



**PUBLIC MEETING NOTICE**

The Bridge Center for Hope Board of Directors will hold a Board of Directors meeting as shown below:

DATE: November 15, 2022

TIME: 12:00 PM – 1:00 PM

LOCATION: **Hybrid Option**  
7711 Goodwood Blvd (Main Library)

<https://us02web.zoom.us/j/85162089242?pwd=V3JFb3o4VkRudzYvY0Y5eFRXVXczZz09>

Meeting ID: 851 6208 9242

Passcode: 033719

Phone: 346-248-7799

AGENDA: Attached

**The public is invited to attend.**

Notice has been made of this meeting, through publication and via internet, to comply with the “Louisiana Open Meetings Law”.

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Charlotte Claiborne, Bridge Center for Hope  
Executive Director



BOARD OF DIRECTORS MEETING

November 15, 2022

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AGENDA

- |       |  |                       |
|-------|--|-----------------------|
| I.    | CALL MEETING TO ORDER  | Patrick Seiter        |
| II.   | PUBLIC COMMENT ON AGENDA ITEMS   | Patrick Seiter        |
| III.  | MINUTES  | Patrick Seiter        |
|       | A. For Action: Approval of Minutes of the Board of Directors meeting held September 20, 2022 |                       |
| IV.   | FINANCE COMMITTEE  | Sharon Robinson       |
|       | A. For Discussion: 2022 Budget Review  |                       |
| V.    | RESOLUTION   | Patrick Seiter        |
|       | A. For Approval: Amendment to Fourth Resolution  |                       |
| VI.   | NOMINATING COMMITTEE   | Murphy Paul           |
|       | A. For Approval: Slate of Directors  |                       |
| VII.  | COMMUNITY RELATIONS  | Charlotte Claiborne   |
|       | A. For Information: Community Relations Update   |                       |
| VIII. | ACCOUNTABILITY AND QUALITY COMMITTEE   | Dr. Jan Laughinghouse |
|       | A. For Information: Provider Monthly Outcome Performance Report                              |                       |
|       | B. For Information: CAHS Grant Award   |                       |
| IX.   | RI INTERNATIONAL   | Joy Brunson-Nsubuga   |
|       | A. For Information: LDH/Financial Update   |                       |
|       | B. For Information: ET3 Status with EMS  |                       |
| X.    | UNFINISHED BUSINESS  | Patrick Seiter        |
|       | A. Annual Trainings  |                       |
| XI.   | NEW BUSINESS   | Patrick Seiter        |
|       | A. For Discussion: Volunteer Opportunities   |                       |
|       | B. For Discussion: Additional Operational Supports   |                       |
|       | C. For Information: January 2023 Board meeting Date  |                       |
| XII.  | ADJOURN  | Patrick Seiter        |



## BOARD OF DIRECTORS MEETING

September 20, 2022

12:00 PM – 1:00 PM

**Hybrid Option**

7711 Goodwood Blvd (Main Library)

<https://us02web.zoom.us/j/86536821246?pwd=RDlwSGFRWEpoN1dobGNLaFpPTWVOUT09>

Meeting ID: 865 3682 1246

Passcode: 613348

Phone: 346-248-7799

### MINUTES

#### I. CALL MEETING TO ORDER

The Board of Directors meeting was called to order at 12:06 PM. Board members in attendance were Chair Patrick Seiter, Murphy Paul, Sharon Robinson, Lauren Crump, Charles Abboud, Denise Amoroso, Dr. William Clark, Dennis Grimes, Carolina Jones, Kathy Kliebert, Dr. Jan Laughinghouse, Donna Collins-Lewis, Michael Mitchell, Hillar Moore, Chris Nichols, Tiffany Simpson. A quorum was determined.

Also in attendance was Charlotte Claiborne from the Bridge Center for Hope, Emily Grey and Murphy Foster from Breazeale, Sachse, and Wilson, Joy Brunson Nsubuga, Paul Galdys, Lysha Best, and Shawne Langston-Emery from RI International. Members of the public were Rick Jackson and David Langley.

#### II. PUBLIC COMMENT ON AGENDA ITEMS

Mr. Seiter asked if any members of the public wished to comment; after no response, Mr. Seiter proceeded with the agenda as written.

#### III. MINUTES

A. For Action: Approval of Minutes of the Board of Directors meeting held July 19, 2022

Mr. Seiter reviewed the minutes from the Board of Directors meeting held on July 19th, 2022, and on a motion by William Clark, MD., and a second by Kathy Kliebert, the minutes of the Board of Directors meeting held July 19th, 2022 was unanimously approved.

