

**NORTHWESTERN ILLINOIS ASSOCIATION  
EXECUTIVE BOARD MEETING #2, FY17  
AGENDA**

**Ogle County Education Center  
Byron, IL  
Wednesday, October 19, 2016  
5:00 p.m.**

**Open Meeting Minutes**

**I. CALL TO ORDER**

Date: Wednesday, October 19, 2016  
Time: 5:00 p.m.  
Location: Ogle County Education Center  
Type of meeting: Regular  
Name of person taking the minutes: Jean Tritle, Board Secretary  
**Name of person(s) presiding: Kim Moore**

**The meeting was called to order at 5:05 p.m.**

**II. ROLL CALL**

Members in attendance:

1. Kathy Countryman
2. Dennis Daly
3. Melissa Geyman
4. Kathleen Kreller
5. Kimberly Moore
6. Cheryl Robinson
7. Crystal Swan-Gravatt

Absent:

1. Susie Kopacz
2. Mike Noble
3. Pamela Ransom
4. Leatrice Satterwhite
5. Corena Steinmeyer

Also present:

1. Jon Malone, Regional Director
2. Jean Tritle, Board Secretary

**III. APPROVAL OF AGENDA**

**Motion made by: Daly**  
**Motion: to approve the agenda**  
Motion seconded by: Swan-Gravatt

**The Chairman asked for a roll call**

**Roll Call:**

“Ayes” – Countryman, Daly, Geyman, Kreller, Moore, Robinson, Swan-Gravatt

“Nays” – None

**Action: Approved**

#### **IV. PUBLIC PARTICIPATION**

##### **Reception of Guests & Visitors & Opportunity for Public Comment**

There were none.

#### **V. CONSENT AGENDA**

- A. Approval of the Minutes from FY17 Meeting #1 on September 21, 2016**
- C. Approval of Personnel Report**
- D. Approval of Accounts Payable for the month of October 2016**
- E. Acknowledgement of Receipt of Treasurer's Report for the months of August 2016 and September 2016 (Handouts)**

**Motion made by:**                    **Daly**  
**Motion:**                                **to approve the Consent Agenda**  
**Motion seconded by:**            **Geyman**

**The Chairman asked for a roll call**

**Roll Call:**

“Ayes” –            Daly, Geyman, Kreller, Moore, Robinson, Swan-Gravatt, Countryman

“Nays” –            None

**Action:**            **Approved**

#### **VI. REGIONAL DIRECTOR'S REPORT**

##### **A. Quick Fact – Job Postings**

Malone explained that, since we service districts in Kane County, he reached out to their Regional Office of education to see if we can start posting our job postings on their employment website. While we still use outside advertising for therapy positions, we would utilize the Kane ROE website for these positions as well. Or request will be considered at an upcoming meeting of the Kane County HR Directors.

##### **B. Challenge – Leadership Series Session**

Malone reported that the first Leadership Series session was scheduled to take place on September 15 but had to be cancelled due to connectivity and sound issues with Go-to-Meeting; these issues did not occur during the original testing done in the week prior to the session date. Malone said we will explore other venues that are set up with the technology we need to conduct the sessions.

##### **C. Action Plan Update**

###### **1. Customer Service Goal**

Malone reported that the first Customer Satisfaction Survey was sent to 42 partners on October with 25 of them responding to date. We will receive the results of the survey in November.

###### **2. Employee Engagement**

Malone shared an example of a Midpoint Check communication that one of the NIA leaders sent to her staff. The purpose of the communication is to verify that, now that the action plan has been implemented, employees are properly engaged. This follows the Studer plan of conducting a survey, developing an action plans from the survey

results, rolling out the action plan, and then conducting another survey to see if the action plan put into place is working.

### **3. Rounding Report: Board Members**

Malone reported that he had rounded on three more Board members this month. The results from this rounding session were similar to those he received last month. The Board members appreciate the slide presentations used at Board meetings, time management as it pertains to the meetings and using BoardBook to distribute the monthly packets. These Board members suggested that Malone use guided tours so that the newer Board members can gain knowledge of how the NIA works. It was also suggested that he poll the Board members as to a meeting time preference, as the 5:00 meeting time may not work as well for some of the new members. He asked the Board members to share their time preferences with Chairman Moore.

### **4. Required Trainings for Board Members: OMA and FOIA**

Malone reminded the Board members about these mandatory trainings and said he would send them a link to the website where they can be found.

