

## **Soldiers' Home in Holyoke Board of Trustees Meeting**

A meeting of the Board of Trustees was held at the Soldiers' Home in Holyoke (HLY) on Tuesday, September 10, 2019 in Conference Room A. The meeting began at 2:00 PM.

- **Members Present:**  
Brian Corridan; Cesar Lopez; Kevin Jourdain; and Cindy Lacoste
  
- **Also Present:**  
Bennett W. Walsh, Superintendent; Jessica Powers, HR Liaison; Jeremiah Laplante, Director of Operations; Mark Yankopoulos, Legal Counsel; and Nancy Shimel, Recording Secretary.
  
- **Pledge of Allegiance** - All present recited the Pledge of Allegiance.
  
- **Public Comment**  
Brian Corridan asked if any member of the public wished to address the Trustees. No one did.
  
- **Regular Minutes**  
Upon motion by Cindy Lacoste and seconded by Cesar Lopez, it was unanimously VOTED to accept the minutes of the Regular Meeting held on August 13, 2019.
  
- **Superintendent's Report**  
Bennett W. Walsh presented the Superintendent's Report via a PowerPoint Presentation and copies were distributed to each Trustee.

The Soldier's Home of Holyoke (HLY) received a \$500,000 donation from a former resident of the HLY dormitory which has been deposited into the Trustee's Account. Attorney Hyman Darling has requested that a remembrance plaque be created for this resident. Attorney Darling to be invited to this dedication event. Brian Corridan suggested that this be a press event.

Antipsychotic Usage – Brian Corridan inquired about measuring the outcome in terms of patient behavior-will lowering anti-psychotic medicine result in an increase in adverse behaviors.

Care Hours – Brian Corridan asked about care hours per day per veteran. Care hours not gone below 4 hours in past 6 months.

Strategic Goals – Kevin Jourdain requested a copy of last year's strategic goals.

Suffolk Staffing Study – Brian Corridan asked for details on staffing study and implementation of permanent schedules and details for how process enacted. Cindy Lacoste discussed the representation from the bargaining units at the state level; and inquired about having legal counsel present at these meetings. Cindy Lacoste and Kevin Jourdain inquired on strategies to reduce overtime. Plan will include hiring new employees so overtime reduced from current staff. Career Fair scheduled for 11/6 for recruitment. Cindy Lacoste inquired on data for retention rates. HLY is changing the exit interview process to obtain this information. Kevin Jourdain noted that the study does not include long term employees. Kevin Jourdain requested a copy of executive management response to the Staffing Study to address conclusive findings within the report. Brian Corridan seconded this request. This will be provided to the Board of Trustees.

Joint Commission Accreditation - Kevin Jourdain expressed that it is admirable that the HLY is accredited by the Joint Commission, as this is a voluntary process. Brian Corridan advised that a press release be done announcing recent accreditation.

Conferences – Brian Corridan suggested that management staff be encouraged to attend NASVH conferences.

Ripples Group - \$100,000 was approved by BOT in 2016.

CNA2 Meeting – Jeremiah Laplante attending this meeting.

Employee issue – sent to state Ethics board. Kevin Jourdain requested copy of this request.

Deputy Superintendent Recruitment –Cindy Lacoste inquired on reasoning for recruitment process being stopped. Brian Corridan asked who the hiring authority is for this position . Kevin Jourdain inquired about hiring authority of the Superintendent with this process. Mark Yankopoulos stated that the hiring authority is the Superintendent subject to Board Approval. Brian Corridan made a motion that the hiring process for the Deputy Superintendent be reinstated to be in accordance with the law. Cindy Lacoste seconded that motion. Kevin Jourdain on record as a “NO” vote. Motion was passed.

CFO Recruitment – Kevin Jourdain questioned process of pay recommendation for the CFO position. He requested copy of legal opinion.

Upon motion by Kevin Jourdain and seconded by Cindy Lacoste, it was unanimously VOTED to accept the Superintendent’s Report as presented.

- **Old Business**

Employee Scholarships – Kevin Jourdain inquired if offering scholarships to employee’s children would create ethics issue as it could be considered a benefit only available to state employees. Discussed that structure will be competitive in nature. Mark Yankopoulos to present legal opinion in writing.

Trustee Letter to Staff – Signed by BOT members present.

- **New Business**

Kevin Jourdain presented requests for the following information: Medical By-Laws, organizational chart, approved medical providers, Trustee Account policies and procedures, employee scholarship regulations, and list of active committees. He also inquired if ledger available for review of corporate credit card statements.

- **Adjournment**

Kevin Jourdain made a motion to adjourn, seconded by Cindy Lacoste; meeting adjourned at 3:35 pm.

Respectfully submitted,

Bennett W. Walsh  
Secretary for the Board of Trustees