

Community Support Network, Inc.
Board of Directors
February 5, 2003

Present = XX; Absent = OO

XX Region 1, Dennis MacKay	XX Region 7, Paul Boynton
XX Region 2, Mark Mills	XX Region 8, Bob James
XX Region 3, Rich Crocker	XX Region 9, Brian Collins
OO Region 4, Roy Gerstenberger	XX Region 10, Jane Dichard
XX Region 5, Alan Greene	XX Region 11, Peter Blue
XX Region 6, Sandy Pelletier	XX Region 12, Bruce Pacht
XX Family Representative, Dan Louney	
XX Provider Representative, Laura Rauscher	
XX Provider Representative, Bill Schofield	
XX Executive Director, Jay Haines	

President Alan Greene calls the meeting to order at 10:50 AM at Region 4, Bow, NH.

1. Legislative update. Linda Steir joins the meeting.
 - a. Waiting List Oversight Committee. A hearing is scheduled for 2/05/03. Although there are 343 people on the Priority 1 WL, it is difficult to get testimony from these families.
 - b. HB 715 will deal with the issue of forensic cases. The language is not yet finalized but, at this point, it speaks of the responsibility of Corrections for these individuals.
 - c. The proposed rules for 507 and 508 indicate restricted eligibility. This could impact other areas such as early supports and services and home modifications.
 - d. The in home support standards are out for review and comment. R3 reviewed the HCFA waiver that makes this initiative possible and the proposed state regs mirror the waiver. Any significant initiative to change the state regs might require a rework of the waiver = difficult!
 - e. There have been productive legislative coffees in some regions. Linda will provide a packet of information for use at these events. The DD Council under the new leadership of Gordon Allan should be a supportive ally.

Linda leaves the meeting.

2. Budget Issues Discussion. Prior to the Board meeting, Dennis Powers spoke at length with us about the fiscal climate, indicating his certainty that developmental services would be looking at a 5% cut for FY04. The exact number is not yet available – should be by next week. All regions are reviewing strategies and potential impacts. Ideas shared around the room included:
 - a. Re-thinking day programs to include congregate setting/sheltered workshop considerations

- b. Review of all programs > \$100,000
- c. Reducing some areas of service coordination
- d. Eliminating service coordination for individuals in 24/7 service
- e. Freezing open positions
- f. Reviewing vendor costs
- g. Potential regional collaborations (R6 and 7; R8 and 10; R11 and 1)
- h. Reviewing vocational programs (are they working?)
- i. Employee lay-offs
- j. Reviewing consumer transportation obligations and expenses
- k. Looking at more “whole life” situations (e.g. a home care provider also doing the day service part)
- l. Management team created a decision making grid and shared with Board
- m. Establishing priorities for the curtailment of direct services (e.g. those with 24/7 agency staffed services would be held harmless)
- n. Review of ESS and decreasing services to a minimum (no more than one visit/week)
- o. Decreasing respite allocations
- p. Selling services to schools (Medicaid billing)
- q. Reviewing all regulations for recommendations to the Division about changing/waiving in ways that might save time and money.
- r. Utilization management review
- s. Moving community support services to a family support model
- t. Single point of contact for some groups of individuals (i.e. a single individual fills the service coordinator and the service “manager” roles): families interested in providing/managing services and individuals with home care providers providing “whole life” services
- u. Reviewing all staff positions not covered by Medicaid revenue (e.g. family support staff and vocational staff)
- v. Consolidation/elimination of management positions
- w. Consolidation of service coordination and family support departments
- x. Refinancing and/or selling properties
- y. Reconfigure quality assurance function
- z. More consumer directed service (R6 has 50 examples now)
- aa. Move more individuals from agency staffed homes to home care providers
- bb. Explore having more home care providers also do the day services
- cc. Pursue revenue development opportunities – temporary dedication of staff time in this direction
- dd. Caution: don’t jump too quickly to eliminate staff and don’t congregate people in the wrong way
- ee. CSNI efforts:
 - i. Operational expenses next year will decrease primarily to decrease in HIPAA work group efforts/costs and decrease in QOP costs. Jay’s goal for FY04 is a 10-15% reduction in area agency dues.

