



Taney County Health Department
Board of Trustees Meeting
320 Rinehart Road, Branson, Missouri
February 27, 2025
2:30 PM

ATTENDANCE: Heather Burney, Chair
Beth Huddleston, Vice-Chair (joined virtually)
Laurie Hayes, Secretary/Treasurer
Debbie Redford, Member
Jean Mueller, Member

EX-OFFICIO: Lisa Marshall, Director
Tiffany Stevens, Health Operations Manager (absent)
Erica Craig, Clinical Division Manager
Tammy Drake, WIC Division Manager
Kayla Klein, Community Outreach Division Manager
Erica Logsdon, Environmental Health Division Manager
Rick White, Operations Coordinator
Abbi Vachon, Executive Assistant

In Person Meeting

Call to Order

Chair, Heather Burney, called the regular meeting of the Board of Trustees to order at 2:30 p.m. at the Taney County Health Department, Branson location.

Approval of Agenda

Motion to approve agenda as presented by Laurie Hayes and seconded by Debbie Redford. There was no discussion. The motion passed.

Guests: Director, Lisa Marshall, introduced the guests: Pooja Gummalla, a public health intern from Missouri State University who will be interning with the department for 16 weeks; Community Relations Specialist, Tatum O'Dell, who will be giving a presentation; and Consulting Specialist, John Taylor, from Elliott, Robinson & Company, LLP.

Review of Minutes from January 2025

Motion to approve minutes for January 23, 2025 by Debbie Redford and seconded by Laurie Hayes. There was no discussion. The motion passed.

Review of Financial Report by Lisa Marshall

Consulting Specialist, John Taylor, from Elliott, Robinson & Company, LLP, presented a summary of the financial report from January 31, 2025:

- YTD revenues are approximately \$20,000 less than budgeted.
- YTD expenditures are approximately \$25,000 more than budgeted.

- Program supplies were \$17,000 over budget.
 - This was attributed to the clinical division's purchase of vaccine.
- Repairs and maintenance were \$2,800 over budget.
 - This was attributed to landscaping services, specifically the removal of snow.
- Professional fees were \$20,000 over budget.
 - This was attributed to the department's contract with Elliott, Robinson & Company, LLP for accounting services.
- Office expenses are \$4,900 over budget.
 - This was attributed to the purchase of office supplies to have stock.

Chair, Heather Burney, inquired if the department anticipates any changes to its funding received from grants and contracts. The department does not anticipate any changes, and Director, Lisa Marshall, commented that the budget did not include the Accreditation Grant and the ELC-ED Expansion Grant.

Motion to approve the financial report from January 31, 2025 by Laurie Hayes and seconded by Jean Mueller. There was no further discussion. The motion passed.

Disbursements Review: A list of disbursements from January 2025 was emailed to members of the board prior to the meeting.

Director's Report by Lisa Marshall

Social Media Analytics Presentation: Community Relations Specialist, Tatum O'Dell, presented an analysis of the department's Facebook presence. Community Relations Specialist, Tatum O'Dell, prefaced the presentation with the comment that all presented numbers are current as they are from January 27th of this year and that the presented data is specific to Facebook.

The presentation included the current analysis of the department's engagement with its followers, including the average reach per post and the average number of likes per post; methods to engage users, including the humanization of the department's staff and the utilization of search engine optimization; the demographics of the department's followers, including the town of residence; successful examples of the department's previous posts; and ideas for future content.

The board praised the presentation.

Chair, Heather Burney, inquired if there is a management plan for the department's social media. Community Relations Specialist, Tatum O'Dell, has developed a social media calendar and has already scheduled posts through December.

Chair, Heather Burney, inquired if the department utilizes other social media platforms. The department does have accounts on other social media platforms; however, Facebook is the priority as it observes the most engagement. The department plans to increase its following on the other platforms. Secretary/Treasurer, Laurie Hayes, recommended posting on LinkedIn to engage with the business community.

Operations Update: Operations Coordinator, Rick White, presented the operations update. The repair of the roof of the Forsyth office building and of the elevator in the Branson office were both scheduled to be completed this week; however, due to the recent inclement weather, the repairs have been delayed. The department has purchased, with grant funding, 6 new laptops that will replace older ones. The buckling of the flooring in the clinical break room of the Branson office has been repaired. The department is in possession of new cabinetry that will be used to store nursing supplies; however, the cabinets cannot be

installed until the elevator is repaired. A company visits the department daily to provide cleaning services. The IT division is waiting to find out if the ELC-ED Expansion Grant will fund the conversion from Microsoft 365 E3 to Microsoft 365 G5 prior to proceeding with the migration.

Staffing Update: Director, Lisa Marshall, presented the staffing update, including an overview of the department's current vacant positions. Current employment opportunities at the department include an environmental public health specialist position, a public health nurse position, and a maintenance and custodial technician position. The department is receiving applications and will be scheduling interviews soon.

