

CONTRACT REVIEW COMMITTEE
Meeting of April 28, 2021

Minutes of the meeting of: April 28, 2021

Members Present: Dorothy Hertz, Jill Vieth, Bert Johnson, John Belash, Brooke Mohr.

Members absent: Linda Williams

Members of the Public:

Staff Present: Rachel Day, Jerico Mele, Ann Medina

I. Called to Order: meeting called to order at 10:15

II. Quorum: a quorum was established

III. Approval of Agenda: the agenda was unanimously approved

IV. Action and Discussion: review quarterly reports, Fairwinds request to modify funding

Quorum was established.

Meeting was called to order at 10:15

Agenda was approved by roll call: Dorothy yes; Jill yes; Brooke yes; Bert yes.

This meeting is being held remotely via ZOOM because of COVID-19 and the suspension of all public gatherings. All members of the public are encouraged to watch the video conference.

Review of third quarter reports: any questions or comments regarding third quarter reports?

Interfaith Council Food, Fuel and Rental Assistance programs: Dorothy would like to go over their numbers for this year's contract, we need a simpler way for reporting numbers. Their report is very hard to follow. Dorothy: Cape Mediation submitted an invoice, but they did not have any clients, according to them they did not serve anyone, report states that funds paid for executive director, any comments? No. Bert made a motion to approve quarterly reports, Brooke seconded, Dorothy, Bert, Jill and Brooke yes.

Fairwinds made a request to modify their funding. Dorothy will speak and then recuse herself. She believes this must be a business matter on Fairwinds part, not the town's, when clients miss appointments, this is not for the town to support. Is there any comments or discussion on modifying Fairwinds request? They had a steep drop off of clients canceling, because they are penalized for missing an appointment, and they waive cancellation fee. Jerico asked Michael for data about the number of cancellations. There have been 16 no calls or no shows per quarter, this is capped, doing a cap for a fee for clinicians, if client is on a sliding scale fee, they know they owe money, this is for the remainder of the FY21 contract for services that haven't been given. If CRC does not accept this, Jerico can go back to Michael. It would be \$100 per person at 60 per quarter, CRC will approve \$1,000 for entire contract. In the quarterly report, list number of clients, how many people this impacted. Bert: what are they doing? Doctor's send out emails and calls to remind people of their appointments. Rachel: she does not what their policy is, they could be seeing a therapist or a psychiatrist. Jill: I thought the recommendation was to pay for psychiatrist. Brooke: recommend coming back in June before we amend the contract. Jerico will investigate their process, see if town is paying for no shows, we can try it for a short period of time, if there are lots of cancellations, limit it as much as possible. Dorothy: in the clinical world, when someone is committed, they will go to appointments, even if they have to pay only \$5, they will show up. To have the town covering the cost of cancellations, what in house, is causing that to happen? What do they have in place to make sure their clients are showing up? This should be something in house first, this

funding is a gift, not to be used as a band-aid when something is not working. A good therapist would say give the \$5 if they are committed.

John arrived at 10:30

Jerico: what else can they be doing to improve attendance? We can re-word this request. Bert: they should do something like the doctor's and dentist's do, call a day before appointment.

If they tell you that they have a wait list, they are not losing money. Rachel: there is only two months left on this contract, you can ask them to do something with the next contract. Are you meeting right away to approve something? We would only support a change and only for the next contract. Dorothy: I think we need more information. Bert: has Fairwinds investigated calling people to remind them of appointment? If they aren't going to make appointment can they have someone else come in?

Michael Kellerman joined meeting via conference call. Bert: what practice of reminding folks of appointment is in place? Fairwinds calls, and emails reminders to clients and just added texting, they work with clients at setting appointments, send a reminder on the day of appointments, will call client right away if they don't show up for appointment, they communicate through the front desk. There is a lot of communication and multiple steps are taken to contact client, first the clinician calls, then then front desk calls. Do you move to a wait list if you have a no-show? Yes, Fairwinds does operate on an active waitlist, if there is a wait of more than two weeks they will schedule people in advance. If they have a no show do they fill that 45-minute spot? Yes and no, we do actively assign people on a wait list, they call client that day and say that there is an opening. If it is 2:08 and they have tried to contact it is difficult to fill the spot of no shows. We are too small to do that, there is not enough time to use the 45 minutes to fill that spot. If you can add an extra person, are you losing money because of a missed appointment? You cannot get reimbursed if there is a no-show. Fairwinds is losing money for no-shows, in the private sector you would owe the full amount if you do not cancel an appointment within 24 hours. There are many things in a client's life that contribute to not showing up for an appointment, Fairwinds still has to pay clinician, it is in our best interest not to have no-shows. They take responsibility for scheduling clients and for no-shows, we need a no-show fee, we don't want to lower the fee to \$0. We are seeing far more no shows now, there is more accountability when appointment is in person. Process for appointments: intake now is seamless since we are remote we answer a client's request. There were more no shows at the beginning, the no show fee was too high, that might be a barrier, would the town consider more flexibility with using funds, they are not asking for more funds. Rachel: in request letter from Michael, they are asking for \$45 sliding scale fee only, less than \$5,000 a year, lower the no show fee to \$20. I looked at it as, Fairwinds was fully funded this year and other agencies were not, but that \$5,000 could be used for another purpose. Michael: he would be happy to show data, it concerns him as a major ongoing trend, it is a natural part of this, we should try to limit no-shows. It would be totally acceptable of CRC because Fairwinds is not asking for additional funds. CRC would accept this if you stay within the original scope of services, hopefully you feel clear about that. Bert: his concern is that Fairwinds should be paying attention so that they don't have more no-shows, send folks a reminder a week before and a day before their appointment. Michael: we can be more accountable, we could chip away at no-show rates, we have seen rates since going remote, we have also seen an uptick in bringing people in to process. Dorothy: made a proposal to give Fairwinds \$800 to finish contract to do a trial for cancellation fee and we can see the results before the next years contract. I would like to see confirmation of process format on how they do it, the cancellation procedure. A motion was made and seconded to accept Dorothy's proposal to let Fairgrounds use \$800 towards no-show fees. Roll call vote: Jill, Bert, John, Dorothy, yes.

Respectfully submitted by

Ann Medina