B. For Action: Approval of Minutes of the Special Board of Directors meeting held September 13, 2022

Mr. Seiter reviewed the minutes from the Special Board of Directors meeting held on September 13, 2022, and on a motion by Lauren Crump and a second by Denise Amoroso, the minutes from the Special Board of Directors meeting held on September 13, 2022, were unanimously approved.

#### IV. FINANCE COMMITTEE

##### A. For Discussion: 2022 Budget Review

Mr. Seiter called up on Ms. Robinson to give the 2022 budget overview. Ms. Robinson reviewed the current financials and noted that nothing noteworthy had occurred since the last review. In addition, Ms. Robinson stated that the finance committee is working on an investment policy that will be postponed until 2023 for unallocated funds. Ms. Robinson asked if there were any questions, to which Ms. Kliebert inquired if the donation total was for 2022 only, which Ms. Claiborne affirmed. Ms. Amoroso questioned whether corporations or individuals made donations, and Ms. Claiborne affirmed both, noting that the bulk of corporate donations are received at the end of the year while the majority of individual contributions are made throughout the year.

#### V. NOMINATING COMMITTEE

##### A. For Discussion: Board of Directors Terms

Mr. Seiter called upon Chief Paul to give the update for the nominating committee, to which Chief Paul deferred to Ms. Claiborne.

Ms. Claiborne noted that a notification was sent to board members whose terms were set to expire on December 31, 2022, and that all members have sought consideration for an additional term. Ms. Claiborne noted that a board vacancy would be posted on the website for 30 days, followed by a Nominating Committee meeting to review potential candidates. Then elections will take place at the November annual Board of Directors meeting. Ms. Claiborne expanded further that board terms are staggered between two and three years, with a new slate of directors' terms expiring every December.

#### VI. ACCOUNTABILITY AND QUALITY COMMITTEE

##### A. For Information: Provider Monthly Outcome Performance Report

Mr. Seiter deferred to Dr. Laughinghouse to provide the update for the Accountability and Quality Committee. Dr. Laughinghouse reviews the data from the Provider Monthly Outcome Performance Report citing the following:

- 354- presentations (largest one-month total since opening)
- 341- admissions (largest one-month total since opening)
- 15% monthly readmission rate
- 248 East Baton Rouge Parish residents/ 93 Out of-parish residents
- 281 walk-ins or direct entry/ 60 first responder escorts
  - 22 BRPD
  - 15 EBRSO (2 OPC)
  - 22 EMS
  - 1 Probation and Parole
- Average handle time 3.14 minutes
- Funding Source
  - 82% Medicaid
  - 16% Bridge Center
  - 2% Medicare/Commercial payer

Dr. Laughinghouse reviewed the top dispositions from the monthly report and stated that the total presentations since the facility opening were 4,374 presentations and 4,163 admissions.

VII. SUBCOMMITTEE

- A. For Discussion: Renewal of Year Three Gap Payments
- B. For Approval: Resolution for Renewal of Year Three Gap Payments

VIII. RI INTERNATIONAL

Since they are interrelated, Mr. Seiter grouped items seven and eight for a more in-depth discussion. Mr. Seiter explains that key members of the Board and RI met with Secretary Phillips, M.D., and members of the Louisiana Department of Health (LDH). Mr. Seiter noted that the conversation was productive and believes the obstacles RI has encountered are not deliberate but rather circumstantial. As a result, RI has right-sized the program to match funding and has requested the Bridge Center to continue gap funding for Year Three of the Service Agreement for the remainder of the year, which is an amendment to the contract.

Mr. Seiter deferred to Ms. Kliebert to summarize to the board some of the key points made during the meeting with LDH. Ms. Kliebert remarked that the model is not sustainable for any provider in the state and requested that LDH convene a statewide meeting with all crisis providers to discuss the rates and issues surrounding the crisis stabilization services. Ms. Kliebert stated that LDH was responsive in terms of posing the proper question and suggested a meeting for further discussion. Ms. Kliebert added that RI submitted several vital requests with the expectation that a portion would be resolved soon.

Dr. Clark suggests giving LDH a deadline to address crisis rates within the state or escalate the matter, stressing that this Bridge Center was never intended to be the primary source of funding but rather as an aid for individuals who do not have Medicaid funding. After due discussion, the board agreed to allow LDH some time to convene a follow-up meeting to consider crisis rates.

