

HOLLISTON YOUTH & FAMILY ADVISORY COUNCIL Minutes

Wednesday May 18, 2020

7:00 pm

1750 Washington Street, Holliston, MA

In Attendance: All attended via Zoom call recorded by town Chair, Darlene Vittori-Marsell, Lynne Rahim, Jean Vazza, John Drohan, Jen Liebermann, Kate Cunningham, Alison Quinan, Director Jackie Winer, and clinician Kirsten Rancourt.

Absent: Kathy Cummings, Peggy Payne and student members Ainsley Maclachlan and Brendan Haddad.

Prepared town statement read and Roll Call taken and all above present.

Meeting opened by John Drohan and second by Alison Quinan.

Minutes from April meeting were not available for review and will be reviewed with May minutes at the subsequent meeting.

General Business:

1. Director's Report/ data report, Jackie first started by thanking the board for their support during the loss of her father and through the current difficult times due to COVID pandemic.

Jackie reviewed she joined Holliston Public Schools for a Zoom parent ed night "How to Parent During a Pandemic." Four presenters including Jackie were present and the event was well received and well attended.

Jackie also attended a discussion with Mary Greendale and Chief Cassidy to discuss community concerns and response during Covid 19 pandemic and a PSA for Holliston Cable Access TV is being developed. A resource guide has also been developed and published on the town page. Representative Dykema is also sharing this guide on her page as part of her daily updates.

A brief review of data report and list of events by dates as presented by Jackie. There continues to be a high demand for clinical care which is being met through telehealth with YFS staff. YFS is adapting to the “new normal” but is struggling to provide the best care without electronic medical records and reliable remote accessibility. YFS is able to meet client needs using several remote technological forums.

Jackie is working closely with the town to establish Continuity of Operations Plan and Protocol in order to resume face to face therapy sessions.

Discussions regarding seeing clients in their back yards with masks as well as other suggestions for safe and confidential face to face therapy sessions are being work through.

New Business:

1. Discuss and vote regarding EMR/workphone/ telehealth. A vote by the YFS board on the budget for EMR and upgraded doxy.me is required in order for Jackie to attend the selectboard meeting tonight for approval of the YFS budget. Jackie discusses openly the challenges she and Kirsten face without access to electronic medical records. There is still have a paper record system in place which is locked in the office and difficult to access day to day and in emergency situations. Having an electronic record the staff can access from anywhere would provide the most optimal high quality care for clients and provide easy access to pertinent information for the clinicians. In addition, currently the clinicians are using the basic doxy.me program to attend confidential telehealth visits but given the limits of the basic program, have determined it is necessary to upgrade this system for the best care and connection to clients. Jackie is also looking into a work phone option for clinicians as they often find they have to use their own personal phones to reach out to clients or manage emergency/ crisis situations. Alison Quinan offered a possible option of bundling voice and internet called VIOP and Jackie will investigate this option further. John Drohan, in support of the needs of YFS, questioned if we could purchase what is necessary then submit to the selecboard for approval after the fact in order to avoid the delay in getting the necessary technology in place to have the most

successful program response to clients and community urgently. Jackie disclosed she has been in talks with the finance committee and Selectboard and feels following the protocol for budget approval is the best approach. She feels with the approval of the board this evening and presentation to the Selectboard tonight, she will be able to upgrade and purchase an EMR system quickly and efficiently and will be ready to roll out this system in a timely manner.

2. VOTE: The budget for EMR and doxy.me upgrade was reviewed in detail. Jackie confirmed this was a necessary upgrade in order to function remotely and confidentially in the current landscape of COVID 19 pandemic. In addition to allowing the clinicians to provide high quality, confidential care to clients, this program and EMR will also allow her to supervise and support her staff remotely as well as obtain her own supervision and support as needed.

A vote was taken and a unanimous approval was given:

Lynne Rahim voted in favor, Jen Liebermann voted in favor, Jean Vazza voted in favor, Alison Quinan voted in favor, Kate Cunningham voted in favor, and John Drohan voted in favor.

3. Jackie's evaluation was reviewed with Jackie. Jackie appreciated the board's thorough evaluation and had no questions or concerns. The evaluation will be signed by Jackie and submitted to the town administrator by the end of next week.
4. Update on Community fund: John Drohan updates the board with the recent approval of gift cards that provide 20% off to families who use this card at local businesses. CAF is reimbursing the 20% to local businesses as well. They have also mobilized financial support to families in need who have lost jobs or have been quarantined due to COVID. Jackie expressed appreciation to CAF for being able to offer support to members of the community.
5. Updates from student advisory board members: Brendan and Ainsley are not present for updates. Two new student advisory members have been selected and will be attending the next meeting on June 15th. Darlene

Vittori-Marsell reports although she will be resigning as chair, she will be available to support or assist the board if needed next year during this transition. She has enjoyed being part of this amazing board and community and would like to continue to be a support to the new chair and the board as a whole if needed.

6. Given time constraints and need for Jackie to attend Selectboard meeting, we will redefine the roles of committee members for next year at the last meeting of the year on June 15th.

7. Any other updates or information: None

Next Meeting: Monday June 15, 2020

Meeting was then closed by Alison Quinan and second by Kate Cunningham.

Respectfully Submitted By:

Darlene Vittori-Marsell
Chairman YFS Advisory Council