

**Lighthouse Youth & Family Services
Administrative Committee Minutes
December 18, 2018**

Members in attendance: Ken Feldmann, Stephen Peterson, Lisa O'Brien, Larry Sheakley, Dawn Green, and Mary Bob Rubinstein.

Members absent: Tim Timmel

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. Mr. Feldmann motioned, and Mr. Haffner seconded to approve the minutes of the October, 2018 minutes. The minutes were unanimously approved.

Ms. Oakman reviewed the financial report through November noting the agency is at a healthy surplus after all consolidations and eliminations of \$196,044 through November. The Committee discussed specific programs with negative trends including our teen shelter, Mecum House, where the census dropped in October and November but is now back within range. We also discussed the typical fluctuations in YHO and continuing challenges with Foster Care & Adoption, which has seen a reduction in children and care. This has been a countywide trend due to more in-home and prevention work as well as kinship care placements and other interventions designed to reduce the number and/or duration of children coming into the foster care system. Our management team is working closely with Foster Care & Adoption leadership to address these issues. Ms. Oakman explained for Mr. Sheakley why some programs are operated on an exact break-even basis due to cost reimbursement accounting for these programs.

The Committee then discussed the status of the Medicaid billing receivables. There has been progress but there is still significant work to do with respect to prior fiscal year receivables. We recently hired a Medicaid billing specialist to help us clear prior January through June issues, as well as develop best practices going forward.

This provided a good transition into the Electronic Health Record (EHR) vendor report and discussion. Ms. Goold reviewed with the Committee (some members are new to the discussion) the background of the EHR selection from 2015-16 as well as the requirements of the state of Ohio that necessitated the adoption of an EHR system. Mr. Haffner also explained the role of the Committee both as helpful support for negotiations with Core Solutions as well as a resource for knowledge of these types of implementations and the challenges associated with them.

Mr. Sheakley questioned whether any vendor in this space was the market leader or doing things right. Ms. Goold explained it is still an emerging market, distinguished from the medical or hospital EHR world, which has a true market leader and robust history. Behavioral Health has no clear leader, and everyone struggles with some aspect. However, the Committee did discuss the three leaders in the market being: Credible,

Qualifax, and Netsmart. We had all of these in our initial RFP process in 2015 and narrowed them down, selecting Core Resources and its product CX360 after an exhaustive process. Lighthouse liked the smaller, more nimble vendor who would give us the attention to customize a solution for our various business components. The Committee discussed various scenarios and reviewed Management's recommendation to stay with Core through the Medicaid billing project phase, which will be a few more months. The recent success with our ability to submit claims and post remittance files is tempered by the fact that we still need to bill bundled services correctly.

Mr. Haffner will send to Mr. Sheakley the background information on Core Resources and its venture capital partner, Rittenhouse Ventures. The Committee discussed the distinction between a venture capital firm and a private equity firm – venture implies early stage investment rather than a more mature company. Mr. Haffner will also request an opportunity for a conference call with members of our Committee and the senior executive and board representation of Core Resources to confirm their financial picture as of December 31, 2018. Ms. Goold and Mr. Haffner will also review the contract to confirm whether we can request full financial data from Core and also request our source code escrow to be committed in 2019. This is an excellent tool to protect against a potential financial strain at Core. We also discussed the current billing status and the fact we have withheld significant payments from Core, making one of those payments very recently upon the successful billing in November. Core never has acted in a cash strained manner, which is of some comfort.

The Committee then engaged in the Executive Brief section with the highlight on board engagement and reestablishing the ad hoc Marketing Committee in early 2019. Ms. O'Brien explained several board members had positive comments about the board engagement discussion that will be had in January's full Board meeting. She also explained the successful work we've done in marketing which has typically been as a result of a targeted effort.

The Committee discussed Trustee Marvin Butts' challenge to make sure Lighthouse is reaching out so all young people know about the resources available and the services Lighthouse provides. We noted Trustee Amber Simpson also had a desire to see this through; this would be a perfect place for a marketing committee to focus. Ms. Wabler cautioned the Committee we also have the 50th anniversary coming up and was concerned about diluting important marketing messages. Ms. O'Brien and Mr. Haffner will work with Ms. Wabler and others to form an ad hoc committee and make sure we have a good group of people who will work closely on targeted initiatives, perhaps also developing a marketing strategy for Lighthouse in the future. Ms. Rubenstein asked specifically about Cincinnati Public Schools and resource coordinator positions and whether they knew about Lighthouse. Ms. Harding explained our relationship through Mind Peace and how we work inside the schools as counselors along with several other partners. There is some political sensitivity with respect to marketing Lighthouse in the school where another service provider is embedded as a counselor, but we will work through these issues and hopefully be able to elevate our messaging.

Ms. Wabler then provided the Committee with a 50th anniversary planning recap, including our new video message, 50th anniversary logo, and several ideas that were generated through employee and board member feedback. She also updated the Committee on year-end fundraising efforts, which includes solicitation by email, a happy holiday mailing, Beacon sponsorship mailings, and the FY2018 Impact Report.

As a final matter, Ms. Green noted the New Life Properties board's interest in considering another tax credit deal in November 2019 if program interest materializes. The challenge is to begin thinking of potential projects to be undertaken by Lighthouse and NLP for the betterment of our community.

The meeting was adjourned @ 1:30 p.m.