIII. Executive Director's Report

A Healthcare Consortium check was stolen. A check for \$9,405 was sent to Sydney Keiler, Director of Communications and Development, at her home in Brooklyn. It was altered to a different payee for \$30,000. John Ray caught this right away and notified the Bank of Greene County. The funds hadn't been transferred yet. The money has been credited back to our account. This is our third or fourth piece of mail issued to vendors to go missing. We have been advised to stop sending checks by mail, but there is a cost associated with electronic funds transfers. We will be scrutinizing our policies and procedures to see if we can strengthen our protections against a similar occurrence in the future. In the meantime, Sydney has agreed to be compensated through direct deposit.

The search for a Director of Finance continues. We have had a few candidates. One is still under consideration.

The search for a Navigator continues and is becoming urgent. Elaine Allen, Navigator, resigned due to unresolved medical issues. She had been on leave for seven months. Emi Davenport, Navigator, will be out on maternity leave in November, which is the start of open enrollment for the New York State of Health Marketplace.

The first meeting of the Rural Health Council, for which Claire serves as Chair, occurred on June 18th. The Council will meet three times per year and will focus on developing priorities and committees.

IX. Communications/Board Discussion

Sydney Keiler, Director of Communications and Development provided an overview of current and future plans for development and communications for the Consortium.

Development Accomplishments in 2024

- Annual Recognition Event held on April 11th
 - \$5,095.96 raised, \$2,878.17 net
 - 10 sponsorships for \$3,658.00
 - 10 donations for \$437.56
 - 62 attendees

- CARTS Fundraiser held on August 1st
 - \$13,903.06 raised, \$10,302.33 net
 - 37 sponsorships for \$10,956.25
 - 17 tickets sold for \$1,153.20
 - 6 donations for \$1,403.61
 - Raffle ticket donations of \$390.00
 - 68 attendees

We are now utilizing a new donor database through Bloomerang, which has been extremely helpful. It tracks and acknowledges donations, disseminates mass emails, creates event pages, tracks notes, and streamlines the process.

Communications accomplishments in 2024 include the creation of social media pages on Facebook, Instagram and LinkedIn. The summer issue of our new newsletter will be released soon. The Consortium's logo has been updated to give it a new look and feel. An agency Impact Report was created to scale down the Annual Report.

Donation flyers and envelopes are now in agency vehicles. A CARTS welcome packet that details how the program operates is currently in development and will be given to all clients. There was a great suggestion to give these to providers as well.

Plans for the remainder of 2024 include a Night School "Friend"raiser. It will be held on October 10th from 5:00-8:00 p.m. in Greene County. A portion of the proceeds from food and drink sales will benefit the Consortium. We will have an end-of-year campaign focusing on all of the programs. Research on available and appropriate grants continues.

This past year has been focused on building the foundation of a well-rounded development program with Sydney's guidance. Claire has come to realize that our work is both for and *with* the community; philanthropy is just another kind of partnership. Moreover, she enjoys the special events, where it is great to see people connecting, building and cultivating relationships.

Board members can assist with our development efforts by spreading the word (e.g. by following the Consortium's social media accounts on your professional and personal accounts), make connections and bring friends and colleagues to our events.

X. Adjournment

The business of the regular Board meeting being concluded, the meeting was adjourned at 3:42 p.m. by a motion from PJ Keeler.

Respectfully submitted,



Robin Andrews, Board Secretary