

# Carolina Health Centers



Meeting Minutes by:

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## Board of Directors Meeting

Date: May 19<sup>th</sup>, 2025

Attending Chair: Abby Banks

<u>Board of Directors:</u>			<u>Staff</u>		
Name:	Present	Absent	Name:	Present	Absent
Banks, Abby – Chairperson	X		Veer, Sue	X	
Bishop, Johanna	X		Simons, Locke	X	
Britt, John – Vice Chair		X	Ferguson, Miriam	X	
Brown, Rodriguis	X		Mellette, Dominic	X	
Bullard, Greg (ex-officio)	X		Clem, Chris	X	
Ferguson, Gail	X		Manner, Rachel	X	
Gale, Julian		X	Jones, Takeria	X	
Jennings, Sojourner	X				
Kapetanacos, Kimberly	X		<b><u>Guests:</u></b>		
Luna, Mario	X				
O’Neal, Malcolm		X			
Otabor, David	X				
Ramage, Bonnie (Boo)	X				

<u>Agenda Item</u>		<u>Discussion</u>	<u>Decision/Action</u>
Call to Order	Abby Banks	Ms. Banks called the meeting to order at 6:01pm	
Invocation	Johanna Bishop	Ms. Bishop led with a brief invocation.	
Attendance	Takeria Jones	A quorum was confirmed.	
Approval of Board Minutes		Approval of April 2025 Meeting Minutes.	Unanimously approved on a motion by Boo Ramage and seconded by Mario Luna.

### **Leadership Team Reports:**

President’s Report <b>(Monthly)</b>	Sue Veer	Ms. Veer provided her report covering the following domains of work: <b>Advocacy and Health Policy Federal Focus</b> <ul style="list-style-type: none"> <li>Congress is currently reviewing</li> </ul>	
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		<p>the Reconciliation Bill and Ms. Veer outlined issues of concern for community health centers, mainly related to Medicaid changes. Ms. Veer stated that this is why we must continually advocate for health centers.</p> <ul style="list-style-type: none"> <li>• NACHC last fly-in was May 13-14, 2025, and Sue Veer and Rudy Williams participated virtually.</li> <li>• The next NACHC fly-in is June 16-20, 2025, but Ms. Veer stated that she will not participate in this flight due to new CFO orientation.</li> <li>• 340B Working Table met with the Senate HELP Committee.</li> <li>• Discussion of the negative impact of implementing a rebate model including: <ul style="list-style-type: none"> <li>○ Increased upfront costs. Dominic Mellette mentioned that the cost for CHC would go from 3.5 million to 14.5 million with this new rebate model.</li> <li>○ The health centers in the 340B Working Table developed a paper outlining their position and the reasons a rebate model must be prohibited.</li> </ul> </li> <li>• Sue Veer and Rudy Williams had a virtual meeting with the Senate Gang of Six members to discuss the urgency to move forward with the SUSTAIN Act and understanding that the business model is out there.</li> <li>• Ms. Veer stated that there is nothing to report on the state side.</li> </ul> <p><b>Strategic and Operational Updates</b></p> <ul style="list-style-type: none"> <li>• Ms. Veer has formally announced to the board members that Chris Clem, CPA from Manley Garvin, accepted the role of CFO for CHC. His first day is June 16<sup>th</sup></li> </ul>	
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		<ul style="list-style-type: none"> <li>• Rachel Manner is the Director of Development and is focusing on expanding business development.</li> <li>• An HR Consultant is on site for 3 days a week to provide interim CHRO support during the hiring process.</li> <li>• The Credentialing and Contracts Management Specialist is transitioning to HR Provider Specialist</li> <li>• Submitted data to Senator Graham office to support FY2026 earmark for Laurens project, with the help of Tim Anderson, Chief Information Officer.</li> </ul> <p><b>External Partnerships, Affiliation, and Civic Activities</b></p> <ul style="list-style-type: none"> <li>• NACHC has launched the Federal Action Support Team, F.A.S.T. to discuss the rapid political changes.</li> <li>• Ms. Veer will attend an in person NACHC board of directors meeting in June 5<sup>th</sup> -7<sup>th</sup> in Puerto Rico. The board will tour three of the health centers on the island, as they have unique healthcare gaps.</li> </ul> <p>A copy of the full report will be retained with the official copy of the minutes.</p>	
<p>Organizational Performance Report <b>(Monthly)</b></p>	<p>Chris Clem, CPA</p>	<p>With Mr. Grogan retired, Chris Clem is serving in an interim consulting capacity for CHC until his official date of employment on June 16, 2025.</p> <p>Chris Clem provided the monthly Organizational Performance Report by covering the Total Encounters, Average Visits, Collections, Days in Total Accounts Receivable, Prescriptions Filed, FQHC Vs. Retail, Profit/Loss, and Cash on Hand.</p> <ul style="list-style-type: none"> <li>• April 2025 is down 13.6% revenue vs. budget.</li> <li>• YTD is up 2.7% due to grant</li> </ul>	

