

**Date:** October 16, 2019

**Time:** 5:00pm

**Place:** Dalewood Golf Course-Cobourg

<b>BOARD MINUTES</b>	
<b>Present:</b> Valdis Cuvaldin, Mary Reader, Pat Dunn, Sue Grant, Jim Shipley, John Lyons, Sandra Hamilton, Paul Forget, Roger Hardy	
<b>Staff Participants:</b> Mark Graham, Linda Saunders, Karen Wolff	
<b>Regrets:</b> Drew Merrett, Heather Temple, Jessica Moore, Rob Seguin, Caroline Monsell	
<b>Guest(s):</b> Jeff Cadence, Program Manager, Four County Crisis	
<b>Chair:</b> Valdis Cuvaldin <b>Co-Chair:</b>	<b>Recorder:</b> Karen Wolff, Executive Administrative Assistant
<b>Item / Topic</b>	<b>Discussion / Decision / Action / Motion</b>
<b>Welcome and Introductions</b>	
<b>1. Call to Order</b>	<ul style="list-style-type: none"> <li>• Call to order at 5:00pm. Quorum met.</li> </ul>
<b>2. Declaration of Conflict</b>	<ul style="list-style-type: none"> <li>• None expressed.</li> </ul>
<b>3. Approval of October 16, 2019 Agenda</b>	<p><b>Motion: To approve the <b>October 16, 2019</b> agenda.</b></p> <p><b>Moved: Pat Dunn</b></p> <p><b>Seconded: Roger Hardy</b></p> <p><b>Carried</b></p>
<b>4. Board Volunteer Hours</b>	<ul style="list-style-type: none"> <li>• Board volunteer hours collected.</li> <li>• Caroline Monsell (A-5), Drew Merrett (A-28), Heather Temple (A-4.5), Jessica Moore (A), Jim Shipley (13), John Lyons (5), Keely Jacox (5), Mary Reader (10), Pat Dunn (4), Paul Forget (5), Rob Seguin (A-12), Roger Hardy (5), Sandra Hamilton (34), Sue Grant (8), Valdis Cuvaldin (8)</li> </ul>
<b>Quality Improvement- Program Presentation</b>	
<b>5. Crisis Intervention</b>	<ul style="list-style-type: none"> <li>• Jeff Cadence, Program Manager of Crisis Intervention presented a Quality Improvement (Q.I.) report on Crisis Intervention to the Board of Directors:</li> <li>• Jeff presented his Quality Improvement presentation on the new Q.I. format/model that is on today's board agenda for discussion and approval. The new format is more focused (to the point).</li> <li>• Jeff has been with CMHA HKPR for (6) years.</li> <li>• Approximately, a total of (52) employees account for the crisis program employing Crisis Intervention Workers, Short Term Case Managers, Safe Bed Workers, Peer Support Workers, and a FourCAST Addictions Worker at the Curve Lake Mental Health Outreach.</li> <li>• Reviewed Q2 Performance Targets for Crisis Intervention, Mobile Crisis Support, Short-term Case Management and Safe Beds.</li> <li>• The Crisis Intervention program has consistently out-performed Crisis targets.</li> </ul>



	<ul style="list-style-type: none"> <li>• The Crisis Intervention program has achieved and maintained full staff complement since July 2018, a program success indeed.</li> <li>• The program is aiming to achieve 100% occupancy at Safe Beds as part of their quality improvement plan. Current occupancy is less than 75%.</li> <li>• Reviewed historical data graphs with board members regarding number of residential days per fiscal year in reference to current occupancy rate.</li> <li>• Some of the root causes to the current occupancy rate include an onerous assessment process, limited pathways into Safe Beds, limited mobile capacity, transportation for clients, capacity to support full occupancy, the expectation of same-day admission from the community, inappropriate requests and difficulty discharging people to homelessness.</li> <li>• Progressive action taken to date include: Stabilized the Crisis Intervention team, more opportunities for single-staff assessments, assessing staff within crisis, greater communication with referring agencies.</li> <li>• Planned progressive action: Looking to develop an assessment tool and assessment training, to expand the assessment team to include other clinical staff throughout the agency and review coordinated support during Safe Beds stay.</li> <li>• Identified some overall challenges and lessons learned: Shift work is hard and intense team work is hard, so staff retention remains a concern. In addition, the crisis program is responding to crises in the community that are larger and more involved than the program’s scope.</li> <li>• There is lack of safe, affordable housing across four counties, there are opiates and other substance-related crises, along with human trafficking and exploitation.</li> <li>• Top 20 callers, call 38% of the time.</li> <li>• Majority of Safe Bed stays are repeat stays. Average stay is four days with exceptions up to 30 days, but each case is handled case by case.</li> <li>• A walk-in clinic would be beneficial to the crisis program p/Jeff.</li> <li>• A question and answer period followed.</li> </ul>
<p><b>6.Consent Agenda Acceptance</b>  <b>a) Board minutes from August 21, 2019</b>  <b>b) CEO Report</b>  <b>c) Special Board Meeting Minutes from September 18, 2019</b>  <b>d) Board Governance Accreditation Meeting Minutes from October 7, 2019</b></p>	<p><b>Motion: To accept the <b>October 16, 2019</b> Consent Agenda with one extraction from the CEO Report: Employment Supports System Transformation as presented.</b>  <b>Moved: John Lyons</b>  <b>Seconded: Keely Jacox</b>  <b>Carried</b></p>

