

**SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.**  
**Personnel & Nominating Committee Meeting Minutes**  
**November 9, 2020 12:00 PM**

**PRESENT:** Jackie Oliva Strus, HR Manager/Grants Manager; Karla Sexton, Compliance Officer/Business Development; and Jim Yoxtheimer, President & CEO (ex-officio)

**PRESENT VIA ZOOM:** Chris Ebner and Jean Myers

**I Policies for Review**

Jackie reviewed the new policies which were presented for recommendation to the Full Board to approve.

**a. Drug and Alcohol Policy:** The Drug and Alcohol policy was recommended to expand on our current processes and definitions.

**b. Motor Vehicle Records Criteria Policy:** This policy is required due to having a transportation driver on staff. The Center currently employs one transportation driver. There are three other employees who can drive company-owned vehicles; however they have other full-time duties as well. The committee recommended adding a statement to this policy referencing the drug and alcohol policy and that a urine screen would need to be completed after any accident with any of the vehicles.

**c. Telephone Monitoring Policy:** Jackie indicated that management would like to start recording telephone calls for training purposes. Management would like to begin screening telephone calls soon to ensure and improve quality and customer service. All employees will need to be made aware and sign an acknowledgement.

After discussion on the above policies the following motion was made:

**Motion #1 Jean Myers made the motion to recommend approval of the Drug and Alcohol Policy, Motor Vehicle Records Criteria Policy, and Telephone Monitoring Policy by the Full Board. Chris Ebner seconded the motion. The motion passed unanimously.**

**II Nomination of Officers**

**a. Chair:** Jim made the committee aware that Kim Wetherhold is willing to step in as Board Chair as of January 1, 2021. Dr. John Boll will be completing his term the end of December.

**b. Vice-Chair:** Jim announced that Jean Myers is willing to step in as Board Vice-Chair as of January 1, 2021. Abbey Eschbach will be stepping down from this office at the end of December.

The committee came to a consensus on the board members who have volunteered to step in for the vacant positions of the board. The Full Board will receive a ballot at November's board meeting for formal vote from the Board.

**III Health Insurance**

Karla reported to the committee that the Center is gearing up for open enrollment. She reminded the committee that, last year, when the Center switched to UPMC insurance as part of the agreement, there would be an increase cap this year at 6%, which is what the Center received. Due to high utilization, the team believes the cap helped with the cost. After discussions with

**SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.**  
**Personnel & Nominating Committee Meeting Minutes**  
**November 9, 2020 12:00 PM**

management, it was decided the employees will not see an increase in their contribution for 2021 and the company will bear the increase.

The plan has performed well so far with a few challenges regarding more extended travel for specialty services. These cases are minimal.

**IV Employee Engagement Update**

Karla reported on what the management team has been working on as the result of the Employee Engagement Survey that was completed in March. Progress was deterred early on due to COVID, however management has started to act on the results. One of the biggest concerns with employees was communication. Management has since initiated a work plan and instituted a Communications Workgroup. This group is comprised of approximately 11 employees who have been selected by their supervisors. The initial meeting was last week and overall went well. The group was very engaged and appreciative that the results of the additional survey were shared with them. They seem to be energized by the fact that they can participate in the process. This group will meet monthly to receive feedback on things that they have recommended. Karla indicated she will be at the meetings, not to run the meeting, but to act as a facilitator and a resource person for the group.

Jim indicated that he feels a big struggle currently is the fact that since the COVID pandemic began in March management has not been able to have an all-staff meeting. In fact, a fair amount of meetings has been limited in general. He stated it has been difficult not being able to speak in front of the group as a whole. Individualized departments continue to have monthly, smaller meetings.

The committee indicated they are interested in how the Communications Workgroup will work and look forward to updates in future meetings.

**Next Meeting: January 11, 2021 @ 12:00 PM Community Room or via Zoom**