

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

624 East Main Street  
Lancaster, Ohio 43130

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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 September 7, 2006 at 5:30 p.m. at 624 East Main Street, Lancaster, Ohio. A quorum of members was present

The following directors were present: Karen Wolfe, Janice Phelps, Larry Novak, and Barb Salyers. Also present at the meeting were Brad Hedges, Executive Director, Shawna Watts, Administrative Coordinator, Alice Grant, Accounts Payable Manager, and Jeanette Ruffner, Records Control Clerk. The following members were not present: Will Sharp, and Nathan Hale. In the absence of Will Sharp, Board Chair, the meeting was called to order by Karen Wolfe.

Jeanette Ruffner gave a brief presentation of the Records Control Department and the complicated process of keeping the records in order. She spoke regarding the filing system, creation of charts, and assignment of client identification numbers. A new bar code system has been added for checking out charts in order to know exactly where a chart is at any given time. Dr. Hedges noted there are approximately two thousand active charts and over seven thousand inactive charts that are under the control of this department. He also stated most client information is on the computer but hard copies need to be kept for signatures and collateral information. These records must be maintained for ten years/ten years past the age of majority.

The August meeting for the board could not be held to due conflicts in scheduling. The minutes of the June board meeting was disseminated prior to the meeting. The financial reports for June, July, and August were posted to the web site prior to the meeting. The current financial status is good. Receivables were down slightly as is typical during the summer months and because of several clinical absences due to maternity leaves but are expected to improve now that school is again in session. Dr. Hedges noted the clinical staff members who were out on maternity leave have done an excellent job of client care and coverage while they were on leave. It was noted that the accountant, Jeff Burrow, is doing a final adjustment to make sure the accounts are listed properly before the FY06 audit. No date has been set for the audit.

The monthly Accounts Receivable reconciliation from XAKT to QuickBooks is going well. Due to a request from the Board, Accrued Payroll is now being updated monthly.

Janice Phelps motioned and Larry Novak seconded the following resolution:

**Resolution #09-08-06-01**

**Be it resolved that the Minutes of the previous MOPS Board Meeting be approved. The resolution passed unanimously.**

Larry Novak motioned and Barb Salyers seconded the following resolution:

**Resolution #09-08-06-02**

**Be it resolved the financial reports for June, July, and August be approved. The resolution passed unanimously.**

The following issues were discussed.

1. The annual review of client rights issues was given to the board members and is included in the bi-monthly information packet. There is no action pending regarding any complaints. Janice Phelps asked the difference between the formality of a verbal complaint versus a written complaint. Dr. Hedges noted that typically no action is necessary for a verbal complaint. He also stated that MOPS does take steps to insure each complaint, whether verbal or written, is handled to the client's satisfaction.
2. Current Client Rights and Major Unusual Incidents were discussed and are listed on the agenda for this meeting. Most of the discussion centered on the recent flooding of the basement at 624 East Main Street. Dr. Hedges explained the flooding was caused by a backup of the city sewer system and an outside agency was hired to do the bulk of the cleanup. The cost of this cleanup was over \$3000 and not covered by insurance. A rider has been purchased to include flood damage to our insurance coverage. Dr. Hedges also thanked Shawna Watts-Shumaker, Brian Plummer, and Jeanette Ruffner who did the initial work of protecting the filing cabinets and furnishings in the flooded area. The basement carpeting has been removed and will not be replaced. The floor has been painted instead and anti-fatigue mats have been purchased.
3. Training issues include MOPS being recertified to provide CEU's for participants and a request to provide CEU's for online training was discussed. A workshop was held August 18 with 31 participants and is the most attendees so far. The next workshop will be November 17 on Empirically Supported Therapies for Disruptive Behavior Disorders. A trainer will be brought in for this.

4. The annual Medicaid Audit has been rescheduled for September 25.
5. The Client Satisfaction Survey was reviewed. Dr. Hedges noted all the ADAMH agencies had participated in this with MOPS having the highest number of clients surveyed. He also noted it was helpful but not too informative. He stated that on a scale of one to five, MOPS ranked about four in the satisfaction of clients with the services provided. This is relatively consistent with the national average. MOPS will continue to do this survey quarterly. Barb Salyers asked if the results of this survey would be used in funding decisions. Dr. Hedges noted that it would be used more for quality of service improvements and that the ADAMH board has publicly declared that they would not use it for funding decisions. He also stated that areas of client concern would be addressed.
6. Several staffing changes were noted and are listed on the agenda for this meeting. The annual employee evaluations are nearing completion and did not impact the employee morale as in previous years.
7. Growth issues included several new service programs that MOPS will be asking the ADAMH Board to fund. These include a Parenting Intervention Program, a Court Program in conjunction with the existing Mental Health Court, and an expansion of Medicaid dollars to match the current volume of services. Approximately \$85,000.00 will be needed for each program. Janice Phelps asked what financial help was available should a Medicaid client be seen after the current budget was depleted. Dr. Hedges stated that services would be covered due to federal mandates from the Medicaid Program, but that the ADAMH board would expect us to decrease one of our non-Medicaid services to pay for the service.
8. Dr. Hedges stated that the community shared training endeavor is working and MOPS is providing most of the training opportunities. He noted that currently the focus of CHC is on the allocation of money and not on the coordination of systems at this time. He also stated that MOPS continues to participate in the "Mental Health Matters" events and the ADAMH radio programs are going well. The next event will be the ADAMH booth at the Fairfield County Fair in October.
9. A discussion was held regarding board composition. Nathan Hale has expressed that he may resign due to time restraints. Will Sharp and Dr. Hedges have discussed the necessity of keeping an active board and their desire to have at least seven board members. If it becomes necessary for Mr. Hale to resign, it is hoped another education professional could be found as a replacement. They also suggested a member of the business community would be a good addition to the board.

Barb Salyers motioned and Janice Phelps seconded the following resolution:

**Resolution #09-08-06-03**

**Be it resolved that Will Sharp and Dr. Hedges be allowed to begin the process of recruiting new board members should the necessity arise. The resolution passed unanimously.**

10. It was noted that it is becoming increasingly difficult to find a convenient time for the bi-monthly board meetings. It was suggested that moving the meeting to the months of January, March, May, July, September, and November might eliminate the conflicts of holidays and community events.

Larry Novak motioned and Karen Wolfe seconded the following resolution:

**Resolution #09-08-06-04**

**Be it resolved the Board Meetings be changed to the second Thursday of January, March, May, July, September, and November. The resolution passed unanimously.**

11. The FY07 contract has been signed by MOPS and we are waiting for the return of the contract from the ADAMH Board.
12. A proposal has been received from Modern Office Methods to replace two analog copiers with digital copiers due to the cost of maintaining the older machines. A copy of the proposal is attached to the information packet. Dr. Hedges noted the monthly cost of these copiers will be slightly less than the current payments, however, the payments will be for a longer period of time. He also noted he is pleased with the service provided by MOM and the Lanier Company.

Larry Novak motioned and Barb Salyers seconded the following resolution:

**Resolution #09-08-06-05**

**Be it resolved the Modern Office Methods proposal for the lease of two digital copiers be accepted. The resolution passed unanimously.**

The next meeting will be November 9 unless otherwise notified.

The meeting was dismissed.

Respectfully submitted,

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Alice J. Grant