



Taney County Health Department
Board of Trustees Meeting
320 Rinehart Road, Branson, Missouri
August 28, 2025
2:30 PM

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

EX-OFFICIO: Lisa Marshall, Director
Tiffany Stevens, Health Operations Manager
Erica Craig, Clinical Manager
Tammy Drake, WIC Manager
Kayla Klein, Community Outreach Manager
Erica Logsdon, Environmental Health Manager

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.

Public Comment

Chair, Heather Burney, called the public comment session of the meeting regarding the 2025 assessed valuation to order at 2:30 p.m. There were no members of the public in attendance. Motion to close the public comment section of the meeting at 2:32 p.m. by Beth Huddleston and seconded by Jean Mueller. There was no discussion. The motion passed.

Approval of Agenda

Director, Lisa Marshall, requested for an amendment to the agenda as presented, specifically to add the discussion of the date of October's regular meeting to the "November and December Board Meeting Dates" agenda item.

Motion to amend the agenda as presented and add the discussion of rescheduling the date of October's meeting to the agenda by Debbie Redford and seconded by Laurie Hayes. There was no discussion. The motion passed.

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

Guests: Environmental Health Manager, Erica Logsdon, introduced the newest environmental public health specialists: Madison Smith and Ally Mulvaney. Consulting Specialist, John Taylor, from Elliott, Robinson & Company, LLP is in attendance.

Review of Minutes from July 2025

Motion to approve minutes for July 24, 2025, by Laurie Hayes and seconded by Beth Huddleston. 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 July 31, 2025:

- MTD revenues are \$53,468.00 less than budgeted.
 - Consulting Specialist, John Taylor, attributed this to the revenue received from grants being under budget by \$58,800.00. Director, Lisa Marshall, informed the board that the Missouri Department of Health and Senior Services has changed their payment software and that this has caused a slight delay in local health departments receiving reimbursement.
- MTD expenditures are \$94,874.00 more than budgeted.
 - Consulting Specialist, John Taylor, attributed this to the salaries line item being over budget by \$51,800.00 because three payrolls were processed in July and to the costs associated with the Microsoft 365 conversion.

Consulting Specialist, John Taylor, informed the board that there will be a change to how purchases of vaccine and family planning supplies are coded in 2026 for budget and financial reporting reasons. Health Operations Manager, Tiffany Stevens, added that many supplies purchased for Family Planning clinics are reimbursed as part of the department's participation in a couple of grants.

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

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

Director's Report by Lisa Marshall

Back to School Clinic Update: Clinical Manager, Erica Craig, provided the back-to-school clinic update. The department has hosted three vaccination clinics, including one at the Forsyth office location, one at Hollister's Night of the Tiger event, and one at Branson School's schedule pick-up day at the junior high. The clinical team provided approximately 50 vaccinations at each clinic. Clinical Manager, Erica Craig, commented that the turnout was comparable to last year's turnout.

25-26 Incentive Funding: Director, Lisa Marshall, informed the board that the Missouri Department of Health and Senior Services is offering incentive funding for the 2026 fiscal year and displayed the deliverables to the board. Director, Lisa Marshall, commented that the department has already met several of the deliverables and specified the deliverables that are different this next year, including an emphasis on mental health training and grant management training. The incentive funding is an additional \$45,000.00 annually.

Website Update: Director, Lisa Marshall, provided the website update. Mostly Serious has been in the process of designing page layouts and mocks of these designs were presented to the board. The board praised the presented mock designs. Director, Lisa Marshall, informed the board that the department has been intentional about ensuring that the website is representative of Taney County and that Environmental Public Health Specialist, Cailin Dawley, and Community Relations Specialist, Tatum O'Dell,

have both been taking photos and requesting media releases to be able to use these photos for the website rather than rely on stock images. Once the website is completed, the department will have full admin privileges and will be able to edit the website in-house, and Director, Lisa Marshall, informed the board that several staff members are familiar with WordPress. The department has been allocated 6 weeks to upload content; however, the department estimates that approximately 70% of content has already been written and just needs to be uploaded.

