

**October Board Meeting Cancelled**

**No November meeting (early December meeting scheduled).**

**MINUTES**  
**REGION II HUMAN SERVICES GOVERNING BOARD**

Meeting Date: December 4, 2025

**I. INTRODUCTIONS/ROLL CALL**

- A. Introductions/Roll Call. Dan Vinton, Chairman, called meeting to order at 10:32 AM CST. Governing Board roll call with 14 members present. Advisory Committee roll call with 3 members present.

BOARD MEMBERS PRESENT: Mark Wilson, Arthur Co.  
Billie Muehlenkamp, Chase Co.  
PJ Jacobson, Dawson Co.  
Glenn Hofman, Gosper Co.  
Dan Vinton, Grant Co.  
Wayne Christner, Hayes Co.  
Paul Nichols, Hitchcock Co.  
Thad Emerson, Hooker Co.  
Joe Hewgley, Lincoln Co.  
Lee Wonch, Logan Co.  
Brett Nason, McPherson Co.  
Steve Tucker, Perkins Co.  
Randy Dean, Red Willow Co.  
Pam Moody, Thomas Co.

BOARD MEMBERS ABSENT: Tom Richard, Dundy Co.  
Kent Lehmann, Frontier Co.  
Dale Schroeder, Keith Co.

ADVISORY MEMBERS PRESENT: John Bryant  
Ron Jageler  
Richard Bartholomew

ADVISORY MEMBERS ABSENT: Larry Seger  
Kim Blake  
Susie Deaver  
Sid Colson

OTHERS PRESENT: Katie McCarthy, Regional Administrator & Fiscal Manager, Region II Human Services  
Teresa Ward, Agency/Clinical Director  
Traci Kramer, Operations & Human Resources Director  
Jordan Rickett, Director of Network Services and Quality Improvement, Consumer Specialist

- B. Announcements. Open Meetings Act, agenda, previous month's minutes and handout materials are posted in the Boardroom. News media receiving meeting notification: North Platte Telegraph, Keith County News, McCook Gazette and Clipper Herald.
- C. Public Forum. None.
- D. Approval of Governing Board Minutes. A motion was made by Brett Nason and seconded by Steve Tucker to approve the minutes for the September 25, 2025 meeting. Roll call vote, 7/0/7 (Mark Wilson, Billie Muehlenkamp, PJ Jacobson, Paul Nichols, Joe Hewgley, Randy Dean, and Pam Moody all abstained). Motion carried.
- E. Approval of Advisory Committee Minutes. A motion was made by John Bryant and seconded by Ron Jageler to approve the minutes for the August 21, 2025 meeting. Roll call vote, 3/0, motion carried.
- F. Approval of Agenda. A motion was made by Lee Wonch and seconded by Paul Nichols to approve the agenda as presented. Roll call vote, 14/0, motion carried.

## **II. AGENCY/SERVICES PROVIDED BY REGION II HUMAN SERVICES**

### **A. Agency Services**

1. Program Report. Teresa Ward presented the October 2025 Agency Report and answered questions. Teresa reported numbers are looking good overall. In January, our outpatient therapy services will switch to an Open Access model for new intakes. Clinicians will be available on scheduled days and times for Open Access. This will allow more flexibility for clients because they won't have to wait for the next available scheduled appointment. They can walk in on a day that works for them and will be seen that same day. We are excited for this change and will adjust scheduling to the open access hours as we see fit. Teresa also noted that Medicare has moved toward in-person visits at least one time per year. After the in-person visit, the client can then be seen via telehealth. Clinicians have been adjusting their schedules with this change. During COVID, two of our telehealth-only contracted therapists increased time. However, over the last several years, we found that we need to pare down our telehealth-only providers so these contracts will be ending at the end of the year. This makes sense with the new change to Medicare for in-person visits and both clinicians have their own private practices to continue to provide services. Our current clinicians are able to see clients in-person in order to be in compliance with Medicare.
2. Financial Report. The Agency financial report for October was reviewed.
3. Client Satisfaction Surveys. Annual Client Satisfaction Survey results were distributed to Board and Advisory members for review. We made a switch this year in the way the surveys were conducted. Instead of distributing paper surveys, we administered surveys electronically using SurveyMonkey for two weeks in November. Clients completed anonymous surveys using electronic links, QR codes, or direct staff-supported access depending on program workflow. Each survey included 12 standard satisfaction items using a four-point agreement scale (Strongly Agree, Agree, Disagree, Strongly Disagree), in addition to three open-ended questions. Across all programs, clients consistently highlighted strengths including: staff are respectful, caring and non-judgmental; clients feel welcomed, safe, and supported; many programs were praised for going "above and beyond" to meet client needs; and clients frequently expressed gratitude for the services and their positive impact on daily life, stability and recovery. It was noted that we were able to get the survey out to clients in different ways instead of just the folks coming into the office for services. This was a statically better representation of people in services. We also saw an increase in the number of comments submitted with the surveys. The data from the client satisfaction surveys confirms that Region II Human Services delivers consistently high-quality care across all programs. The results will be shared with staff members to congratulate them all on a job well done in making a difference in the people's lives we serve. Board members noted that they are prof of the work being done.

