

Date: October 18, 2017

Time: 5:00pm

Place: 466 George St. – Multi-purpose room

BOARD MINUTES	
Present: Pat Dunn, Ted Smith, Drew Merrett, Paul Forget, Karl Moher, Judy Dickson, Keely Jacox, Mary Reader, Caroline Monsell, Heather Temple, Roger Hardy, Valdis Cuvaldin, Rob Seguin	
Staff Participants: Mark Graham, Linda Saunders	
Regrets: Sue Grant	
Guest(s): Jonathan Hewitt, Case Management and Outreach Services – Kawartha Lakes	
Chair: Pat Dunn	Recorder: Karen Wolff
Item / Topic	Discussion / Decision / Action / Motion
Welcome and Introductions	
1. Call to Order	<ul style="list-style-type: none"> • Call to order at 5:05pm. Quorum was met. • Round table introductions were conducted welcoming CMHA HKPR's five newest board members.
2. Declaration of Conflict	<ul style="list-style-type: none"> • None expressed.
3. Approval of October 18, 2017 Agenda	<p>Motion: To approve the October 18, 2017 agenda.</p> <p>Moved: Judy Dickson</p> <p>Seconded: Mary Reader</p> <p>Carried</p>
4. Board Volunteer Hours	<ul style="list-style-type: none"> • Board volunteer hours were collected. • Drew Merrett (12), Heather Temple (4), Judy Dickson (8), Karl Moher (18), Keely Jacox (12), Mary Reader (35), Pat Dunn (12), Paul Forget (7), Rob Seguin (3), Roger Hardy (5), Ted Smith (12), Valdis Cuvaldin (6)
Quality Improvement- Program Presentation	
5. Case Management and Outreach Services – Kawartha Lakes	<ul style="list-style-type: none"> • Jonathan Hewitt, Program Manager for Case Management and Outreach Services for Kawartha Lakes , provided a PowerPoint presentation to board members highlighting the following: • Identified that Case Management and Outreach programs changed managers in May 2017. • Identified current client population in the Kawartha Lake's Case Management programs. • Provided an overview of the steps to Intake and Brief Services. • Identified the role(s) of the Housing Retention Community Support Worker and the set-up, purpose and supports for clients residing in Harrison House. • Explained the differences between the old and new models of service provisions noting the benefits

	<p>and improvements with the new case management model (i.e. reduced client time on case loads and wait times for clients from initial intake to Case Management).</p> <ul style="list-style-type: none"> • Identified improved case management program statistics, along with a number of program goals. • Discussed the Changeways Programs including the program's start date, number of clients participating, and current waitlist. • Provided samples of participant's positive feedback from the Case Management group. • Jonathan's presentation was informative and well-received by board members.
11. h) Special Board Recruit – Follow up	<ul style="list-style-type: none"> • Special request by Ted Smith to move up item #11h on the agenda in recognition of the appointment of newest board member, Caroline Monsell. <p>Motion: To appoint Caroline Monsell to the CMHA HKPR Board of Directors. Moved: Ted Smith Seconded: Judy Dickson Carried</p> <ul style="list-style-type: none"> • Pat provided an overview of the Consent Agenda and its processes to new board members in attendance.
6.Consent Agenda Acceptance	<p>Motion: To accept the October 18, 2017 Consent Agenda as presented. Moved: Mary Reader Seconded: Keely Jacox Carried</p>
7. Items Extracted from the Consent Agenda	<ul style="list-style-type: none"> • Pat Dunn extrapolated Mark Graham's CEO Report in order to provide an introductory overview surrounding the structure and purpose of this particular report to the newest board members. • Mark highlighted on the subject matter contained within the CEO report to board members. <p>Motion: To accept the October 18, 2017 CEO Report as presented. Moved: Judy Dickson Seconded: Mary Reader Carried</p>
8. Quarterly Financial Report for Six Months Ending September 30, 2017	<ul style="list-style-type: none"> • Mary Reader reviewed the quarterly financial report for the six months ended September 30, 2017. • Identified and explained deficits in the Making It Work program and United Way. <p>Action: Linda to follow up and verify United Way's deficit amount with Marnie Sicker.</p> <ul style="list-style-type: none"> • Board requested name change on financial report from Food Services to Catering PLUS for greater



