



**betty
hardwick
center**

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**BETTY HARDWICK CENTER
MINUTES OF BOARD OF TRUSTEES' MEETING
April 6, 2021
2616 SOUTH CLACK, ABILENE, TEXAS**

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In accordance with section 418.016 of the Texas Government Code, on March 16, 2020, the Governor suspended various provisions that require government officials and members of the public to be physically present at a specified meeting location. The temporary suspension will allow for telephonic or videoconference meetings of government bodies that are accessible to the public, but leaves certain open-meeting requirements in place:

- Members of the public will be entitled to participate and address the governmental body during any telephonic or videoconference meeting;
- To hold a telephonic or videoconference meeting, a governmental body must post a written notice that gives the public a way to participate remotely, such as a tollfree dial-in number, and that includes an electronic copy of any agenda packet that officials will consider at the meeting;
- A governmental body must provide the public with access to a recording of any telephonic or videoconference meeting.

Any member of the public may call in to the meeting using the teleconference information below –

+1 325-305-5116,,394588329# United States, Abilene
Phone Conference ID: 394 588 329#

Trustees Present:

Michael Whitehorn
Dee Moore
Vicky Hicks
Elijah Anderson
Rosendo Contreras
Terri Plumlee
Art Casarez (Teams)
Andre Moore
Priscilla Rayford

Staff Present:

Jenny Goode
Jennifer Farrar
Dena Heaton
Terry Hayhurst

Michael Jones
Chris Mabry
Theron Cole (Teams)
Heather Storey
Deborah Kilpatrick

Trustees Absent:

Judy Patterson
Ed Miller

Executive Staff Absent: Guests Present:



21.08.01.

Invocation/Quorum/Recognition of Guests

Dr. Whitehorn called the meeting to order at 5:15 p.m. He stated that a quorum of nine (9) Board members was present. Dr. Whitehorn then delivered the invocation.

21.08.02.

Citizens Comments

There were no citizens' comments.

21.08.03.

Training Info/Presentation – Just In Time

Mrs. Heaton and Mr. Cole provided a presentation on Just In Time scheduling. The Center implemented this type of scheduling for our psychiatric clinic late in 2020. This process allows teams to move a client from their initial assessment to a psychiatric evaluation within 3 to 5 days, which increases engagement and reduces no shows and cancellations. We began this process by providing letters giving information about JIT to clients in September letting them know the process would change in November. Clients with November return dates were given a card with a date that they should call in to schedule. During the call, they were scheduled within 1-3 days. If the client has not called in the allotted time frame, we call them to remind them that they need to schedule an appointment if they get down to 7 days of medication. There is a process for those that miss their appointments in order to receive their medication. NSAP (No Show Needs a Prescription) is covered by a rotation of providers in order to continue their same medications.

Results of JIT – 27% reduction in No Shows; New and existing clients can get in for psychiatric appointments within 1-3 days. Prior to JIT, it took 12-16 weeks to get a psychiatric appointment for a new client and 4 weeks for an existing client.

We have added a staff to help with reminders and scheduling using HB13 funds. We have also been working with Inphonite to set up a system to send reminders out to our clients for appointments based on their preference (email, phone, text message). This system was launched in March.

21.08.04.

Minutes of February 2, 2021 Board Meeting

On a motion by Vicky Hicks, seconded by Terri Plumlee, the Board approved the minutes from the Board meeting on February 2, 2021.

7 For 0 Against 1 Abstained

The Board Chair abstains from voting.

21.08.05.

Financial Reports, February, 2021

Mr. Mabry summarized the financial reports for February, 2021. The Center had a loss of \$28,944 for the month and a surplus of \$30,826 for the year.

On a motion by Priscilla Rayford, seconded by , Rosendo Contreras, the Board accepted the financial report as presented.

7 For 0 Against 1 Abstained

21.08.06. Consideration of CCBHC Implementation Plan
On a motion by Dee Moore, seconded by Priscilla Rayford, the Board approved the Center's recommendation of the CCBHC Implementation Plan.

7 For 0 Against 1 Abstained

21.08.07. Consideration of Quarterly Personnel Report
Mr. Jones presented the Personnel Report, noting a 5% turnover for the 2nd Quarter.

On a motion by Terri Plumlee, seconded by Vicky Hicks, the Board accepted the 2nd Quarter Personnel Report.

7 For 0 Against 1 Abstained

21.08.08. Consideration of Quarterly Quality Management Report
On a motion by Elijah Anderson, seconded by Terri Plumlee, the Board accepted the Quality Management Report for the 2nd Quarter.

7 For 0 Against 1 Abstained

21.08.09. Consideration of Quarterly PNAC Report
On a motion by Dee Moore, seconded by Vicky Hicks, the Board accepted the PNAC Report for the 2nd Quarter.

7 For 0 Against 1 Abstained

21.08.10. Consideration of Adaptive Recreation Program
On a motion by Vicky Hicks, seconded by Dee Moore, the Board approved the Center's recommendation to assume operation of the City of Abilene's Adaptive Recreation Program, with a start date of no later than September 1, 2021.

6 For 0 Against 2 Abstained

Mrs. Rayford abstained from voting.

21.08.11. Consideration of Employee Survey and Action Steps
The Board reviewed and discussed the Employee Survey Comparison from previous years and the positive ways that we work routinely to address ongoing concerns.

21.08.12. Information Items

- Texas Council Annual Conference – Austin, November 17-19.
- Donation Report – The Center received \$100 in the 2nd Quarter.
- MHD Block Grant Opportunity – The Center will start receiving funds in September, which provides potential for a Mental Health Deputy and Mental Health worker in each of the counties in our catchment area to work together to provide services.

Community and/or Staff Meetings for the CEO – Mrs. Goode provided a review of the meetings that she and executive staff attended for the month.

21.08.13. Adjournment

The meeting was adjourned at 6:55 p.m. with all business being completed.
The next meeting was set for May 4, 2021 at 5:15 p.m.

APPROVED:



Chair, Board of Trustees



Secretary, Board of Trustees