		<p>revenue.</p> <ul style="list-style-type: none"> <li>Expenses elevated due to HR costs and retail expense (pharmacy) driving cash on hand down.</li> </ul>	
		<p><b>Laurens Project Updates:</b></p> <ul style="list-style-type: none"> <li>Clayton Construction has been secured as the contractor on the project.</li> <li>Financing options have been presented to the Finance Committee Chair and three banks have been consulted. CHC leadership is asking for authority to secure financing up to \$9 million based on the most advantageous term sheet.</li> </ul> <p>A copy of the full report will be retained with the official copy of the minutes.</p>	<p>The leadership request was approved unanimously on a motion by Otabur and seconded by Feguson.</p>
<p>CMO Report <b>(Monthly)</b></p>	<p>Dr. Locke Simons</p>	<p>Dr. Simons has presented the board with his monthly CMO Report.</p> <ul style="list-style-type: none"> <li>Mixed results again possibly due to pediatric provider vacancies.</li> <li>A diabetic kidney screening investigation is process.</li> <li>The Quality Improvement Committee next meeting is on June 24<sup>th</sup>. The ongoing outcomes include: <ul style="list-style-type: none"> <li>Roster management</li> <li>Flu shot initiative</li> <li>Provider Enhancement Program</li> </ul> </li> <li>The Risk Management Committee next meeting is on June 17<sup>th</sup>. The outcomes are: <ul style="list-style-type: none"> <li>Labels for sample meds</li> <li>Colorectal cancer screenings</li> <li>Signing for an electronic incident report system – submitted to HHS.</li> </ul> </li> <li>An open administrative claim and</li> </ul>	

		<p>subpoena have been filed in court.</p> <ul style="list-style-type: none"> <li>• April 2025 Behavioral Health visits are up by 96 visits since last month.</li> </ul> <p>A copy of the full report will be retained with the official copy of the minutes.</p>	
Quarterly Report: Operations Division	Miriam Ferguson, Chief of Operations	<p>Ms. Ferguson started off her reports by discussing:</p> <ul style="list-style-type: none"> <li>• IT is working on some current projects. Those projects include: <ul style="list-style-type: none"> <li>○ The tablets for the new patient questionnaires are mainly being done at pediatrics sites.</li> <li>○ The scanners for immunizations are also mostly done at pediatrics sites.</li> </ul> </li> <li>• Generators will be implemented at Lakelands, Saluda Family Practice, and Ridge Spring.</li> <li>• Recently, there was a flood at Village FP and CCPV. The damage has been mostly resolved. Ms. Ferguson is looking to find a way to monitor floods within the sites to prevent this ever happening again.</li> <li>• A project tracker is being developed.</li> <li>• The elevators for Admin and Uptown will be replaced soon. Former CFO Paul Grogan approved this before his departure.</li> <li>• Operations have set up meetings with Dr. Lance Braye and they are working with him to implement procedures across the Family Medicine offices to bring consistency. Miriam mentions that floaters have the same workflow, but don't do everything the same.</li> <li>• Currently down three TCC providers. The new providers are currently catching up to speed.</li> </ul>	

		<ul style="list-style-type: none"> <li>• ECS Director is back on maternity leave and a more detailed report will be given next quarter.</li> <li>• A policy and procedure platform are looking to be released by the end of the year.</li> </ul> <p>A copy of the full report will be retained with the official copy of the minutes.</p>	
<p>Quarterly Report: Development and Advocacy</p>	<p>Rachel Manner, Director of Development</p>	<p>Mrs. Manner presented her first quarterly report by informing the board of her new position and announcing to the board another promotion within her team.</p> <ul style="list-style-type: none"> <li>• Rachael Arnold is now the Marketing &amp; Media Coordinator and has made monumental changes within Marketing! The CHC website, Facebook, Instagram, and LinkedIn insights have seen significant increases.</li> <li>• Planning to make the rack cards and the exam room bulletin boards more CHC uniform.</li> <li>• Looking to create event highlights to familiarize the community.</li> <li>• New pages on the website to drive our own content.</li> <li>• Started to implement Microsoft Stream for Health Center Happenings format and CEO announcements.</li> <li>• CHC Access Matters: Beyond the Exam Room podcast has now launched and the first episode is out now.</li> <li>• Shantate Morton and Rachel Manner have now selected a New Patient Health Advocate. Their focus will be community outreach, site presence, and SC Thrive.</li> <li>• Planning to increase exposure at Laurens County due to the groundbreaking of the new Laurens Pharmacy.</li> <li>• <b>CHC C.R.E.W. – Community, Resource, Education, Work have</b></li> </ul>	

		<p><b>listed out the events taking place around the community.</b></p> <ul style="list-style-type: none"> <li>• Reinstated as Gold for 2025 for the HC Advocacy Network. Mrs. Manner provided links and steps to advocacy for health centers.</li> <li>• Planning to implement an Internal Texting Platform just in case to reach out to staff just in case of emergencies (ex. Hurricane Helene)</li> <li>• Employee Satisfaction Surveys (ESS) are coming soon.</li> </ul> <p>A copy of the full report will be retained with the official copy of the minutes.</p>	
<b>Distribution Only:</b>	<p>I. President's Report</p> <p>II. Quality and Population Health Measures</p> <p>III. Monthly RX Dashboard</p>		
<b><u>Committee Reports:</u></b>			
Executive Committee	Abby Banks	No Report.	
Development and Advocacy Committee	David Otabor and Rachel Manner	<p>Mr. Otabor mentioned to board members that he and Rachel Manner are looking to develop the board and planning on reaching out to community leaders.</p> <p>Mrs. Manner also mentioned that people are using our services but are still unsure of the name. She is currently working on a branding shift.</p>	
Finance Committee	Boo Ramage	No Report.	
Strategic and Program Planning Committee	Julian Gale	No Report.	
<b><u>Discussion Action Items:</u> Standing Agenda items</b>			
Grassroots Advocacy Report	No Report.		
Review of Corporate Policies	No Report.		
Old Business	No Report.		

New Business	No Report.		
Next Meeting	June 23, 2025	<p>The next regular meeting of the Board of Directors for Carolina Health Centers will be held at The Inn on the Square on June 23rd, 2025, at 6pm.</p> <p>A Finance Committee Meeting will be held prior to this meeting at 5pm.</p>	
Adjournment			<p>The board unanimously voted to adjourn on a motion by David Otabor second by Mario Luna.</p>
Board Chairman Abby Banks	Electronic Signature		