



MINUTES
BOARD OF DIRECTORS OF
CMHA WW
JANUARY 31, 2019

Present: Mary Kriksic, President
Krista Walford, Secretary-Treasurer (*via telephone*)
Anthony DiCaia, Board Member
Katharina Markowiak, Board Member
Julie Nicholls, Board Member
Fred Wagner, Executive Director
Helen Fishburn, Senior Director of Services & System Transformation
Heather Eddy, Senior Director People, Culture & Quality
Tim Lewis, Senior Director Finance & Organizational Performance
Alison DeMuy, Director of Strategy & Innovation

David Pell, Board Vice-President
Donnamarie Dunk, Board Member
Jacqueline Marshall, Board Member

Absent: Andrew Best, Board Member (with prior notification), Dian Shannon, Board Member (with prior notification), Jordan Carmichael, Professionals on Board, Lynda Davenport, Board Member (with prior notification)

Recorder: Minerva Sánchez Rudman, Senior Executive Assistant

Guests: Meredith Gardiner, Director of Services and Joanne (for FACT Team Presentation)

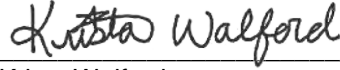
Welcome and Introductions	
FACT Team Presentation	Joanne shared her personal story. Joanne and her son have experienced positive outcomes as a result of being connected with the FACT Team. As a result of their involvement with the program they now have a closer relationship. Her son is now an alumni of the program and can access support at any time without having to go through the referral process.
Call to Order	
Declarations of Conflict	None declared
Approval of Consent Agenda	It was duly MOVED and SECONDED THAT the consent agenda be approved with the addition of the Senior Director of Services & System Transformation Report.
Senior Director of Services & System Transformation Report	It was duly MOVED and SECONDED THAT the Senior Director of Services & System Transformation report be received.
Resources Committee	Donnamarie provided a verbal report. The committee reviewed the monthly financial statements. Tim provided highlights of the financial statements: <ul style="list-style-type: none"> - An increase in staff turnover is affecting the forecast. This is in part due to additional hiring taking place by the local School Boards as a result of Ministry funding. Turnover rate is typically 8%, currently this rate has almost doubled. - Monthly forecasting meetings with members of the management team continue to take place. - A surplus in MCYS and WWLHIN funding is anticipated. - Senior Leadership team has been engaged in planning for the anticipated surplus. - Surplus this month was higher than forecasted last month, planning is underway to address this surplus. The surplus is approximately 1% of the yearly budget.

	<p>It was duly MOVED and SECONDED THAT the committee report be received.</p>
PQRE Dashboard	<p>PQRE has reviewed the draft dashboard. The Senior Leadership Team will review the newest iteration and fine tuning will continue. The final version will be brought to the board for approval at a later date.</p> <p>It was duly MOVED and SECONDED THAT the PQRE Dashboard be received.</p>
Fund Development Committee Report	<p>David provided a verbal report. The committee reviewed the Revenue Diversification plan and noted that although progress has been made towards goals outlined in the plan, there are goals that have not been met, such as the development of a database and its management. Staff allocation for this work is affecting the progress made in this area.</p> <p>Moderate progress has been made made by Inspire, consultant firm hired to determine CMHA's capacity to fund raise. As part of their work, they will conduct interviews to gather information. The list of key informants is not yet robust, any additional names can be forwarded to Minerva.</p> <p>The partnership with Shoppers Drug Mart has been finalized and planning is underway for the Run for Women event on May 5, CMHA WW will be the beneficiary of this event.</p> <p>It was duly MOVED and SECONDED THAT the Fund Development Committee Report be received.</p>
Budget Approval	<p>The WWLHIN approached CMHA regarding the draft budget submission. The service volumes identified in the submission are lower than in previous years and are a reflection of a change to the service model. The FACT model currently being implemented has a different ratio for client services due to the intensity of the service, this shift is being made to address the increased complexity in the referrals received.</p> <p>Documentation has been submitted to the WWLHIN to provide further background information on the rationale for these changes.</p> <p>An extension has been granted at this time and meetings will take place to discuss these reductions with the WWLHIN staff.</p> <p>Although a surplus is expected this year, there is substantial information that can be provided.</p> <p>A budget is expected to be brought to the board for approval at next month's meeting.</p>
Future of Healthcare	<p>Fred provided an overview on the future of Healthcare.</p> <p>Total operating expenditures have increased by 55%, while operating expenditures have remained flat and operating expenses for transfer payment agencies have grown by 99%.</p> <p>There are over 35,000 separate transfer payment organizations and 90% of total operating expenditures is spent through these agreements.</p> <p>Specific recommended strategies to improve finance management include: Leveraging emerging technologies, back office efficiencies, process optimization and the consolidation of transfer payments.</p> <p>Bruce Lauckner, WWLHIN CEO, shared his observations at Cambridge and Rural Wellington Sub-region meeting. Dr. Reuben Devlin was appointed as chair of the Premier's council. The council's primary mandate is for them to find efficiencies. The report currently doesn't identify solutions, only notes deficiencies.</p> <p>Possible implications for CMHA WW:</p> <ul style="list-style-type: none"> - Digitalization will become prominent. - Data that assess efficiency, productivity and performance will be emphasized. - Outcome and client experience data will be critical for driving clinical decision making. - Reliability and validity of our data systems will be more important than ever.

In Camera	It was duly MOVED and SECONDED THAT we move in camera.
Approval of Minutes November 29, 2018	
Facilities Update	
	It was duly MOVED and SECONDED THAT we move out of camera.
Adjournment	It was duly MOVED and SECONDED THAT the meeting be adjourned.



Mary Kriksic
President



Krista Walford
Secretary-Treasurer