

**Lighthouse Youth & Family Services  
Administrative Committee Minutes  
February 19, 2019**

Members in attendance: Dawn Green, Mary Bob Rubenstein

Members in attendance via phone: Tim Timmel and Stephen Peterson

Members absent: Ken Feldmann, Lisa O'Brien, and Larry Sheakley

Staff in attendance: Paul Haffner\*, Cathy Goold, Judy Oakman, Jodi Harding, and Jessica Wabler (\*also a Member).

Mr. Peterson called the meeting to order at noon. Ms. Green motioned, and Ms. Rubenstein seconded to approve the December, 2018 minutes. The minutes were unanimously approved.

Ms. Oakman gave the financial report focusing on the service area summary. It was a difficult month in January for our per diem contract revenues through Hamilton County. This affected Mecum House, Foster Care and our group homes where our census is down. Mr. Haffner noted Mecum House has had a challenging census in four of the last seven months which is starting to feel like more of a trend rather than an anomaly. We need to get deeper into the numbers to understand the future prognosis for these critical service areas. Ms. Harding specifically noted our ability to use data more effectively to identify what are truly trends in our services. Overall, our year-to-date is still positive but we must tackle these challenging issues.

We then discussed our ongoing issues with Medicaid billing and the accounts receivables we have on our books. Ms. Oakman noted the progress made since we have hired our Medicaid Billing Specialist to focus on this critical area.

The Committee then engaged in a follow up discussion on our electronic health record and our vendor Core Resources. Mr. Haffner described the conference call in January with both Mr. Peterson and Mr. Sheakley joining the conference call with staff from Lighthouse, the CEO of CORE Resources, Ravi Ganesan, and his primary investor from Rittenhouse Ventures. This was a call focused on financial due diligence and analysis of CORE as an ongoing entity. Mr. Haffner expressed the Lighthouse group's opinion that financially CORE is healthy and has long-term capital investing in it. It is now exclusively an issue of system capability and the hard work of implementation. CORE has made an investment in several personnel including a Director of Customer Experience who will be visiting Lighthouse on February 28. This is a critical meeting. Ms. Oakman and Ms. Harding just returned from a national conference where CORE sponsored their attendance and they gave a brief update of some of those constructive meetings. Again, not a people or financial issue. At this point – all about the system.

Ms. Wabler then overviewed the 50<sup>th</sup> anniversary year events including the Blink Festival and parade and our early stage planning. We also discussed our intentions to have a float in the Cincinnati Pride Parade and generally be present in various media efforts throughout the year. The Committee briefly discussed possible ways to spend some marketing dollars to get the word out about our celebration. Mr. Haffner also showed the committee the final draft of the 50<sup>th</sup> Anniversary Endowment Campaign “The Next 50 Years” which will go to print this week. The Lighthouse newsletter will be going out very shortly and our Lighthouse video is in production and will be finished in March.

Finally, Ms. Wabler overviewed the project “Reconnect” where we are engaging past service recipients of Lighthouse to help us tell their stories.

For Executive Briefs, Ms. Oakman explained there was excellent participation in our Board Engagement Survey with 29 out of 35 responses. Those results should be final and reviewed with the Board at its March 20 meeting. Mr. Haffner described the initial Marketing Committee meeting and explained how these would be front-loaded series early this year and then become more routine. Primary focus is on kids/families in CPS grades 3 – 12. The Committee will also help with the 50<sup>th</sup> anniversary.

Mr. Haffner also reviewed plans to address our strategic plan scorecard with the Board on March 20. The Committee approved the approach.

Finally, Ms. Goold overviewed The Lighthouse Way roll-out. Mr. Timmel noted the importance of front-line Manager in getting the word out.

The meeting was adjourned @ 12:45 p.m.