

ALBERTINA KERR CENTERS
Program & Accreditation Committee Minutes
March 4, 2020
8 to 9:30 a.m.
Kerr Admin Center, 2nd Floor Board Room

Members Present

Teri Barichello, Catherine Bekooy, Susan Hobbel, Melissa May, Dennis Warneke

Members Excused

Lisa Powell, David Wilson

Staff Present

Jeff Carr, Owen Gibson, Trish Jameson-Collins, Derrick Perry, Craig Rusch, Dr. Alfredo Soto, Matthew Warner

Convene (Teri Barichello for David Wilson, Chair)

Teri convened the meeting at 8:00 a.m.

Approve Minutes of December 4, 2019 Meeting

ACTION: With no corrections, the minutes were approved via consensus.

Program Updates (Owen Gibson, Derrick Perry)

- A slight decline occurred in adult group home census in the 2nd quarter. Analysis and discussion about bed usage, declining numbers of referrals, and overall capacity that is occurring at the state level.
- The Employment Services program is looking at potential expansion opportunities in the Salem area. PeaceHealth has expressed some interest.
- The decrease in hours at Portland Art and Learning Studios is due to the planned increase in moving people into community activities and spending more hours out of the studio.
- Subacute census is down slightly and the focus is on initial access and referrals.
- Outpatient Mental Health experienced staff turnover and recruitment is under way for a new clinical supervisor. Outpatient engagement is good.
- Three abuse allegations and two neglect allegations were substantiated. Two of the abuse incidents were improper interventions, and one was an altercation between staff and a client. Both neglect incidents were loss of direct line of visual supervision.
- A new grievance reporting policy is rolling out to bring DD and MH more in alignment. They currently have different qualifiers. On the report, the complaint category tracks lower impact issues such as dissatisfaction with the food. The important grievances we want to be tracking are more health and care related.
- Elopements (kids running away) were slightly higher than average in the first and second quarters. Half of those incidents were a single client.
- Staff is looking into ways to reduce police interventions and training staff to better deescalate and defuse behaviors with a positive, proactive approach.

- Medication distribution is still a combination of two systems; however, the process is being revamped utilizing Epic and should see improvement.
- Job retention rate for clients in Employment Services was 100%.
- Program highlights included a story about very positive community engagement at a coffee shop across the street from PALS.
- The Mental Health programs were challenged with some transition in leadership but are doing well. Dr. Soto and Derrick Perry have provided stability and are helping staff learn and grow through the changes.
- A dip in discharge to community settings from subacute was noted. Kids aged 12 and under are more difficult cases. Many are DHS kids.
- A question was asked about tracking readmissions to subacute. Staff are currently tracking kids through Epic after discharge. If a subsequent visit to the ED shows up, staff will look further into cases.
- Parent and youth surveys post discharge are overall very positive. Staff follows up on negative feedback.
- Kerr's ACORN score, an outpatient efficacy tool, continues to indicate overall improving results.

HR Dashboard (Matthew Warner)

- 2nd quarter results show a fairly even continuation of trends.
- The employee onboarding process, a three-week intense introduction and training started this fiscal year, continues to receive very good responses from employees and managers. The recruiting and onboarding process is receiving attention externally as well.
- The employee satisfaction survey was administered in December. 565 employees, or 74% of staff, responded. Most questions are positively posed and options to respond range from strongly agree to strongly disagree. The survey was administered through Paycom. Some questions were changed or deleted as appropriately relevant. Top and bottom five categories are reviewed. Promotions, pay increases, fairness, and growth at work received high marks. Annual performance feedback is currently undergoing an improvement revamp.
- Open-ended questions show employees appreciate more engagement with the senior leadership team, and more communications and information about where the agency is headed in the future. Positive feedback was received from the DSP work groups. There is a need for standardized professional management training. HR is looking into a couple of categories with more negative responses such as favoritism; however, the overall response from employees was positive.

Facilities Update, Real Estate Review (Trish Jameson-Collins for Van Field)

Trish provided an update on Kerr's leased and owned real estate portfolio. The search for space for the Hillsboro office is still under way. Facilities is also looking at land in the Salem area to build a group home from the ground up. Purchasing land and building to Kerr's specifications would be a less expensive prospect than purchasing an existing home and remodeling to Kerr needs. Trish reviewed the quarterly dashboard. Work orders are being addressed in a timely manner, and the department is performing well overall.

Other Updates (Jeff Carr)

Jeff shared plans for the senior leadership team to go on a 2.5 day retreat in two weeks to work on program strategy and to address some of the items that came up during the Board & Foundation retreat. The four questions posed to the directors and trustees, and also to Kerr management, will be presented to

the senior leadership team as well as a place to dig deep while looking toward Kerr's future. HR is doing some analysis of the feedback to the questions as well to inform SLT's discussion.

The State's previous interest in the subacute expansion at our 165th group home has cooled somewhat. The extension was planned to focus on kids in mental health crisis who also experience IDD. OHSU has approached Kerr with interest in possibly partnering on the project. Jeff is reaching out to the CCOs and hospital systems to discuss possibilities.

Adjourn (Teri Barichello)

Teri adjourned the meeting at 9:06 a.m.

Recorded by Holly Edgar, Corporate Secretary