<p><b>7. Item(s) Extracted from the Consent Agenda/CEO Report: Employment Supports System Transformation</b></p>	<ul style="list-style-type: none"> <li>• Mark provided an overview to board members surrounding the Employment Supports System Transformation.</li> <li>• The Ontario government is restructuring provincial employment services.</li> <li>• A new entity called Service System Manager (SSM) will be selected to manage employment services system in each catchment area across the province. Currently employment services are offered through social assistance programming under Employment Ontario.</li> <li>• This program restructuring will have impact on specialized needs. Individuals need to stay with program for 13 weeks in order to qualify.</li> <li>• CMHA HKPR has received federal funding through CMHA Toronto to sustain employment services for another two years.</li> <li>• Once a proponent has been awarded, CMHA HKPR will approach provider to continue with our work.</li> </ul>
<p><b>8. Board Discussion on Q.I. Presentation</b></p>	<ul style="list-style-type: none"> <li>• Upon review of today's Q.I. presentation: <ul style="list-style-type: none"> <li>- The board is amazed at the quality of CMHA HKPR staff. Great presentation by Jeff Cadence.</li> <li>- The Peterborough Health Team, Mental Health Stream Steering Committee is submitting a full proposal to the LHIN for a one-year pilot for a walk-in clinic with ties into the OHT application.</li> <li>- Committee is hoping to have walk-in clinic running within (6) months. Clinic would require a minimum of three people to run.</li> </ul> </li> </ul>
<p><b>9. a) Statement of Revenue &amp; Expense-Ministry Funded</b></p> <p><b>9. b) Statement of Revenue &amp; Expense-Other Funded</b></p> <p><b>9. c) Statement of Revenue &amp; Expense-Fundraising/Community Engagement</b></p> <p><b>9. d) Financial Report- April 1/2018 to September 30/2019 (Narrative)</b></p>	<ul style="list-style-type: none"> <li>• Linda Saunders reviewed the following financial statements with board members : <ol style="list-style-type: none"> <li>a) Statement of Revenue &amp; Expense – Ministry Funded</li> <li>b) Statement of Revenue &amp; Expense – Other Funded</li> <li>c) Statement of Revenue &amp; Expense – Community Engagement</li> <li>d) Financial Report – April 1, 2018 to September 30, 2019 (Narrative)</li> </ol> </li> <li>• The renewal of Harrison House mortgage with the Ministry of Housing has yet to be approved. The ministry is behind in its approval.</li> <li>• Deficit in Housing Bricks &amp; Mortar repairs and maintenance due to roof repairs that were necessary on several homes. CMHA HKPR has applied for Capital Infrastructure funding (CIRF) to offset a portion of these costs if approved.</li> </ul> <p><b>Motion: To accept the above-noted Statements of Revenue &amp; Expense and Financial Report for month ending September 30, 2019.</b></p> <p><b>Moved: Mary Reader</b></p> <p><b>Seconded: Paul Forget</b></p> <p><b>Carried</b></p>



<b>10. Urgent Matter</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Business Arising</b>	
<b>11. a) Balanced Scorecard 2018-2019 Fiscal Year</b>	<ul style="list-style-type: none"> <li>• Linda reviewed the Balanced Scorecard 2018-2019 Fiscal Year with the board of directors.</li> <li>• This scorecard is new and improved. This is the first time it has been presented, which replaces the old scorecard, Key Performance Indicators (KPI).</li> <li>• Included in this improved scorecard are:             <ul style="list-style-type: none"> <li>- Health and Safety Indicators</li> <li>- Efficiency Indicators (Revenue)</li> <li>- Efficiency Indicators (Expenses)</li> <li>- Client Perception of Care Indicators</li> <li>- Worklife Indicators</li> </ul> </li> <li>• The new graphs/charts and tables allow for better viewing and understanding.</li> <li>• Board comments received: Well laid out, easy to read, measurable, simple document and good improvement.</li> <li>• Linda thanked Drew, Susan and Jessica for their work on the new balanced scorecard as part of the Accreditation Committee's quality improvements and action plan.</li> </ul> <p><b>Motion: To receive and approve the newly formatted Balanced Scorecard 2018-2019 Fiscal Year as presented.</b>  <b>Moved: Jim Shipley</b>  <b>Seconded: John Lyons</b>  <b>Carried</b></p>
<b>New Business</b>	
<b>12. a) CMHA Mental Health for All 2019 - Update</b>	<ul style="list-style-type: none"> <li>• Sandra Hamilton provided a delightful and positive summary of her experience while attending the CMHA Mental Health for All 2019 Conference. This was her first conference as a member of the board of directors. Speakers and sessions were well received.</li> <li>• Sandra thanked the board and CMHA HKPR for the chance to go and encouraged other board members to attend if they get the opportunity.</li> <li>• Mark Graham also attended the conference and was quite impressed with speaker Vikram Patel, a psychiatrist and researcher best known for his work on child development and mental disability in low-resource settings.</li> </ul>
<b>12. b) Consumption and Treatment Sites/Services</b>	<ul style="list-style-type: none"> <li>• Jim provided definition of Consumption Treatment Sites/Services: Consumption and Treatment Services (CTS) will provide integrated, wrap-around services that connect clients who use drugs to primary care, treatment, and other health and social services.</li> <li>• Jim identified that the overdose rate for Peterborough to date in 2019 is 26, but that numbers are</li> </ul>