- ii. Revisit our self-insured dental program structure and build in a direct relationship between regional premiums and actual regional claim expenses.
 - iii. CSNI assistance offered to regions wanting to refinance properties.
 - ff. Jay will develop a matrix of regional strategies to facilitate our further discussions on this topic.
3. David Braddock AA session. Jay refers to his ED report and the minutes of the last Executive Committee meeting. We will use Braddock's time for ourselves and a very limited audience with the goal of developing strategies for a stronger CSNI public relations product. Sue Fox supports this approach. We discuss the advantage of having someone in the room with a strong public relations background. Laura Monica (High Point Communications) is suggested and Jay also asks for names of current regional staff with this expertise. It is suggested that we consider the current "compassionate conservative" perspective as we develop our plan/product. Gordon Allen will help with the cost share of Braddock's area agency time.
 4. Approach IT Development Project. R1 encourages Directors to review this project with their IT representative. R1 has a stand-alone IT network that will be linked with the CSNI project and has concerns about data ownership, especially in light of new expanded contract requirements on the mental health side (a blueprint for similar requirements on the developmental services side?). Jay responds that CSNI owns the IT server and the data and will be hiring the managing staff. R9 cautions that the state/vendor relationship is subject to change.
 5. CSNI Administrator Documentation of AA Benefit Programs. Jay refers to the pre-mailed draft agreement developed by the Sheehan, Phinney, Bass & Green firm. This document is intended to delineate the relationship between the area agencies and CSNI in terms of the CSNI role in facilitating and administering collective benefit packages. This will also clarify the obligation for federal "5500" reporting requirements for agencies with more than 100 employees participating in benefit programs. Jay requests that regions review the document with the idea of individual sign-offs at our March meeting.
 6. Gordon Allen, DDC Issues on DD Service Calls. Gordon is seeking to collaborate with us on response/referral of family calls with waitlist concerns. This is a positive opportunity. We will invite Gordon's thoughts on a protocol for referring the calls.
 7. Board Certification Letters. Updating these letters as needed (to identify the current regional representative to the Board) was identified at our retreat. Jay will advise those regions that need to take action. Our bylaws specify that each area agency will appoint "a member" to represent – not necessarily the executive director. The question is raised about broadening the letters to identify more than one potential representative.
 8. Executive Director Report.
 - a. Jay has been charged by the executive committee to develop a business plan that incorporates considerations identified at our retreat. He requests regional input on this.

- b. Jay also requests regional input for the “systems chart” suggested by R8 as a tool for identifying emerging trends and considerations in the face of significant financial pressure. To date R6 and R10 have responded.
 - c. Financials. Reference is made to Jay’s monthly report. CSNI is strong financially and no year-end surprises are anticipated. The Family Support Partnership Project closed on 12/31/02 and the Executive Committee recommends that the \$25,000 surplus be used to print additional Futures Planning Guides and to develop this product for national marketing.
9. Consensus Topics. There are no questions raised and the following are approved:
- a. CSNI December 2002 monthly financials
 - b. CSNI Board minutes, 1/8/03
 - c. CSNI Executive Committee minutes, 1/22/03
10. Private Provider Network commentary. Laura Rauscher advises the Network met with Gordon Allen to discuss legislative education. A strategic planning meeting is scheduled for next week.
11. Family Representative commentary. Dan Louney discusses the challenges of the complex transition process from high school and the importance of young adults being able to move into community life. There is a sense of urgency from the perspective of older parents, particularly those in this “post Laconia School” era. There are increased expectations that are at odds with the increasing “compassionate conservative” political perspective. These expectations are also at odds with the developmental services system’s current ability to respond.
12. Other. Continuing discussion on the 5% budget cut.
- a. R9 will work with Jay to convene a task group to look at regulatory concerns with recommendations to Dennis Powers. We identify that Dennis will have more control/flexibility regarding regs in the family support, early supports and services and services coordination areas than he will in the certification (HeM 1001) and med administration (HeM 1201) areas.
 - b. Should we have a public relations “march on Concord” to draw attention to our difficult situation? This idea has merit and could be evolved through the assistance of Linda Steir. Timing and focus will be important. Part of the message might be lack of adequate funds = lack of services, lack of adequate supervision and safety concerns.
 - c. We need to be more specific in our input to Dennis Powers regarding our needs in the current economic/political climate.
 - d. Should we once again bring our regional Board representatives together? We would need a clear agenda and objectives for the meeting.
 - e. The CSNI website will be used as a clearinghouse for addressing budget reductions.

Meeting adjourned at 1:30 PM.

Minutes by Peter Blue