



BOARD OF DIRECTORS – REGULAR MEETING
Wednesday, March 19, 2025, 5:30 PM

Meeting Minutes

1. Call to Order, Opening Comments and Welcome

Jennifer Coker called the meeting to order at 5:32 PM. She announced that Sandra Dunkle sent a thank you note to the Board. Ms. Dunkle commented that it was kind of the Board to give her the plaque and she has it in a place of honor in her home.

Jennifer Coker introduced Dylan Glass as the new IS Manager effective April 1, 2025. Dylan has worked for NWCSB for three years and NWCSB is thankful to have him step into this new role.

Jennifer Coker introduced Terrie Glass from Leadership Solutions who joined the Board to lead them through Strategic Planning.

2. Roll Call

Board Members Present

Jennifer Coker, Charolette Eriksson, Lisa Goshen, Katie Jordan, Mary Orndorff, Chris Rinker, Sharon Surratt, Amanda Whitson

Board Members Absent

Elisabeth Alger, Kahle Magalis

Board Members Participating Virtually

Bisma Y. Sheikh

Staff/Public Attendance

Ellen Harrison, Morgan Ward, Dylan Glass

Staff/Public Virtual Attendance

None

3. Approval of Minutes

February 19, 2025

Amanda Whitson motioned to approve the February 19, 2025, meeting minutes as presented. Charolette Eriksson seconded. Motion passed.

4. Approval of Agenda

Sharon Surratt motioned to approve the agenda as presented. Charolette Ericksson seconded. Motion passed.



BOARD OF DIRECTORS – REGULAR MEETING
Wednesday, March 19, 2025, 5:30 PM

5. Public Comment

None

6. Announcements

The Board Manual and Bylaws were sent out for review and will be discussed in the April Board meeting. Please send questions to Morgan so that she can compile them prior to the meeting.

7. Strategic Planning

Terrie Glass from Leadership Solutions introduced herself and explained the process of strategic planning.

The Board’s role in the strategic plan is to provide high level direction for the plan. The Board will determine “of all the things NWCSB could do, what are the most important things right now”. This high-level direction will align the work of NWCSB, enable NWCSB and the Board to communicate effectively with stakeholders, and increase effectiveness with the localities. Once the Board creates the high-level direction, leadership will begin to design objectives, initiatives, an implementation strategy and monitor implementation execution.

Terrie Glass proceeded to relay the results of a stakeholder survey that was sent to community stakeholders to gain insight into things NWCSB does well, things they can improve, and things the stakeholders would like to see NWCSB do in the future. The results were utilized to provide information to the Board to assist them with their creation of goals or the high-level direction within the strategic plan.

Terrie Glass provided a timeline for the strategic planning process with the Board’s final approval date of May 21, 2025.

The Board then began discussions regarding what the goals should be utilizing the information from the stakeholder surveys, CEO reports, Northwestern’s current state, and other CSB’s goals as a basis.

The Board created the following six (6) goals.

Goal 1: Streamline access to care.

Goal 2: Develop and maintain an accountable, sustainable organization.

Goal 3: Provide an outstanding customer experience through responsiveness, efficiency and compassionate support.

Goal 4: Develop an internal culture that enables us to be a preferred workplace.

Goal 5: Build community awareness and stakeholder engagement.



BOARD OF DIRECTORS – REGULAR MEETING

Wednesday, March 19, 2025, 5:30 PM

Goal 6: Ensure effective services that align community needs with our mission and values.

8. Call to Adjourn

Katie Jordan motioned to adjourn. Amanda Whitson seconded. Motion passed and the meeting adjourned at 7:36 PM.