	<p>probably higher due to reporting processes.</p> <ul style="list-style-type: none"> <li>• Jim and Mark expressed the need for Consumption Treatment Services, rather than just safe injection sites for people who inject drugs without the benefit of additional services of primary care and other health and social services.</li> <li>• Jim expressed that you have to get ‘buy-in’ from neighbours in order to establish a Consumption Treatment Site/Service.</li> <li>• The board of directors discussed the pros and cons of a Consumption Treatment Site/Service.</li> <li>• The board of directors support the concept of a consumption treatment site/service. The following items came up for discussion: <ul style="list-style-type: none"> <li>- Long-term funding for a consumption treatment site/service</li> <li>- To consider an exit strategy (for how long? can we get out?)</li> <li>- Will receive negative publicity</li> </ul> </li> </ul> <p><b>Action: Jim and Mark will follow-up with board members at the November 20, 2019 board meeting for further development surrounding Consumption Treatment Sites/Services.</b></p>
<p><b>12. c) Quality Improvement Program Presentation – NEW Template</b></p>	<ul style="list-style-type: none"> <li>• Linda reviewed new Quality Improvement Program presentation format/model with board members.</li> <li>• Presentation is designed so that program managers can report on their program or a committee.</li> <li>• Presentation allows them to expand on their Quality Improvement project.</li> <li>• Jeff Cadence was the first to use the new format today and liked working with it.</li> <li>• Presentation is shorter and to the point.</li> <li>• The new format is well-received by the board.</li> <li>• In response to the board’s positive feedback, Linda will present the new template to the managers at the November 6 Management meeting to start using for their Quality Improvement presentations.</li> </ul>
<p><b>12. d) CMHA Ontario Division AGM – CEO Proxy Vote</b></p>	<ul style="list-style-type: none"> <li>• Mark will be attending the CMHA Ontario Division Annual Meeting on November 15, 2019.</li> <li>• The board of directors agree to authorize Mark to attend on behalf of the board of directors at the CMHA Ontario Division AGM on November 15, 2019.</li> </ul> <p><b>Motion: To authorize Mark Graham, CEO, to attend and act on behalf of the CMHA HKPR Board of Directors at the CMHA Ontario Division Annual Meeting on November 15, 2019.</b>  <b>Moved: Paul Forget</b>  <b>Seconded: Pat Dunn</b>  <b>Carried</b></p>
<p><b>Correspondence</b></p>	
<p><b>13. a)</b></p>	<ul style="list-style-type: none"> <li>• None</li> </ul>



<b>In Camera Session</b>	
<b>14. In Camera Agenda (under separate cover)</b>	<p><b>Motion: To move 'In Camera'</b> <b>Moved: Sandra Hamilton</b> <b>Seconded: Keely Jacox</b> <b>Carried</b></p> <p><b>Motion: To move 'Out of Camera'</b> <b>Moved: Paul Forget</b> <b>Seconded: Pat Dunn</b> <b>Carried</b></p> <p><b>Rise and Report: To approve fiscal spending recommendations for the period ending September 30, 2019 as presented by the Senior Leadership Team.</b> <b>Moved: Pat Dunn</b> <b>Seconded: Sue Grant</b> <b>Carried</b></p>
<b>Anything Else:</b>	
<b>15. Round Table Discussions</b>	<ul style="list-style-type: none"><li>• Round Table Discussions were conducted.</li><li>• Good meeting, good chairing.</li><li>• Per Keely, Cameco held the Step Up for Mental Health 5k run on Sept. 28/19, which raised \$40,000 for the Cameco fund for mental health. The Cameco golf tournament in May also raised \$30,000 for a total of \$70,000 towards mental health services in Northumberland.</li><li>• Sandra announced that PRHC has a video on mental health supports on their website for viewing.</li><li>• PRHC was presented with a cheque in the amount of \$103,000 from funds raised by Sandra's daughter and friend, Sarah at local ball tournaments. A new youth courtyard for the PRHC mental health unit was built allowing children to have outdoor space.</li></ul>
<b>16. Adjournment</b>	<p><b>Motion: To adjourn at 7:45pm</b> <b>Moved: Paul Forget</b></p>