## **III. BEHAVIORAL HEALTH AUTHORITY**

### **A. Contracted Services**

1. Program Report. Katie presented the October Program Report for System Coordination Services. Katie noted emergency protective custodies have remained low and, unfortunately, this can change during the holiday season. Due to staffing challenges, Goodwill Supported Employment let us know that they won't be able to continue with the SOAR program. We have worked out a plan to still help everyone involved or on the waitlist with this program. If the Region wants to continue this program moving forward, we will need to send out a Request for Proposal. Katie reported that Lutheran Family Services has made their intention know to expand as a Certified Community Behavioral Health Center (CCBHC) in the area. Teresa, Katie, and Jordan have had a few meetings with them and have shared the Region's plans to do the same.
2. Financial Report. The Contracted Provider financial report for October was reviewed.

### **B. Systems Coordination**

1. Program Report. Katie presented the October Program Report for System Coordination Services. The new TalkHeart2Heart curriculum in the schools has been going well for Prevention System Coordination. Youth Systems Coordination continues to attend a variety of meetings throughout the month. Katie has continued to talk to the contractor for Housing System Coordination about creative ways to utilize these funds to help people.
2. Financial Report. The Systems Coordination financial report for October was reviewed.

### **C. Grants**

1. Mental Health First Aid. These trainings continue to be offered to community members, schools and agencies throughout the region.
2. Opioid Grant. This grant continues to help pay for medication management appointments and prescriptions for clients without insurance. We are currently awaiting the new contract for this grant and can't process billing until it is executed.

3. CDC Comprehensive Suicide Prevention Grant. This grant is through the Public Policy Center and focuses on reducing the morbidity and mortality rate of suicide of Nebraska met, ages 25-64 years old. Trainings and educational materials continue to be provided through this grant.
  4. Financial Report. The Grants financial report for October 2025 was reviewed.
- D. Opioid Settlement Funds. The Board was updated on allocations of the county opioid settlement funds as well as transactions that have occurred with the funds through the end of October. The state will be putting together an annual report for all the regions.
- E. Overall Financial Report. Agency and Behavioral Health Authority. Katie McCarthy reviewed the overall financials through the end of October. We are 33.33% through the year. Katie noted that she will submit a shift of funds to the Division of Behavioral Health. Earlier this year, the Division decided that Regional Administrators can sign all future shifts pending Governing Board approval. At the April meeting, this was approved by Board members. Next month, Katie will bring a review of the shift for Board members to see.
- F. Regional Administrator's Report
- Katie reported that she continues to have regular meetings with our Legislative Consultant and all of the Regional Administrators.
  - Katie reported that the state sent out new service definitions for public comment. We will keep the Board informed on any major changes with service definitions.
  - Katie let the Board know that we recently switched our general liability, professional liability, cyber insurance, and worker's comp insurance to a new agency. The Glienke Agency has a niche focus in insuring social service agencies because they understand the unique risks organizations like ours face. They also insure several organizations we work closely with as well as a few of the other regions, so we felt like the timing was right to make this switch.

#### **IV. REGION II HUMAN SERVICES GOVERNING BOARD**

- A. HIPAA Compliance Policies and Procedures. We recently had an attorney review our HIPAA policies and procedures. She made several revisions to ensure compliance with 42 CFR Part 2, which protects the confidentiality of Substance Use Disorder (SUD) treatment records. While we have been updating forms over the past few years to meet these requirements, the overall policy manual was recently updated to maintain compliance. A motion was made by Pam Moody and seconded by Joe Hewgley to approve the updated HIPAA Compliance Policies and Procedures. Roll call vote, 14/0, motion carried.
- B. Policy Manual. Traci presented revisions to the Policy Manual. Any major changes or additions to policies have been approved by the Board throughout the year. Additionally, a few policies were recently updated with wording changes for clarity, as identified during our CARF survey. A motion was made by Lee Wonch and seconded by Randy Dean to approve the Policy Manual as presented. Roll call vote, 14/0, motion carried.
- C. Investment/Reimbursement Report. Report was distributed and there were no recommendations for change. Traci will provide information next month regarding a CDARS account to ensure FDIC coverage for the certificates of deposit.
- D. Review of Bills for Payment. A motion was made by Brett Nason and seconded by PJ Jacobson to approve the following bills for payment: Wayne Christner \$60.20, Thad Emerson \$66.50, Glenn Hofman \$84.00, Brett Nason \$47.60, Tom Richard \$64.40, Dale Schroeder \$15.40, Steve Tucker \$23.80, Dan Vinton \$91.00, Lee Wonch \$39.20, Column Software PBC \$9.60, Keith County News \$9.10, McCook Gazette \$5.37, and Brick Wall Catering \$560.00. Roll call vote, 14/0, motion carried.

#### **V. SET NEXT MEETING DATE**

GOVERNING BOARD – January 26, 2026 @ 10:30 AM CST  
ADVISORY COMMITTEE – TBD

#### **VI. ADJOURNMENT** Meeting adjourned at 11:40 AM CST.