Mr. Seiter read the resolution to extend gap payments to RI for Year Three of the Service Agreement, and on a motion by Dr. Clark and a second by Kathy Kliebert, the Board of Directors unanimously approved the Fourth Amendment to the Service Agreement.

IX. UNFINISHED BUSINESS

Mr. Seiter asked if any unfinished business required discussion, and after hearing no comment, Mr. Seiter proceeded with the agenda as written.

X. NEW BUSINESS

Mr. Seiter asked if any new business required discussion; after hearing no comments, Mr. Seiter proceeded with the agenda as written.

XI. ADJOURN

With no further business to discuss and on a motion by Denise Amoroso and a second by Lauren Crump, the Board of Directors meeting adjourned at 1:08 PM.



## BOARD OF DIRECTORS MEETING

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Meeting ID: 851 6208 9242

Passcode: 033719

Phone: 346-248-7799

### MINUTES

#### I. CALL MEETING TO ORDER

The Board of Directors meeting was called to order at 12:10 PM. Board members in attendance were Chair Patrick Seiter, Sharon Robinson, Lauren Crump, Charles Abboud, Denise Amoroso, Dr. Kathleen Crapanzano, Lewis Blanche, Dr. William Clark, Dennis Grimes, Michael Denicola, Kathy Kliebert, Dr. Jan Laughinghouse, Donna Collins Lewis, Michael Mitchell and Tiffany Simpson. A quorum was determined.

Also in attendance was Charlotte Claiborne from the Bridge Center for Hope, Mike Singletary from Postlewaite and Netterville, Ginny Engholm from For Good Content, Paul Galdys, Joy Brunson-Nsubuga, Lysha Best, and Shawne Langston-Emery from RI International.

#### II. PUBLIC COMMENT ON AGENDA ITEMS

Mr. Seiter asked if any members of the public wish to comment. After hearing no response, Mr. Seiter proceeded with the agenda as written.

#### III. MINUTES

A. For Action: Approval of Minutes of the Board of Directors meeting held September 20, 2022

Mr. Seiter review the minutes from the Board of Directors meeting held on September 20, 2022, and on a motion by Mike Denicola and a second by Lewis Blanche the minutes of the Board of Directors meeting held on September 20, 2022, was unanimously approved.

#### IV. FINANCE COMMITTEE

A. For Discussion: 2022 Budget Review

Mr. Seiter called up on Ms. Robinson to give the 2022 budget review. Ms. Robinson reviewed the current financials and noted that as of November 7, 2022, there was a net revenue of two million two hundred and fifty-seven thousand, nine hundred and eighteen dollars (\$2,257,918.00) and \$3.3 million in cash. Ms. Robinson indicated that there are still outstanding invoices for services that have not been reconciled, as well as other general expenses that will cause the available cash to decrease.

#### V. RESOLUTION

A. For Approval: Amendment to Forth Resolution

Mr. Seiter stated that he would like to group and address agenda items five and nine together and proposed that we move to item six on the agenda.

VI. NOMINATING COMMITTEE  
 A. For Approval: Slate of Directors

Regarding the Board of Directors, Mr. Seiter will defer to Ms. Claiborne's report. Ms. Claiborne summarizes that all impacted board members have requested reconsideration for their current board position after receiving notices in August 2022. Ms. Claiborne reported that ballots for voting on the slate of directors had been distributed to board members, and all directors received unanimous support to which Mr. Seiter called for a motion. On a motion by Donna Collins Lewis and the second by Charles Abboud, the slate of directors listed below were selected for another term.

- Lewis Burdette Blanche, to his second 3-year term.
  - Carolina Bergeron Jones, to her second 3-year term.
  - \*Chief Murphy Paul (Vice Chair), to his third 2-year term. (EBR Chief of Police)
  - Charles Abboud, to his third 2-year term.
  - Lauren Crump (Secretary), to her third 2-year term.
  - \*William “Beau” Clark, MD, to his third 2-year term. (EBR Coroner)
  - \*District Attorney Hillar Moore, to his third 2-year term. (District Attorney)
  - Christine Nichols, to her third 2-year term.
  - \*Denise Amoroso, to her second 2-year term. (Metro Council)
- Board members with (\*) seats are appointed

VII. COMMUNITY RELATIONS  
 A. For Information: Community Relations Update

Mr. Seiter deferred to Ms. Claiborne to give the update for the Community Relations Committee. Ms. Claiborne introduced Ginny Engholm, with For Good Content who helping with updating the website to make it more robust by adding additional content so that the Bridge Center will have a better SEO ranking. Ms. Claiborne also explained that we are working with past guests for testimonials.