Operations Update: Health Operations Manager, Tiffany Stevens, provided the operations update. The elevator pit has been cleaned, and the sump pump has been installed. The Microsoft 365 conversion is in progress, as the new tenant is up and running and user accounts have been created. The IT division is completing Windows 11 upgrades. The department has signed the contract with White River Connect to provide internet services for the Branson office, and White River Connect is working to connect the circuit.

Unfinished Business

There was no unfinished business.

New Business

Assessed Valuation: Director, Lisa Marshall, presented the department's 2025 assessed valuation numbers received from the County Clerk's office to the board. Director, Lisa Marshall, informed the board that the department will not receive any additional revenue and that the department will receive the same amount as last year, approximately 1.8 million.

Motion to accept 2025's assessed valuation and to set the tax levy at the maximum rate, as permitted by state statute, at .1355 by Laurie Hayes and seconded by Beth Huddleston. There was no further discussion. The motion passed.

Surplus Items: Director, Lisa Marshall, presented a list of items that the department is requesting for the board to declare as surplus, specifically 1 KVM switch and 3 servers, as the items are obsolete.

Motion to declare the presented list of items as surplus by Laurie Hayes and seconded by Debbie Redford. There was no discussion. The motion passed.

October, November, and December Board Meeting Dates: Director, Lisa Marshall, requested for the board to discuss rescheduling the dates of the regular scheduled meetings for October, November, and December, commenting that the November meeting is tentatively scheduled on Thanksgiving and that the December meeting is tentatively scheduled on Christmas. Director, Lisa Marshall, reminded the board that the department also often requests for the date of October's regular meeting to be scheduled a week earlier to allow time for staff to review insurance plans and to complete open enrollment. Health Operations Manager, Tiffany Stevens, observed that there are 5 weeks in October and that staff would consequently have an extra week to review insurance options without changing the date of the meeting. Members of the board and the department discussed their availability in November and December.

Motion to change the date of November's regular meeting from November 27th at 2:30 p.m. to November 20th at 2:30 p.m. by Laurie Hayes, seconded by Beth Huddleston, and thirded by Jean Mueller. There was no further discussion. The motion passed.

Motion to change the date of December's regular meeting from December 25th at 2:30 p.m. to December 18th at 2:30 p.m. by Jean Mueller, seconded by Debbie Redford, and thirded by Beth Huddleston. There was no further discussion. The motion passed.

Board Study Session: Director, Lisa Marshall, informed the board that routinely, the department proposes a budget for the following fiscal year at the November meeting and that a vote of approval is entertained during the December meeting; however, this year, the department is requesting for the board to schedule a study session to discuss financial planning for the next several years as the department continues to monitor current contracts and has an entire year's worth of financials in the new accounting software.

Members of the board and the department discussed their availability in October and agreed to schedule the study session prior to the start of the regular meeting on October 23rd at 1:00 p.m.

Emergency Operations & Continuity of Operations Plans: Drafts of the updated Emergency Operations Plan and the Continuity of Operations Plan were emailed to members of the board last month for review due to their length. Director, Lisa Marshall, commented that these plans need to be in place in the event of an emergency, as the Emergency Operations Plan details how the department would respond in the event of an emergency and as the Continuity of Operations Plan provides the framework for how the department would continue to be able to perform essential functions in the event that normal operations are disrupted, such as by staff absence or departure. Director, Lisa Marshall, informed the board that these plans were identified as opportunities for improvement during the department's recent PHAB reaccreditation cycle.

The board praised the plans.

Motion to adopt both plans as presented by Beth Huddleston and seconded by Jean Mueller. There was no further discussion. The motion passed.

2025 Administrative Policy Manual Revisions: Copies of the updated Administrative Policy Manual were provided to the board for review prior to the meeting. Director, Lisa Marshall, informed the board that this policy manual is reviewed annually and that last year's revisions were more significant as they included more updates to the actual content of the manual whereas these revisions focused more on updating the language and overall tidiness of the manual.

Motion to approve the revised Administrative Policy Manual as presented by Laurie Hayes and seconded by Beth Huddleston. There was no discussion. The motion passed.