	<p>clarification.</p> <ul style="list-style-type: none"> Mark and Linda will be presenting surplus recommendations to the board at the November 15th board meeting. All surplus dollars need to be utilized by Q3 (October 1 – December 31st, 2017). <p>Motion: To accept the Quarterly Financial Report for the Six Months Ended September 30th, 2017 as presented. Moved: Ted Smith Seconded: Karl Moher Carried</p>
9. Urgent Matter	<ul style="list-style-type: none"> None
Business Arising	
10. Business Arising	<ul style="list-style-type: none"> None
New Business	
11. a) HR Policies & Procedures for approval: - Business Expense - Compensation for Overtime-Flextime - Employee Benefit Plan - Internal Disclosure (Whistleblowing) - Job Descriptions	<ul style="list-style-type: none"> The board reviewed the following (5) HR Policies and Procedures: <ol style="list-style-type: none"> Business Expense Compensation for Overtime-Flextime Employee Benefit Plan Internal Disclosure (Whistleblowing) Job Descriptions It was identified that the maximum 70 year old age limit on the Employee Benefit Plan may be challenged in accordance to the Employment Standards Act. Linda advised that the 70 year old age limit is accepted and approved by CMHA HKPR’s benefit plan and provider. <p>Motion: Move to accept the (5) above-noted HR Policies as presented. Moved: Karl Moher Seconded: Drew Merrett Carried</p>
11. b) AGM Special Board Meeting Minutes – September 13, 2017	<ul style="list-style-type: none"> Board members reviewed the AGM Special Board Meeting Minutes from September 13, 2017 <p>Motion: Move to accept the September 13, 2017 AGM Special Board Meeting Minutes as presented. Moved: Ted Smith Seconded: Mary Reader</p>

	Carried
<p>11. c) Accreditation – Operational Workplan – UPDATE</p> <ul style="list-style-type: none"> - i) Governance Group Discussion Topics - ii) Governance Functioning Tool-Action Plan Template - iii) Board Evaluation Documents – 2016 - iv) Board Evaluation Documents – 2015 	<ul style="list-style-type: none"> • Linda explained the Accreditation process to the board, along with an update to the Operational Workplan to date. • Board members agreed to adopt the Management Performance Evaluation system for use with the CEO’s annual performance appraisal. • Linda and board members identified that a new sub-committee be established in order to develop a measurement/methodology process for all board member and board chair evaluations. <p>Action: Karen to send out to board members the Profile and Skills Inventory for completion by Thursday, October 26th, 2017 in order to fulfill an Accreditation ROP.</p> <ul style="list-style-type: none"> • Discussion was held in regards to obtaining a Board Chair evaluation. It was questioned as to whether or not CMHA Ontario has a Board Chair evaluation template to follow. <p>Action: Linda will follow-up with CMHA Ontario in regards to possibly obtaining a Board Chair evaluation template.</p> <p>Action: Drew, Heather, Karl and Rob (subcommittee) will work together to develop a board chair evaluation document and report back with results at the November 15th board meeting.</p> <ul style="list-style-type: none"> • The Governance Discussion Group with the Accreditation Surveyor will be held Monday, November 20th from 1:15pm – 2:15pm. • Dates/times and discussion topics were distributed to board members for review. • The Governance Functioning Tool (i.e. Action Plan Template for Instrument Results) was presented to board members for review. • Sue, Pat, Karl and Drew will participate in the Accreditation Governance Discussion Group on November 20th.
<p>11. d) Key Performance Indicator (KPI) Scorecard – NEW</p>	<ul style="list-style-type: none"> • Linda introduced and reviewed new Key Performance Indicator Scorecard to board members. • Key Performance Indicators represent program improvement processes that relate to the Mental Health Accountability Framework and Accreditation Canada quality domains. • Karl asked if scorecard can provide benchmark comparisons with other CMHA branches from year to year?
<p>11. e) Quarterly Client Safety Reports – NEW</p>	<ul style="list-style-type: none"> • Linda introduced and reviewed the new Quarterly Client Safety Report to board members.
<p>11. f) Integrated Quality</p>	<ul style="list-style-type: none"> • Board members were presented with the new Integrated Quality Management Framework (IQMF)