Director, Lisa Marshall, also discussed a proposed change to the department's current Staffing Plan, specifically the addition of an environmental health biller position, as the department has observed an influx in billing as more environmental health inspectors have been released to inspect facilities. This position would be a hybrid role and would be filled by a current member of staff.

Hours of Operation Update: Director, Lisa Marshall, informed the board that the public health nurse at the Forsyth office location has resigned and that to ensure the safety of staff and to continue to serve clients throughout the county, the department is changing the hours of operation of the Forsyth office. The Forsyth office will be open on Monday – Wednesday, and the administrative clerk who works in the Forsyth office will be at the Branson office on Thursdays and Fridays. The department is working on a press release to inform the public. The department anticipates that this change will be in effect for the foreseeable future, as the department has experienced difficulty in filling nursing positions.

Member, Debbie Redford, inquired how the department will contact clients who seek services at the Forsyth office. The department will forward calls to the Branson office, will post signage on the doors, and will communicate the change to community partners.

Chair, Heather Burney, recommended contacting local government entities.

2025 Performance Management: Director, Lisa Marshall, presented a list of the identified 2025 performance management goals by division and informed the board that the progress made toward each goal will be reported monthly as part of the board report.

Community Outreach Division Manager, Kayla Klein, displayed an example of how the reports will be presented.

ELC Grant Update: Director, Lisa Marshall, provided the ELC-ED Expansion Grant update. Executive Assistant, Abbi Vachon, has been submitting items for preapproval. The department still needs to be reimbursed for 7 months' worth of expenses. The department has experienced success in receiving approval for funding staff time. The purchase of a couple of printers was recently approved. Items pending approval include the updating of the department's website (requested coverage for 75% of the total cost) and the Office 365 conversion. The department requested for 100% coverage of the total cost of the Office 365 conversion but does not anticipate that the total cost of the conversion will be approved in full. All preapproval requests must be submitted by the end of April, and the department does not anticipate spending all the funding. The grant is scheduled to end at the end of June; however, the Missouri Department of Health and Senior Services may rework the contract.

National Public Health Week: Director, Lisa Marshall, informed the board that National Public Health Week is the first week of April. To celebrate, the department has scheduled social media posts, will announce the winner of the Public Health Champion Award, and will have various activities scheduled

throughout the week. Director, Lisa Marshall, asked if members of the board would write letters of appreciation that can be shared with staff.

Unfinished Business

Strategic Plan: Director, Lisa Marshall, presented the finalized version of the department's Strategic Plan and explained that the finalized version includes the process the department took to develop and finalize the plan, the identified objectives and their key results, and the score cards the department can utilize to track progress. Director, Lisa Marshall, requested for a motion to be introduced to approve the finalized version.

Members of the board praised the Strategic Plan and how abstract ideas were made concrete.

Motion to approve the Strategic Plan as presented by Laurie Hayes and seconded by Jean Mueller. There was no further discussion. The motion passed.

New Business

Above and Beyond Cleaning Services Quote E-Vote Confirmation: The board voted prior to the meeting, via email, to accept the quote from Above and Beyond Cleaning Services to clean the department's facilities. Director, Lisa Marshall, requested an in person vote to reaffirm the electronic vote.

Motion to reaffirm the electronic vote by Laurie Hayes and seconded by Debbie Redford. There was no further discussion. The motion passed.

The department will receive cleaning services from the company until the maintenance/custodial technician position is filled.

Staffing Plan: Director, Lisa Marshall, presented the proposed changes to the department's current Staffing Plan, including the removal of the temporary pool inspector position, as the department has more health inspectors who are trained in the pool program; the removal of one of the environmental public health coordinator positions, as Environmental Health Division Manager, Erica Logsdon, was promoted from coordinator to manager; the removal of the part-time environmental health administrative clerk position, as the clerk resigned and as the hours will be allocated to the new environmental health biller position; and the addition of the environmental health biller position. The environmental health biller position will be filled by the full-time executive assistant, and the executive assistant's position will be reduced from 1 FTE to .4 FTE, and the environmental health biller position will be .6 FTE to make 1 FTE.

Motion to approve the updated Staffing Plan by Debbie Redford and seconded by Jean Mueller. There was no further discussion. The motion passed.

Surplus Equipment: Director, Lisa Marshall, presented a list of two TASKalfa printers that the department is requesting for the board to declare as surplus. Director, Lisa Marshall, informed the board that the printers are obsolete and that the printers have been replaced.

Motion to declare the two TASKalfa printers as surplus by Debbie Redford and seconded by Laurie Hayes. There was no discussion. The motion passed.

Division Reports

Reports from division managers were emailed to members of the board prior to the meeting.

Announcements

Next board meeting is March 27, 2025 at 2:30 p.m.

Director, Lisa Marshall, informed the board that the department's 2024 Annual Report will be presented at next month's meeting.

Adjourn

Motion to adjourn at 3:49 p.m. by Laurie Hayes and seconded by Debbie Redford. There was no discussion. The motion passed.

Minutes prepared by Lindsay Lawver, Executive Assistant