## **VII. ACTION ITEMS**

### **A. Approval of New Position (Technology Operations Manager)**

**Motion made by:** Daly  
**Motion:** to approve the new position of Technology Operations Manager  
**Motion seconded by:** Swan-Gravatt

Malone reported that this request has resulted from feedback he has received from our customers and employees who both want our staff to be able to focus on work rather than our internal technology processes. The small Leadership Team (SLT) has recommended that a leader from the outside be hired who can make recommendations for process and technology improvements based on research and then lead the implementation of said improvements based on the decisions made by the small Leadership Team. Malone stated that this is not a new issue adding that we are in the infancy stage of learning how to spread our technology across the 10 counties we service, especially since some of the districts do not want NIA computers to have access to their servers. Our employees also need an easy way to send Request for Compensation forms, mileage forms, and other forms used by our organization to the appropriate parties. This is very much an engagement issue for our employees.

Malone stated that the SLT feels we need more leadership in our technology department. They feel the NIA would benefit from a Technology Leader who would plan and implement processes. The internal NIA processes will become a part of a workflow that the Technology Manager will oversee. This will include an automated calendaring process, the development of a better website for the NIA, and conducting training for our staff on the software programs used by the NIA. The potential impact could reduce both hard and soft costs, increase employee engagement, and improve customer satisfaction.

Malone shared a return on investment calculator that he developed for this position based on a recommendation from Board member Mike Noble. In the long run, costs will be reduced as we will develop processes that reduce the use of paper; this will result in reduced rents as we would not need storage space for paper records. Moore stated that this is a substantial issue because being spread out over ten counties is costly; currently employees must travel between buildings to drop off files and reports.

Moore asked if Malone had a timeline in mind for implementing this position. Malone answered that, if he received Board approval tonight, he would look to starting interviewing by December. He said that this would be a 12-month position, 250 days per year, with salary being determined based upon a candidate's prior experience and credentials. Swan-Gravatt suggested that he survey other districts to see what they pay their Technology Managers. Kreller asked if he would have a staff to supervise. Malone answered our current Technology Manager would report to the Technology Operations Manager. Malone stated that this position could be housed in St. Charles, Sycamore, or Rockford and this could influence the salary as well.

Moore stated that she is interested in supporting this position and wondered if this person could help in other districts having technology issues and training. Malone answered that this was feasible and a daily rate could be developed.

Daly asked if additional software would need to be purchased. Malone answered that we already have a laserfiche program that this position could manage. Daly suggested that the laserfiche vendor may be able to assist in finding a candidate for this position.

**The Chairman asked for a roll call**

**Roll Call:**

“Ayes” – Geyman, Kreller, Moore, Robinson, Swan-Gravatt, Countryman, Daly

“Nays” – None

**Action:** **Approved**

**B. Approval of the FY16 Audit**

**Motion made by:** **Daly**  
**Motion:** **to approve the FY16 Audit**  
**Motion seconded by:** Geyman

Malone reported that we had received a clean audit; no problems were found in our controls or instances of non-compliance. Malone stated that it was a personal challenge for him to manage the budget as the budget is designed based on a needs assessment that is done in early January or February and more days are usually sold after that. He gave the example of 100 new therapy days being sold after the needs assessment this past year; we may not have the clerical staff to support this increase. He reported that revenues exceeded expenditures, of which \$301,694 was generated by the NIA Health Plan. There were \$571,757 excess local revenues over expenditures, which is a 3.1% variance from the \$18,225,247 expense budget which did not include Medicaid flow-through.

**The Chairman asked for a roll call**

**Roll Call:**

“Ayes” – Kreller, Moore, Robinson, Swan-Gravatt, Countryman, Daly, Geyman

“Nays” – None

**Action:** **Approved**

**C. Acceptance of the Donation of a Kimba Kruze Stroller to the NIA for Use at Hope Wall**

**Motion made by:** **Daly**  
**Motion:** **to accept the Donation of a Kimba Kruze Stroller to the NIA for Use at Hope Wall**  
**Motion seconded by:** Swan-Gravatt

Malone reported that a Kimba Kruze stroller had been donated to the NIA by one of our therapists for use in the program at Hope Wall. The item was logged into inventory as a fixed asset.

**The Chairman asked for a roll call**

**Roll Call:**

“Ayes” – Kreller, Moore, Robinson, Swan-Gravatt, Countryman, Daly, Geyman

“Nays” – None

**Action:       Approved**

**VIII. Chairperson’s Comments and Other Business**

Moore stated that she was impressed with the rounding process along with timely follow-up to e-mails. She feels that this has made the NIA culture much healthier.

**IX. ADJOURNMENT** – The Chairperson asked for a motion to adjourn the meeting.

**Motion made by:       Daly**

**Motion:               to Adjourn**

Motion seconded by:   Moore

**The Chairman asked for a Voice Vote:**

**Voice Vote:**

“Ayes” – all   “Nays” – none

**Action:            Approved**

**The meeting was adjourned at 5:59 p.m.**