

BETTY HARDWICK CENTER
April 2, 2024
2616 SOUTH CLACK, ABILENE, TEXAS

Trustees Present:
Tyler Cagle
Rosendo Contreras
Vickie Street
Vicky Hicks
Doug Stanley
Andre Moore
Gustavo Villanueva
Dee Moore

Staff Present:
Jenny Goode
Chris Mabry
Starla Cason
Michael Jones
Dean Pye
Ken Robinson
Brett Rowlett
Andra Cobb

Jennifer Farrar
Chris Dillard
Rachel Gottfried
Noreen White
Sandra Lang
Julio Luna
Jim Reynolds

Trustees Absent:
Elijah Anderson
Priscilla Rayford
Vickie Street

Executive Staff Absent:
Dena Heaton

24.08.01. Invocation/Quorum/Recognition of Guests
Mr. Cagle called the meeting to order at 5:15 p.m. and provided the invocation. We had a quorum of eight (8) members present.

24.08.02. Citizens Comments
There were no citizens' comments.

24.08.03. Employee and Board Awards and Recognition 2nd Quarter
The following individuals were recognized by Mrs. Goode and the Board for their years of service.

Rachel Gottfried	20 years	ECI Enrollment Coordinator
Sandra Lang	10 years	MH First Aid Outreach Coordinator
Julio Luna	10 years	Facility Management Technician
Jacob Limon	10 years	MH Adult RDM Service Provider
Jim Reynolds	5 years	Veterans Counselor
Andra Cobb	5 years	Staff Development Coordinator
Michelle Edwards	5 years	Billing Specialist

24.08.04. Minutes of March 5, 2024 Board Meeting

On a motion by Rosendo Contreras, seconded by Vicky Hicks, the Board approved the minutes from the Board meeting on March 5, 2024.

7 For 0 Against 1 Abstained

24.08.05. Financial Reports, February 2024

Mr. Mabry provided a review of the Financial reports from February 2024. The Center experienced a profit of \$95,211 for the month and has a surplus of \$137,047 for the year. The biggest variance continues to be DPP; but we are very close to budget overall and are optimistic for the outlook. Ms. Moore asked about whether we still had a fleet vehicle contract active. Mr. Mabry explained that we do, and that depending on the funding source and the usage requirements determines whether we use the fleet vehicle contract or purchase replacement vehicles from other local companies.

On a motion by Dee Moore, seconded by Doug Stanley, the Board accepted the financial report as presented.

7 For 0 Against 1 Abstained

24.08.06. Consideration of Quarterly Personnel Report

Mr. Jones presented the Quarterly Personnel Report. The Board asked about whether something happened in the Adult Mental Health division to create the fluctuation. Mr. Jones and Mrs. Goode explained that it was the Reduction in Force along with normal turnover that reflected the trend. It was noted by the Board that we had a notable number of applications this quarter though.

On a motion by Doug Stanley, seconded by Dee Moore, the Board accepted the report as presented.

7 For 0 Against 1 Abstained

2.08.07. Employee Survey results

Mr. Jones presented the summary of results from the annual Employee Satisfaction Survey recently conducted as well as analysis and discussion of action plans. The Board provided great feedback on the number of questions, the participation, and the overall opportunity for employees to voice their anonymous opinions. The Board did encourage a solid follow up to the employees along with checking for benchmarks with other Centers and shortening the survey by a little bit.

A few areas that Center leadership has plans to address include:

- Peer and other staff role clarifications – It was clear that in some areas of the Center, we can benefit from clarifying the different duties and expectations between certain jobs and departments. This will occur in divisions/departments.
- Consideration of minor remodeling to improve Front Desk security – Specifically in the 2626 building, the sliding glass windows are problematic. We are working to evaluate the options to improve this for staff and clients.
- Equipment replacement as needed – We proactively replace equipment, furnishings, and vehicles. Staff who have a concern should always speak

to their manager or executive manager about any concerns they may have.

- **Additional Netsmart Training as refreshers for staff** – Staff are using Netsmart effectively in many areas, but as we get more skilled, there are improvements and follow up training to fine tune our understanding and usage. Please identify your questions/issues in departments and coordinate with your manager to schedule follow up sessions.
- **Salary and Benefits** – This is a topic that is always in review. In all areas of the Center, a one-time retention payment of \$2,000 was given in September 2023 to all employees as well as continued quarterly tenure payments. Only a few classifications received increases as a result of budgetary challenges related to lower earned revenues and increased costs related to healthcare claims (which continues to be a significant challenge) and technology. This will continue to be actively reviewed, discussed, and addressed.

24.08.08. Consideration of Quarterly QM Report

Mrs. Goode presented the Quarterly QM Report. She explained the overall status of reportable line items and where the Center came short and what leadership was doing to rectify. Most of the line items were still due to the data pull issues with the transition to the new Electronic Health Record system and not falling short on the actual requirements. Background work still to be done, but the numbers are greatly improved over the last quarter.

On a motion by Vicky Hicks, seconded by Rosendo Contreras, the Board accepted the report as presented.

7 For 0 Against 1 Abstained

24.08.09. Consideration of Quarterly PNAC Report

Mrs. Goode presented the report this month and highlighted the main areas of discussion regarding Customer Survey distribution and ongoing and developing workgroups regarding the Diversion Center SIM.

On a motion by Dee Moore, seconded by Gustavo Villanueva, the Board approved the Quarterly PNAC report, as presented.

7 For 0 Against 1 Abstained

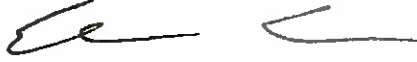
24.08.10. Information Items

Mrs. Goode discussed upcoming events, and reviewed her calendar report. Vicky Hicks inquired about the status of housing programs and Mrs. Goode gave a brief summary.

24.08.11. Adjournment

The meeting was adjourned at 6:45 p.m. with all business being completed. The next meeting was set for May 7, 2024, at 5:15 p.m.

APPROVED:



Chair, Board of Trustees



Secretary, Board of Trustees