

Board of Trustees Meeting

November 16, 2011

MINUTES

Trustees present: Phillip Brewer, Jim Jenkins, Andrea Longstreet, Louise McKinney, Ron Holman, Yaritza Colon, Barbara Hoekstra, Dave Myers, Ray LeZak, and Jim Hayes.

Trustees absent: Husein Nakhoda, Ted Jordan, Patrick Murray, Velma Rose, Patricia Schraff.

Staff present: Susan Griffin

The meeting was called to order by Board President Louise McKinney at 4:35 p.m. She welcomed new Trustee Jim Hayes and the other members introduced themselves.

Minutes of September 21, 2011 Board meeting approved (Motion: Jenkins; 2nd: Brewer). Motion carried.

Reflections: Susan Griffin provided information on Person-Centered Care and showed a YouTube video on that topic. This is the focus for the Ombudsman Support Grant for FFY 2012. (See Advocacy Committee report).

Executive Director's Report – Susan Griffin: Two Dashboard Reports were reviewed. The first was the final report for FFY 2011 (ended 9/30/11). Some areas of LTCO work have increased (new cases received increased 22%, total caseload size increased 15%, and Advocacy & General Information (AGI)/Marketing activities, specifically provider consultations, and community presentations.) Other areas were below 2010 numbers, including Selection Assistance (25% decrease) and systems advocacy was 24% below the goal. The targets for total number of regular presence visits in facilities were met, but the number of visits in each quarter was not achieved as set. This has been addressed for FFY 2012. The other report was for the first month of FFY 2012. HOME Choice cases continue to increase, as does the number of certified volunteer ombudsmen.

Committee Reports:

Advocacy – Dave Myers, Chair: The Person-Centered Care (PCC) Grant was received from the State Ombudsman Office and began October 1. The work focuses on three areas: dissemination of general information and resources for consumers and nursing facilities; focused learning through inservice programs provided by LTCO staff and a half-day seminar with national speakers; and a 3-part technical assistance series for a small (8-12) group of nursing facilities. A small group of volunteers will be identified and trained to work with staff on this project. The grant work must be above and beyond the basic PCC work provided by staff, and there are extensive reporting requirements to the grant.

Development/Marketing – Andrea Longstreet, Chair: The next meeting is December 5, 4:30 at LTCO.

Executive – Louise McKinney, President: Louise presented the amendment to the Code of Regulation that permits waiving for good cause by a two-thirds vote of a quorum of the board the limitation of no more than three consecutive terms in any single office. This is due to the fact that there is no one to take the Treasurer's position until a new person can be elected next year (in six months). The

amendment was presented for discussion at this meeting, and will be voted on at the January meeting.

Finance – Jim Jenkins, Chair: Jim reviewed the 2012 budget. The major changes were an increase in anticipated HOME Choice revenues due to growth in that program, and an increase in personnel costs related to increase in staff size and benefit costs. The Table of Organization and a table of staffing changes from 2010-2012 was also reviewed. The project cash balance at year-end is approximately 4 months of expenses. The board's goal is to get to 6 months to support future funding changes. Jim moved to recommend approval of the 2012 budget as presented. Motion carried. The Internal Controls policy will be resent with the minutes for review/approval at the next board meeting.

Jim also reviewed the monthly Financial Statements. The organization is in a strong financial position at this time. It was suggested that Susan approach the United Ways in the other counties for funding.

Human Resources – Phillip Brewer, Chair: Phil reported that there was a change made to the leave benefits for staff, and reviewed the proposed Paid Time Off policy as approved by the HR Committee. There is also a new Performance Appraisal process which was implemented in mid-summer and will be completed for 2011 in December, with new goals set in January, 2012. The HR Committee will conduct Susan's year-end review later this month.

Trustees – Barbara Hoekstra, Chair: Barbara reported that the committee had met with a prospective board member, but she has withdrawn due to new work responsibilities. The committee is seeking another candidate, preferably with marketing and development experience. Louise thanked Barbara for all of her work on the Trustee Committee and the Board of Trustees over the past 10 years. This was Barbara's last meeting with the board.

Old Business:

Strategic Planning – Andrea Longstreet, Chair: The strategic planning process will take place beginning in December and concluding at the July 2012 board meeting. The process will include an environmental scan, identification of strengths, weaknesses, opportunities and threats, and Dr. John Yankey will facilitate a ½ day retreat to develop strategic initiatives. Anyone who is interested in participating on this ad hoc committee should contact Andrea or Louise.

New Business:

Election of Officers. Barbara presented the slate for 2012 and recommended approval: Louise McKinney, President; Phillip Brewer, Vice President, Andrea Longstreet, Secretary. The slate of officers was submitted to the Board two weeks before the November meeting. There were no nominations from the floor. Motion carried. Two members voted by written proxy: Dave Myers and Andrea Longstreet.

Louise reported that she and Susan had met with Ron Hill, CEO of the Western Reserve Area Agency on Aging, regarding a possible collaboration or merger. Ron will conduct a survey of other AAAs to ask about their contractual arrangements with the regional ombudsman program, funding patterns, etc. Louise noted that LTCO needs to continue to identify potential merger/collaboration partners as a means to address future funding and organizational limitations. If anyone is aware of organizations that should be approached, please give that information to Louise.

• *Investigating concerns* • *Connecting to choices* • *Advocating for better care*

Louise reminded the board that the Holiday Party and Nancy Kaufman's retirement party are Tuesday, December 13, at noon, at the LTCO office. All are welcome – please RSVP to Tahia Herd at therd@ltco.org or 216-696-2719.

Meeting adjourned at 6:35 p.m. (Motion: Jenkins; 2nd: Brewer).

Minutes recorded by Susan Griffin.

Velma Rose, Secretary

The next board meeting is January 18, 2012.

Materials distributed before or during the meeting:

- A. Agenda
- B. Reflections – Person-Centered Care
- C. Proposed Amendment to Code of Regulations
- D. Minutes – September 21, 2011 Board meeting
- E. Advocacy Committee minutes – 10/5/2011
- F. Executive Committee minutes – 10/19/11
- G. Financial Statements – 9/30/11
- H. CY 2012 Budget
- I. Dashboard Reports – 9/30/11; 10/31/11
- J. News Release for the Aging Disability Resource Network
- K. Finance Committee minutes – 11/7/11; Monthly Financial Statements
- L. HR Committee minutes – 10/27/11
- M. Strategic Planning Process
- N. LTCO Board of Trustees List
- O. LTCO Committee List
- P. LTCO Board Terms of Office
- Q. Holiday Party notice