

GOVERNANCE BOARD MINUTES OF MONTHLY MEETING

December 8, 2022 via Hybrid Meeting (In-Person & Teleconference)

5:00 p.m.

Knox County Health Department

1361 W. Fremont St.

Galesburg, IL 61401

The Knox Community Health Center Governance Board monthly meeting was held via Hybrid Meeting (In-Person & Teleconference) on December 8, 2022. President Karen Lynch called the meeting to order at 5:00pm. Governance Board members present in-person were Karen Lynch, Sammi Durdle, Diane Munson and Gayle Keiser. Governance Board members present via teleconference were Bill Butts, Harlan Cook, Christina King, Tara Hillier, and Angela Petersen. Absent: Marty Andrews and Amber Miles. Also attending in-person were Michele Gabriel, CEO; Reina Reyes, COO; Staci Simpson, Director of Operations; Dr. Andrea Miller-Finch, Dental Director; and Tina Jockisch, Administrative Clerk. President Karen Lynch declared a quorum.

ADDITIONS TO THE AGENDA

Ms. Gabriel, CEO noted under Director of Operations (a) Governance Board Member Compliance Report was changed to be an ACTION item. Additionally, under Director of Operations (b) Updated Paperwork for Governance Board Member Compliance Manual was added for informational purposes only.

APPROVAL OF MINUTES

Dr. Miller-Finch noted she attended the November 10, 2022 meeting via teleconference and asked the November minutes be updated to reflect that.

A motion to approve the minutes of the November 10, 2022, meeting with the addition of Dr. Miller-Finch attending via teleconference was made by Sammi Durdle and seconded by Christina King. The motion for approval was unanimously adopted by a voice vote.

PRESIDENT'S COMMENTS

There were no items on the agenda under President's Comments. President Lynch wished everyone Happy Holiday.

STANDARD MONTHLY OPERATIONAL REPORTS

The only item on agenda under Standard Monthly Operational Reports, Reina Reyes, COO, presented the November 2022 Standard Monthly Operational Reports. These are reports that provide operational and performance measures data for the Community Health Center and are provided to the Governance Board each month. Reina Reyes, COO stated these were the standard monthly reports that are not reviewed individually; however, they are always available to answer questions. President Lynch noted with the number of working days in November she was pleased with the total number of new patients for month of November. A motion to approve the November 2022 Standard Monthly Operational Report as presented was made by Bill Butts and seconded by Sammi Durdle, the motion for approval was unanimously adopted by a voice vote.

EXECUTIVE DIRECTOR'S

The first item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated the Governance Board on Staffing, stating we have openings for Director of Human Resources (noting Patrese is still providing parttime assistance with Human Resources, primarily payroll and reporting), Director of Compliance and Quality Management (position has been open for a year), Dentist, Dental Hygienist, Dental Assistants, LPN, and Behavioral Health Counselors.

The next item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated the

Governance Board on Medicaid Program Encounter Rates for FY23. Michele stated the encounter rates are adjusted each year by the Medicare Economic Index (MEI), and as of January 1, 2023, Medical Encounter rate \$163.10, Dental Encounter rate \$130.47 and Behavioral Encounter rate \$74.30; the Community Health Center billing will reflect those 3.8% rate increases as of January 1, 2023.

The next item on the agenda under the Executive Director's report, Michele Gabriel, CEO, updated the Governance Board on Construction Projects, Michele reminded the Governance Board that the Health Department closed so MSI had full use of the building and parking lot to remove old and install the new seven HVAC units on the roof; they are all in place and primarily hooked up and running. Michele reported that Ameren installed the new gas meter behind building to sustain the change of gas flow into the building to run the new HVAC units, noting it gives us the ability to control it remotely. Additionally, the ADA (Americans with Disabilities Act) modifications to the Health Center with the Capital funding we received is going smoothly with few interruptions or complications in the Health Center. Michele stated the rooms that were remodeled or moved in the back of Health Center are close completion; additionally, they are beginning construction to widen entrances to the Dental and Medical hallways; working on them one at a time so there is easier access for wheelchair accessibility. Michele stated construction on the front of the Health Center is ongoing, so all clients must enter through the main Health Department entrance. President Lynch asked when the project would be completed. Reina stated hopefully they will finish the project January or February, noting the sign replacement out front of building is the final part of this project.

