

3) Zero Tolerance Policy - Action Item

4) Board Policy relative to Insurance Coverage for Vendors

5) Discussion on possible statement on recent issues.

6) Adjourn

Executive Committee Meeting Tuesday, September 24, 2013

Present:

Susan Lara
Steve Esselman
Frank Meyer (teleconference)
Duane Law
John McFarland
Cherylle Mallinson
Susan Hernandez
Jon Gusman
Maria Solano

Status of Regional Center Reports:

1) John McFarland, Worklogic HR:

- A. John reported basic observations of the HR department at KRC. John discussed his work and how he started. He reported the following issues:
 - a. Current HR assistant lack knowledge of HR functions.
 - b. From his observations, it seems that the previous HR director had complete control of the entire department and shared very little with assistant. She did not disseminate information to others.
 - c. Perception: there is/was a lot of distrust between HR and employees. Employees didn't feel equality with HR director.
 - d. Technology lacking: electronic systems could be put in place to make the workflow much easier.

Work that needs to be done:

- e. A HR director is needed to oversee the department.
- f. The Director should be a strong advocate for employees as they feel HR is against them.
- g. The department should consist of A Director and HR Generalist at minimum. The department is more than capable of handling benefits, workers comp. and HR.
- h. The department should be reviewed within 6 months of hiring to evaluate if more individuals are needed.
- i. Job descriptions need to be reviewed/created or updated for all agency positions.
- j. Goals need to be set by department.

2) Cherylle Mallinson, Community Services:

- B. Cherylle gave a presentation the departments she oversees. Aside from Community Services, Cherylle also oversees Assessment, Medicaid Waiver and Fair Hearings. She reported on the following issues:
 - a. Contracts are inconsistent with each other as well as with the law and there is policy missing in regards to requirements of insurance.

- b. Vendors and historic practices are inconsistent with laws.
- c. Basic policies and procedures are lacking or nonexistent.
- d. KRC procedure manual was created in 1994 and never reviewed or updated.
- e. Several audit findings due to no policies and procedures.
- f. Job descriptions and duties are unclear or missing.
- g. More staff is needed to oversee the increasing volume of vendors. Currently there is a Program manager, 5 community services specialist, 1 vendor coordinator and 1 unit secretary to oversee 4,000+ vendors.
- h. Staff needs to be empowered, previously, decisions were made by previous administration and they were not encouraged to make their own decisions.
- i. Vendorizations are not consistent, issues with some missing identification, insurance policies, contract language and payment agreements are not consistent, coding services and rate table for payments.
- j. Assessment also lacking policies and procedures.
- k. Fair Hearings: not enough staff to do fair hearings. Currently, they are split between herself, Susan Hernandez, Tamara Harney and Mark Meyer.

Work that needs to be done:

- l. Issues can be fixed but it will take time.
- m. Work with current employees to empower them and give them the tools they need to make appropriate decisions.
- n. Examine current vendorizations and obtain appropriate contracts, payment agreements and required documentation.
- o. Update KRC procedure manuals.
- p. Have written Policies and procedures and keep them updated to be consistent with laws.
- q. Have clear job duties and responsibilities for staff to follow.
- r. Hire more staff for Community services, Medicaid waiver, and a full time fair hearing staff.
- s. Implement changes.

3) Susan Hernandez, Client Services:

- C. Susan reported on client services. Her department consists of 9 Program Managers who oversee between 10-15 service coordinators. She reported on the following issues:
 - a. There is a cultural shift happening. Previous administration made decisions or overturned decisions made and so staff got to the point where they didn't feel the need to learn anything because decisions were not made by them.
 - b. Lack in policies and procedures.
 - c. Lack in job descriptions
 - d. No training for staff when they started
 - e. High caseloads continue.
 - f. Issues with staff having to take medical leave. Many are on leave right now.
 - g. Early Start a big concern, their unit has the highest caseloads and very strict deadlines.

- h. SC's change all the time for families thus not allowing a trusting relationship between client/families and staff.
- i. A lot of changes in regulation since 2009.

Work that needs to be done:

- j. Provide proper training for new staff.
- k. Provide training and ongoing education for current staff.
- l. Hire more service coordinators (10) to reduce caseloads and 2 additional Program Managers.
- m. Update and review policies and procedures to be consistent with laws.
- n. Empower staff and program managers to make their own decisions.
- o. Update and/or create job descriptions for staff to follow.

4) Jon Gusman, I.T. and Facilities/Accounting/Payroll:

D. Jon reported on the departments he oversees. He discussed I.T. which oversees technology for the agency, payroll and accounting which processes payments for vendors and clients. He reported on the following issues:

- a. I.T. has a lot of issues mainly because all I.T. equipment has not been updated as it should. The following items were/are outdated: phone system, servers, computers, copiers and phone/internet lines.
- b. Phone system was on its last leg and ready to collapse in April of 2013. No support would be available for this phone system. KRC was also paying for lines that were not being used costing about \$40,000 a year and all that was required was to shut them off.
- c. Servers are outdated and can no longer support the agency and the data contained in them.
- d. Computers are about 10 years old and falling apart. Normally, computers last about 5 years.
- e. KRC has to manage both properties and keep them in good condition. Level of involvement between himself, Tom who is our maintenance person and Duane is about 25% aside from other job duties.
- f. There are currently some issues with the building which will have to be changed including: furniture, generators, parking light fixtures and securing access from the public to the building where staffs work.
- g. Accounting is working with antiquated systems.
- h. There is a shortage in staff members
- i. Current accounting personnel lack accounting knowledge or education and are more considered billing clerks.
- j. Audits and auditors continue to be an issue as they ask a lot of questions and our staffs work flow is interrupted constantly.

Work that needs to be done:

- k. Bring KRC up-to-date with technology. Some technology advances have been done including the phone system and servers.
- l. Update computer technology. Working to acquire VDI technology to replace computer thus eliminating the need to purchase new computer equipment.
- m. Review partnerships with our vendors who provide supports to our technology. Some changes in vendors have been done including for our phone system, servers and computers, accounting folding machine and phone/internet lines.

- n. With the current and upcoming advances in technology, the workload for our I.T. department should be reduced thus eliminating the need to hire additional staff for that department.
- o. Payroll has been outsourced to Paychex which means that we don't need to hire an additional payroll assistant.
- p. We are transitioning from paper timesheets to electronic timesheets.
- q. Accounting is looking to replace systems but will need to consult with the State as they require us to use their systems.
- r. Accounting is also planning on outsourcing Money Management which should free up the workload of 2-3 staff members thus helping to reduce workload for other accounting staff.
- s. Workload should improve once vendors move to e-billing and electronic funds transfers