VIII. ACCOUNTABILITY AND QUALITY COMMITTEE  
 A. For Information: Provider Monthly Outcome Performance Report

Mr. Seiter deferred to Dr. Laughinghouse to provide the update for the Accountability and Quality Committee. Dr. Laughinghouse reviews the data from the Provider Monthly Outcome Performance report citing the following:

	<i>YTD 2022</i>	<i>Total (2021 and 2022)</i>
<i>Presentations</i>	2,574	4,860
<i>Admissions</i>	2,493	4,634
<i>Walk-ins</i>	1,885	3,138
<i>First Responder Escorts</i>	608	1,496
<i>BRPD</i>	285	710
<i>EBRSO</i>	131	366
<i>EMS</i>	179	389
<i>Other Agencies</i>	13	31
<i>Male</i>	74%	N/A
<i>Female</i>	26%	N/A
<i>Mental Health</i>	1,334	N/A
<i>Substance Use</i>	1,041	N/A

B. For Information: CAHS Grant Award

Due to time constraints, Ms. Laughinghouse deferred discussion regarding the CAHS Grant award to the January 2023 meeting.

IX. RI INTERNATIONAL  
 A. For Information: LDH/Financial Update

Mr. Seiter deferred to RI to provide an update. Ms. Nsubuga and Mr. Galdys both explained that RI International now have access to the Medicaid Eligibility portal, which enables them to identify members in real time, hence speeding up their claim’s submission and authorization process citing that between September

9, 2022, and October 18, 2022, the number of denied claims submitted decreased by 58%. Ms. Nsubuga reported that RI has entered into an agreement with OBH to provide short-term funding assistance for FY23 to help cover the costs associated with individuals without Medicaid who utilize the Bridge Center's Behavioral Health Crisis Center (BHCC), also known as our 23-hour observation unit and Mobile Crisis Response (MCR), and that RI has received approximately \$2 million in Medicaid reimbursement and is working with managed care organizations on an appeals procedure for previously denied claims.

However, it was mentioned that Bridge Center and RI had a meeting with LDH on November 1, 2022, to work towards increasing the reimbursement rate for the BHCC, which is relatively low. LDH had requested additional data from the Bridge Center and RI International, which was submitted and a follow-up meeting with Mercer was requested.

Ms. Claiborne reported that an update was provided to Metro Council during the November 9, 2022, meeting. After due discussion, Mr. Seiter referenced agenda item five regarding the resolution for approval to amend the fourth resolution. Mr. Seiter explained that RI has requested to receive full contract maximum and gap payment extension for Year Three of the Service Agreement noting that the published rates introduced by CMS in March 2022 are not sustainable for any provider as the Bridge Center and RI are still meeting with Louisiana Department of Health to work towards a resolution that will increase rates for crisis services.

Upon due discussion, the Bridge Center Board unanimously approved RI's request to receive the contract maximum and gap payment extension for Year Three of the Service Agreement.

B. For Information: ET3 Status with EMS

Ms. Claiborne reported that RI was working with Emergency Management Services (EMS) to be an ET3 provider and will resume discussions with Acadian Ambulance in 2023.

X. UNFINISHED BUSINESS

A. Annual Trainings

Mr. Seiter asked if any unfinished business required discussion. Ms. Claiborne reminded everyone to complete their annual trainings. After hearing no additional comments Mr. Seiter proceeded with the agenda as written.

XI. NEW BUSINESS

A. For Discussion: Volunteer Opportunities

B. For Discussion: Additional Operational Supports

C. For Information: January 2023 Board meeting Date

Mr. Seiter asked if any new business required discussion. Ms. Claiborne stated that at the first of the year she will seek volunteers among all available board members participate in at least one community event throughout the year. Ms. Claiborne also reported that she had a meeting with Capital Area Transit Systems (CATS) to discuss possible partnering to provide transportation to Bridge Center facility guest. Ms. Claiborne also requested that the upcoming January board meeting be moved to another date to accommodate a conflict and schedule.

XII. ADJOURN

With no further business to discuss and on a motion by Denise Amoroso and a second by Louis Blanche, the Board of Directors meeting adjourned at 1:20 PM.