Board Bylaws Update: Director, Lisa Marshall, presented a list of changes that were made to the Board bylaws as part of the recent revision of the Administrative Policy Manual. Director, Lisa Marshall, informed the board that a motion to approve these changes cannot be introduced today as the department must allow for 30 days of review and that this agenda item will consequently be included on next month's agenda as unfinished business.

Credit Card Fee Proposal: Health Operations Manager, Tiffany Stevens, informed the board that the department has been paying credit card convenience fees on behalf of clients and businesses for the past couple of years. Health Operations Manager, Tiffany Stevens, explained that the department utilizes two systems to process payments: ProPay and USPay. ProPay is the system that the environmental health division uses to process online credit card and ACH payments, and USPay is the system that staff primarily use to process credit card payments at time of service. The convenience fee to process payments utilizing USPay is minimal, and the department does not want to deter clients from seeking services; however, the department is proposing to pass the responsibility of paying the convenience fee(s) to the customers/businesses when they elect to pay invoices via ProPay, as the convenience fee is 3.49% and as the department is projected to pay \$6,000-\$7,000 in convenience fees this year alone.

ProPay is the only payment processing system that is compatible with HealthSpace, the operating software of the environmental health division.

Motion to pass the responsibility of paying ProPay's 3.49% convenience fee to the customers by Laurie Hayes and seconded by Beth Huddleston. There was no discussion. The motion passed.

Secretary/Treasurer, Laurie Hayes, noted that the department will need to monitor the rate of receivables as the other payment methods are slower.

Revised Website Quote: Director, Lisa Marshall, informed the board that the number of hours that Mostly Serious will need to complete the website buildout will increase beyond the original projected amount because the website needs to be in compliance with HIPAA. As a result, the proposed cost has changed. Mostly Serious has honored the design phase quote, and this adjusted cost will be specific to the development phase. Director, Lisa Marshall, presented the two quotes. Both quotes include a discounted hourly rate; however, option 2 has a higher hour's cap at 165 hours compared to 126 hours.

Motion to accept option 2 by Laurie Hayes and seconded by Beth Huddleston. There was no further discussion. The motion passed.

Staffing Plan Update: Director, Lisa Marshall, informed the board that the department's accountant has resigned from her position and that after discussion, the department is requesting to rebrand the current accountant position as a finance officer position. Health Operations Manager, Tiffany Stevens, commented that this position would observe a slight increase in hourly pay. The department anticipates that this would appeal more to possible applicants.

Member, Jean Mueller, inquired about the education requirements. The finance officer would need to have a bachelor's degree in accounting.

Motion to rebrand the current accountant position as a finance officer position by Beth Huddleston and seconded by Debbie Redford. There was no further discussion. The motion passed.

Health Operations Manager, Tiffany Stevens, informed the board that the department will perform accounts payable functions in-house in the interim.

Board of Trustees Comments

Secretary/Treasurer, Laurie Hayes, commented that the Branson City Board of Aldermen approved the first reading of the TIF Plan involving Gretna Road and Town and Country Drive.

Division Reports

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

Member, Debbie Redford, commented that it was exciting to see the clinical team in action at Hollister's Night of the Tiger event.

Member, Debbie Redford, praised WIC Manager, Tammy Drake, for attending and promoting the WIC program at the recent children's literacy event hosted by the Library Center of the Ozarks.

Performance Management: Performance management reports were emailed to members of the board prior to the meeting prior to the meeting.

Announcements

Next board meeting is September 25, 2025 at 2:30 p.m.

Adjourn

Motion to adjourn the regular meeting of the Board of Trustees at 3:40 p.m. and convene an executive closed session as authorized by Section 610.021, Subsection 2, regarding real estate, by Laurie Hayes and seconded by Debbie Redford. Voting aye: Laurie Hayes, Debbie Redford, Jean Mueller, Beth Huddleston and Heather Burney. Voting nay: none. Motion carried.

Minutes prepared by Lindsay Lawver, Executive Assistant/Environmental Health Biller