



**Board of Directors Meeting Minutes
January 20, 2021**

Present: Mark Ferrandino, Board Chair
Jose Torres-Vega, Vice Chair
Bill Ojile, Treasurer
Mara Kailin, Secretary

Holly Reef
Cassie Sudbeck
Olga Feldman
Mary Beth Susman

Absent: Joe Derdzinski

Staff Shari Repinski, Executive Director
Georgia Edson, CPO
John Wetherington, CFO
Marilyn Stewart, Interim CFO
Dana Johnson
Jenny Smith
Deanna Soulis
Melissa Emery
Fonda Buckles

Dianne Clarke
Kris Kogan
Joelle Ashley
Lisa Roebuck
Alicia Caldwell
Amanda Lighthiser
Ann Erickson
Cindy Muller
Jodi Litfin

Guests:

Mr. Jose Torres-Vega, Board Vice Chair, called the meeting of the Board of Directors of Rocky Mountain Human Services (RMHS) to order at approximately 6:02 p.m. via Microsoft Teams.

CONSENT AGENDA

- Approval of January 20, 2021 Agenda
- Approval of November 18, 2020 Board Minutes

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Motion: Mr. Bill Ojile moved to approve the January Agenda and the November 18, 2020 Board Minutes. Ms. Mary Beth Susman seconded the motion, and it was approved by unanimous voice vote.

MISSION REPORT

Ms. Shari Repinski reported on RMHS 2020 achievements and challenges. Achievements include welcoming hundreds of new colleagues after becoming the new Single Entry Point in Denver metro, created a Diversity, Equity and Inclusion Advisory council, distributed boredom busters to clients after a disruption in school and day services and added IT cloud security. Additionally, RMHS flipped all to in-person services, assessments and diagnostic evaluations to virtual or tele-health services, held several town hall and informational sessions for the public, and added services to reach individuals with mental health disorders and involved in the criminal justice system. Finally, the RMHS finance department migrated to a new accounting software to increase reporting capabilities and founded Denver Early Steps to provide continued services to babies/toddlers who would no longer be eligible for the state program.

PRESIDENT'S REPORT

Executive Committee Report

Review of the discussions of enlisting an interim CFO and legislative updates pertaining to Conflict Free Case Management.

PUBLIC COMMENT

No public comment was given.

EXECUTIVE DIRECTOR'S REPORT

Conflict of Interest Statements

Dana Johnson will send out the annual conflict of interest statement out to the Board to complete their yearly confirmation.

Client Satisfaction Survey

Ms. Ann Erickson provided an overview of the 2020 client satisfaction survey. The elements involved to create the survey include the goals and determining factors such as the impending pandemic and timeframe of responses. The Board reviewed the survey respondents' demographic information according to program department and

desired sample size. Key takeaways for pre-COVID satisfaction include clients generally feeling positive experiences of satisfaction with RMHS services and support. Non-COVID takeaways include strengths within staff accessibility, timely engagement, informed choice of representation, rights and privacy. Challenges include payment and approval of services, delay in receiving services and the frequency of changes in service coordinators. COVID related responses report that people receiving services through RMHS are experiencing significant impacts from the pandemic. Satisfaction remains high but contributing impactful factors include desire to return to in-person services and access to technology. The information obtained from this survey will be used to improve workflow productivity, identify strategies to decrease staff turnover, to identify prioritized programs and to ensure clients are aware that they are able to ask for a new case manager if requested. Furthermore, the information obtained from the survey aim to study ongoing quality improvement measures including an ongoing needs assessment, avenues for impromptu feedback and brief and frequent satisfaction measures.

DEI Update

Diversity, Equity and Inclusion objectives include concluding an organizational-wide initial assessment of needs, opportunities and trainings, interviews with managers, employee council and BIPOC staff and the creation of a DEI manager position. Additionally, RMHS has selected interested staff participants to create a Diversity, Equity and Inclusion Advisory Council that will kick off tomorrow. The council is one of many actions RMHS is taking to allow staff to express organizational wide values and intentions in engaging in DEI work. Further areas of focus include additional cultural competency trainings, increasing diversity at leadership level, expansion and outreach to build relationships with Black and Latino individuals supported. Future work includes assessing themes and goals that have emerged from the assessment phase, create a five-year plan with input from leadership team, employee council, DEI advisory council and the whole organization.

FINANCE COMMITTEE REPORT

New Staff Introductions

Mr. John Wetherington introduced to the Board the Interim CFO Marilyn Stewart and the Interim Director of Finance and Acting Controller Cindy Rubino.

Year-To-Date Financials

Mr. John Wetherington reported the results for the year-to-date financial results for total revenues and expenses ending in November of fiscal year 2021.

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Motion: Mr. Bill Ojile made a motion to accept the Year-To-Date Financials for FY21 ending in November 2020. Ms. Mary Beth Susman seconded the motion, and the motion was approved by unanimous voice vote.

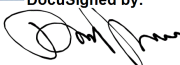
NEW BUSINESS/ANNOUNCEMENTS

No new business or announcements were made.


ADJOURNMENT

With no new business or announcements, Mr. Mark Ferrandino moved to adjourn the meeting of the Board of Directors at approximately 7:53 p.m.

Submitted by:

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3/18/2021

Dana Johnson Date
Executive Assistant

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Mara Kailin Date
Board Secretary