The next item on the agenda under the Executive Director's report, Michele Gabriel, CEO, Michele updated the Governance Board on Strategic Planning, Michele stated Tina sent out an email asking Board members to provide feedback on what date and times would work best for them. The overall consensus was most Board members were not available before 5:00pm, so with the 5:00pm start time the meetings are scheduled for Tuesday January 17, 2023, and Tuesday January 24, 2023 from 5:00pm-7:00pm. Michele stated her recommendation is to keep the vast majority of the strategic plan, do a SWOT Analysis, focus on specific goals and ideas for moving forward, getting our numbers up, and amend or change some of the things that have changed due to the environment, such as having Providers take walk in appointments.

The final item on the agenda under the Executive Director's report, Michele Gabriel, CEO, Michele updated the Governance Board about FY23 Salary Schedule Implementation, Michele stated FY23 salary implementation went into effect December 1, 2022, noting she held four informational sessions for staff via Microsoft Teams and recorded them in case someone was unable to participate. Michele stated she explained the new salary schedule to them, the policies, how we were implementing longevity, and what we were looking at moving forward. Michele noted the average staff increase was approximately twenty percent, which will help with staff retention and recruitment. Michele stated the Directors met with their staff individually to let them know what their new wage was and explained what their longevity period was, overall, it was well received.

CHIEF FINANCIAL OFFICER

The only item on the agenda under the Chief Financial Officer's report, Michele Gabriel, CEO, presented to Governance Board the December 2022 Financial Statements, TSI Collections Report, Month End & eCW. Ms. Gabriel reported a current net revenue over expenditures of \$44,719.67 for the period ending November 30, 2022, actual net revenue over expenditures year to date is \$200,838.47. Michele noted November 30, 2022, was the end of our fiscal year, Jerome will not be able to close out until end of December or early January 2023, but it appears the Health Center will close positively; primarily due to grant funds received. Michele stated there was grant revenue of \$150,273.43 drawn down and program revenue of \$77,103.68 for the month of November. Michele noted for the end of the fiscal year there was total revenue of \$2,848,419.98, which of that was grant revenue of \$1,984,203.54, program revenue of \$785,227.44, Contributions \$50,000.00, Investment income \$905.38, and other income of \$28,083.62. Michele stated we billed charges totaling \$67,853.27, received payments of \$61,637.43, current month financial adjustments \$10,415.89, current month refunds \$33.46, and our average

completion lag for the month is eight days. Michele stated the accounts receivable distribution > 120 days; Cathy in billing has been working on getting rid of COVID insurance funds that were sitting in accounts receivable; a lot of the >120 days is not a large amount of money it is patients sliding scale fees that can be wrote off. A motion was made by Angela Petersen to approve the December 2022 Knox Community Health Center Financial Reports as presented and seconded by Bill Butts. The motion for approval was unanimously adopted by a voice vote.

QUALITY MANAGEMENT

There were no items on the agenda under Quality Management.

RISK MANAGEMENT

There were no items on the agenda under Risk Management.

CHIEF OPERATIONS OFFICER

The first item on the agenda under the Chief Operations Officer Report, Reina Reyes, COO, presented to Governance Board the 2022 Navigator Outreach Plan, Reina stated the Health Center has a grant for an employee Navigator to help patients or anyone in the area that needs help enrolling in the marketplace; open enrollment started in November and will be ending January 15, 2023. Reina noted Martha put together an Outreach Plan for November 1, 2022, through January 15, 2023, the plan targets sight visits in Galesburg and rural areas to include local housing, public libraries, food pantries, and other locations such as Goodwill, Salvation Army, and Yates City Community Center. Reina stated they are using Media with ads in the Burg newspaper, flyers added to bags handed out with COVID-19 test kits and N95 masks; also advertising on Knox Community Health Center's Social Media posts. In house our Marketplace Navigator is making calls to WIC participants who do not have health insurance listed. She is inviting them to apply during open enrollment if they do not have insurance and making notations for the WIC department to update insurance information if they do have insurance. The Navigator is also working with Behavioral Health counselors to ask patients if they would be willing to schedule an appointment. The Patient Service Representatives are working with Medical and Dental patients that do not have insurance to see if they would be willing to work with our Navigators to apply for health insurance. Reina stated they report daily tallies for the Navigator program, the sections they ask us to report are addressing general inquiries, understanding basic concepts, Marketplace application assessments and preparations, Marketplace application submission and enrollment, Medicaid or chip applications, complex cases, answering questions, and helping people with forms. Reina noted the Navigators have had 48 assists since November 1, noting most of the metrics fall under addressing general questions and inquiries; the other area has been education on health insurance literacy. Reina stated today for the first time that from start to completion our Navigator helped a client select and submit a plan; most of the time the clients come in asking questions, get information, we start the application process and then they say they are going to finish it at home after they think about it. Gayle Keiser suggested reaching out to Illinois Works, Reina stated the Navigators will look into it.