Management Framework (IQMF) – NEW	that places four continuous quality improvement practices (Strategic Planning, Utilization Management, Resource Management, and Risk Management) on a strong organizational foundation of Ethics, Governance, People, Resources, Support, Management Structure and Supervisory Practices.
11. g) Quality Review Policy	<ul style="list-style-type: none"> • Board members were presented with and reviewed the Quality Review policy. • It's purpose to ensure the ongoing effectiveness of the quality, risk and safety management systems by assessing opportunities for improvement and the need for process changes.
11. h) Special Board Recruit – follow-up	<ul style="list-style-type: none"> • Item moved up to the start of the agenda.
11. i) Committee of the Board	<ul style="list-style-type: none"> • Ted Smith presented his observations and recommendations for CMHA HKPR board committees through a PowerPoint presentation. • Ted recommended that the current 'Nomination Committee' be renamed the 'Human Resource Committee' with the specific objective of ensuring continuity in board membership. • Ted suggested that this committee consist of a Vice President and three other directors who are charged with recommending candidates to the board to fill vacancies as they occur. • Ted also advised that there are a number of committee vacancies that need to be filled: <ul style="list-style-type: none"> - Human Resource Committee - By Law Committee - Board Governance Committee - Board representative to Ethics Committee • Board members were asked by the board chair to consider these committee positions. Committee selection will be discussed at the November 15th board meeting. <p>Action: Karen to place 'Selection of Board Committees' on the November 15th board agenda.</p>
Correspondence	
12. a) Ministry of Advanced Education and Skills Development – Feedback Reports	<ul style="list-style-type: none"> • Ministry of Advanced Education and Skills Development Feedback Reports correspondence was presented to board members.
12. b) Multi-Sector Service Accountability Agreement (M-SAA) – Advance Notice Letter	<ul style="list-style-type: none"> • CMHA HKPR has received their 60 days' notice to submit a Community Accountability Planning Submission (CAPS), to the LHIN on or before November 17, 2017. • This notification has been presented to the board of directors.
12. c) Ministry of Housing – Mortgage Renewal Letter – October 1, 2017	<ul style="list-style-type: none"> • CMHA HKPR and the board of directors has received mortgage renewal notification as of October 1, 2017.
12. d) Deborah Hammons – CEO – CE LHIN – Surplus Letter	<ul style="list-style-type: none"> • The board of directors were presented with CMHA HKPR's surplus letter to Deborah Hammons, CEO for the CE LHIN, requesting to receive the 1% overall increase in the community mental health and

	addictions budget.
12. e) CE LHIN Ontario Indigenous Cultural Safety Training	<ul style="list-style-type: none"> • CMHA HKPR has been allocated 10 seats to participate in the CE LHIN Ontario Indigenous Cultural Safety Training. There is no registration cost for this training. • CMHA HKPR will partake in this training at no cost.
In Camera Session	
14. In Camera Agenda (under separate cover)	<p>Motion: To move 'In Camera' Moved: Mary Reader Seconded: Drew Merrett Carried</p> <p>Rise and Report : No Report</p> <p>Moved: Karl Moher Seconded: Mary Reader Carried</p>
Anything Else:	
Did Well/Do Better	<ul style="list-style-type: none"> • Pat introduced mileage expense claims to new board members and reminded other board members to kindly submit their mileage claims. • This board meeting was longer due to large board package. Lots of content to cover as September 20th meeting was cancelled. • October 18th board package received in a timely manner.
15. Adjournment	<p>Motion to adjourn at 8:25pm Moved: Judy Dickson Seconded: Drew Merrett Carried</p>