

**MID-OHIO PSYCHOLOGICAL SERVICES, INC.**  
**BRADLEY A. HEDGES, PH.D.**  
**PSYCHOLOGIST**  
**EXECUTIVE DIRECTOR**

624 East Main Street  
Lancaster, OH 43130-3903

(740) 687-0042

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Pursuant to the laws of the state of Ohio in which this corporation is organized, and its bylaws, a meeting of the Directors of Mid-Ohio Psychological Services, Inc. was held on August 11, 2005 at 5:30 p.m. at 624 East Main Street, Lancaster, Ohio. A quorum of members was present.

The following directors were present: Will Sharp, Larry Novak and Nathan Hale. Also present at this meeting were Karen Wolfe, Fairfield County Children's Services Unit Supervisor; Janice Phelps, Editor-in-Chief of Lucky Press; Brad Hedges, Executive Director; Shawna Watts-Shumaker, Administrative Coordinator; Amy Figgins, Billing Supervisor; and Alice Grant, Accounts Payable Manager. The following member was not present: Barbara Salyers. The meeting was called to order by Will Sharp, Board Chair.

The following items were discussed:

1. A brief discussion was held regarding recent meetings held by board members with their respective MOPS departments. Meetings have been held with the Financial Department and staff regarding Quality of Service. The purpose of these meetings is to make the board members more aware of the day-to-day operations of the agency and find ways to reestablish agency. Board members were encouraged to meet with their respective departments before the next board meeting.
2. Amy Figgins, Billing Department Supervisor, gave an enlightening overview of the billing and payment procedures and the separation of duties process necessary for auditing purposes. She also spoke regarding the collection process and write-off procedures.
3. Karen Wolfe and Janice Phelps have been recruited to join the MOPS Board of Directors. Karen is employed by the Fairfield County Department of Jobs & Family Services, Children's Services Division. Janice owns and is Editor-in-Chief of Lucky Press, a local book publishing company.

Nathan Hale motioned and Larry Novak seconded the following resolution:

**Resolution 08-11-05-01**

**Be it resolved that Karen Wolfe and Janice Phelps be elected to the Board of Directors of Mid-Ohio Psychological Services. The resolution passed unanimously.**

4. The minutes of the previous meeting were disseminated prior to the Board meeting.

Larry Novak motioned and Karen Wolfe seconded the following resolution:

**Resolution 08-11-05-02**

**Be it resolved the minutes from the June Board Meeting be approved. The resolution passed unanimously.**

5. The financial reports for June and July were given to members at the board meeting but could not be approved as stated due to on-going problems downloading the accounts receivable reports from XaktSoft to QuickBooks. The financial department has been working with the software developers and accountant, Jeff Burrow, to correct these problems. Mr. Burrow did provide a letter explaining the current status of this process.
6. Dr. Hedges stated the July production ratio was down somewhat and that he is working with the clinical staff to improve the paperwork to production ratio. He noted that paperwork time, or non-revenue time, is higher than it should be and that he and the clinical supervisors are developing ways to reduce this.
7. A revised budget, more in line with the Fairfield County ADAMH allocation was submitted for approval.

Larry Novak motioned and Nathan Hale seconded the following resolution:

**Resolution 08-11-05-03**

**Be it resolved the revised FY06 budget be accepted. The resolution passed unanimously.**

8. Growth issues were discussed regarding the Franklin County expansion. The office space renovation is complete and this has doubled the amount of office space. The challenge will now be to generate enough clientele and revenue to fill the space. Some marketing is being done (letters sent out to potential referral sources) and it is hoped that as more social service agencies become aware of MOPS they will refer their clients here.
9. Dr. Hedges spoke regarding the expansion of the AOD Program. It is hoped this new program will be fully functional in another month. Rick Gehlbach has been working to develop and market this program. It is hoped this newly developed format will provide a more measurable outcome process and fill a need not currently being met in the community. Karen Wolfe shared information regarding waiting lists at other agencies and time restraints for court ordered treatment. Dr. Hedges stated the new program will only be available at the Lancaster office

- initially, but he hopes to offer it at the Columbus location as the need arises and staffing is increased to accommodate this program.
10. Quality Assurance activities continue to be okay but slightly behind due to staffing shortage and increased workloads for the quality assurance committee. Will Sharp suggested QA reports only specify what is current to the board meeting.
  11. There were no client rights grievances. One MUI was reported.
  12. Janice Phelps suggested staff be more diligent of children left unattended in the waiting room given the nature of some of the counseling done at this agency. Dr. Hedges noted efforts are made to insure children are not left alone and that signs are posted to remind parents of this. He stated the front office staff makes every effort to route group members directly to the group rooms to avoid their coming into contact with other clients.
  13. Certification from the Ohio Department of Mental Health has been given but a current certificate has not been sent as yet.
  14. Dr. Hedges noted that several training sessions are planned for August, September, and October and CEU's will be available for participants. He stated these trainings are free and open to the public and have been announced through the Family First Council and other agencies. He also noted the e-trainings for MOPS staff have been successful.
  15. The Clinical Information System is currently waiting for an update that should make it more usable for the staff.
  16. Staffing issues include the hiring of Barbra Williams as a receptionist and Kimberly Rugg for halftime clinical and halftime home based therapy. Carolyn MacKenzie and Heather Stevens have left the agency. Dr. Hedges noted he has been very impressed with Kim Rugg and her clinical ability thus far.
  17. Shawna Watts-Shumaker stated she has been working with the ADAMH Board for the Mental Health Awareness promotion for the upcoming levy campaign. Dr. Hedges noted there will also be five school levies and the MR/DD levy on the ballot.
  18. The Community Health Consortium recently met. The CHC is made up mostly of Executive Directors and other key people from the local community agencies in an effort to make the mental health system work smoothly and provide needed services to the community. Dr. Hedges noted that work is being done to put together a web server for use by all agencies.

19. Will Sharp asked that each board member review their particular area of agency operation and arrange a time to meet with staff members from that area.

Larry Novak motioned and Karen Phelps seconded the following resolution:

**Resolution 08-11-05-04**

**Be it resolved the August meeting be adjourned. The resolution passed unanimously.**

The next meeting will be held October 20, 2005 unless notified otherwise.

Respectfully Submitted:

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Alice J. Grant