The final item on the agenda under the Chief Operations Officer Report, Reina Reyes, COO, presented to Governance Board the 2023 CHC Outreach Work Plan, Reina stated it covers January 1 through June 30, 2023, noting after the previous Outreach Plan was so lengthy, they decided to do six month plans, this is a continuation of the Outreach Plan in your monthly Board packets. Reina stated some of the goals have carried over, they are still working on utilizing our MCO rosters to gain more patients in the Health Center, looking for ways to reach new patients and maintain our previous patients, doing a lot of Media to inform the public that Dr. Wagner is our new Chief Medical Officer and we have walk in appointments available. Michele noted she is pushing for our Outreach to go into the rural areas and asked if anyone has any suggestions for events in the community to send her an email.

As a side note, Diane Munson asked Reina about the Depo shot discrepancy. Reina stated they went back to when they instituted the new HER which was October 2019, they tracked down all but four Depo shots and found some medical notes about the discrepancy between the number of Depo shots that were in the computer log and those on hand; there were written notes that indicate there were Depo shots

given, however they were not connected to a number. Reina stated they reasonably believe there has not been a theft, fraud, waste, or abuse issue; they think there was improper documentation. Reina noted they are going to continue to try and find where the documents were and who did not document them correctly, but they have been unsuccessful in finding them. Reina stated she asked Barb Mullins, Clinical Nurse Coordinator to do training with the nursing staff, they have updated the workflow so the documentation is correct, and they do an inventory so it can be reconciled every month.

DIRECTOR OF OPERATIONS

The first item was changed to an action item on the agenda under the Director of Operations, Staci Simpson presented the Governance Board Members Compliance Report, Staci reported as of December 8, 2022, Governance Board meeting; the Knox Community Health Center Governance Board attests that its membership is in full compliance with all requirements of the HRSA Health Center Program Compliance Manual; Chapter 20: Board Composition. *For public agencies that have a co-applicant, these board composition requirements apply to the co-applicant board.* A motion to approve the Governance Board Members Compliance Report as presented was made by Gayle Keiser and seconded by Bill Butts, the motion for approval was unanimously adopted by a voice vote.

The final item was an addition to the agenda under the Director of Operations for informational purposes only, Staci Simpson presented to Governance board the Updated Paperwork for the Governance Board Member Compliance Manual. Staci passed out an updated Table of Contents, updated Board Member Contact Information with Updated Board Chairs, signed Quality Management Plan for 2023, signed Risk Management Plan for 2023, and signed Risk Management Training Plan for 2023 for Board members who were present. Staci noted she will mail the paperwork to the Boards members who were not in person at the meeting.

OLD BUSINESS

The only item on the agenda under Old Business, Michele Gabriel, CEO, presented to Governance Board for approval the FY24 Budget Progress Report (BPR). Michele stated the Budget Progress Report is due each year that the Health Department does not complete a Competitive Grant Application. Michele noted the Budget Progress Report is due tomorrow December 9, 2022 and will be submitted on time. A motion to approve the FY24 Budget Progress Report (BPR) as presented was made by Bill Butts and seconded by Harlan Cook. The motion for approval was unanimously adopted by a voice vote.

NEW BUSINESS

The first item on the agenda under New Business, President Lynch, presented to Governance Board for approval the Credentialing of Community Health Center Provider Alany Cordle. A motion to approve the Credentialing of Community Health Center Provider Alany Cordle as presented was made by Gayle Keiser and seconded by Bill Butts. The motion for approval was unanimously adopted by a voice vote.

The final item on the agenda under New Business, President Lynch presented to Governance Board for approval the Privileging of Community Health Center Provider Alany Cordle. A motion to approve the Privileging of Community Health Center Provider Alany Cordle as presented was made by Sammi Durdle and seconded by Diane Munson. The motion for approval was unanimously adopted by a voice vote.

MEDICAL DIRECTOR

There were no items on the agenda under the Medical Director's Report.

DENTAL DIRECTOR

There were no items on the agenda under the Dental Director's Report.

BEHAVIORL HEALTH DIRECTOR

There were no items on the agenda under the Behavioral Health Director's Report.

EXECUTIVE SESSION

There were no items on the agenda under Executive Session.

RETURN TO OPEN SESSION

There were no items on the agenda under Open Session.

ADJOURNMENT

A motion was made by Sammi Durdle to adjourn the December 8, 2022, Governance Board meeting at 6:03pm; the motion was seconded by Bill Butts, the motion for approval was unanimously adopted by a voice vote.

Michele Gabriel, MPH, Administrator/CEO

Sammi Durdle, Secretary

Respectfully Submitted By: Tina Jockisch
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