

**Governing Board Meeting  
Health Services of North Texas  
August 17, 2016  
HSNT HQ Conference Room**

	<b>Agenda</b>		P.1
<b>I.</b>	<b>Call to Order</b> <b>Introduction of Visitors</b>	<b>Glen McKenzie</b>	
<b>II.</b>	<b>Board Training</b> Health Center Requirements	<b>Doreen Rue</b>	
<b>III.</b>	<b>Committee Reports Summaries</b> (Full committee reports start on page 15) * Approval of Committee Reports		P.2
<b>IV.</b>	<b>*Consent Agenda</b> July 2016 Board Minutes July 2016 Financials	<b>Glen McKenzie</b>	P.4 P.7
<b>V.</b>	<b>CEO Report</b>	<b>Doreen Rue</b>	P.13
<b>VI.</b>	<b>Committee Reports</b>		
	Development Committee	<b>Randy Robinson</b>	P.15
	Finance Committee	<b>Judge David Garcia</b>	
	Audit Committee *Informational tax return -Form 990 for 2015		Attachment
	QM/QI Committee	<b>Louise Baldwin</b>	P.22
	Strategic Planning Committee	<b>Jerry Garrett</b>	P.23
	Personnel Committee *Extend Cordelia Ikegwuoha's Leave of Absence until end of September *Recommend Approval of Updated Employee Handbook	<b>Gloria Herron</b>	Attachment
<b>VII.</b>	<b>Old Business/New Business</b>	<b>Glen McKenzie</b>	
<b>VIII.</b>	<b>Important Dates and adjoun meeting</b> HSNT Governing Board Meeting - Wed., Sept. 21, 2016 - HSNT HQ Conf. Room 1st Annual HSNT Shooting Clays Fundraiser, October 7, 2016 October 27, 2016, Hearts & Heroes	<b>Glen McKenzie</b>	
	<b>* Items Requiring a Vote</b>		

## July Committee Reports Summary

**This summary is intended to give board members a quick reference to the committee activities. See committee reports at end of packet for detail, if needed.**

### Development Report Summary

#### Capital Campaign

- The Board established a goal of 100% giving, and raising \$150,000, between Governing and Foundation Boards.
- Volunteer Solicitors from the Board have received training and will soon begin calling on members of both HSNT Boards.
- Staff campaign began the week of August 8, 2016.

#### 4304

- City of Plano Planning & Zoning Commission approved, on August 10, 2016, HSNT's Alternative Development Plan allowing application for construction permits.
- FPI Builders, general contractors based in Fort Worth, are being awarded the project.

#### Grants to be voted on:

Delivery System Health Info	Health IT (primarily upgrades EHR)	\$59,249
Maximus Foundation	HIV Prevention (prophylactics)	\$ 2,500
Denton Benefit League	Denton Sites (vitals carts)	\$12,462
Nordstrom Cares	More Than Medicine Room	\$ 5,000
Grande Communications	Denton Bus passes	\$ 2,500

### Finance Committee

#### Statement of Financial Position:

- HSNT cash position is holding steady from last month. We are down 21% from 2015 year end this is due delayed Ryan White contracts resulting in delayed payments.
- One of our Ryan White contracts are finalized and estimate for the completed contract have been trued up. Just today, we received another fully executed Ryan White contract, related estimates will be reconciled with our July financials and presented in August.
- Medical AR is down proving efficiencies our systems for claims processing. Additionally, are payer mix for this month was slightly higher for the uninsured which created greater adjustments reducing Medical AR

#### Statement of Operations

- Net Patient revenue down due to increase of uninsured and under insured patients created larger adjustments to revenue
- Increase in Personnel is timing of activating health insurance benefits for new employees and increased participation in HSNT retirement program
- Medical Services are lower this month due to less patient medical referrals and medication costs. Additionally, last month medical services included medical services write off.

- Operating costs are lower due to large medical supply purchases to stock the centers and the first invoice for audit fees last month
- June operating gain shows program efficiencies are increasing

#### Statement of Cash Flows

- Increase in medical payments
- 74 days in cash

#### Audit Committee

Informational tax return - Form 990 for 2015 ready for approval.

#### QM/QI Committee

HIPAA Audit is in progress with 90% participation from HSNT staff members. Dr. Jackson has been named Chairperson of Risk Management Committee. Peer review score for July is 4.68. Clinical Measure study initiated to evaluate pediatric nutritional assessments. Additional QM studies include: No shows, phone utilization, ratio of Spanish speaking to English speaking callers. Exploring feasibility of card entry systems at all sites.

#### Strategic Planning Committee

Incorporating feedback from committee members and staff into revised plan format. Expanding data to clearly document so that outside reader will follow plan. Other resources on high performing FQHC, leadership development, and trends in healthcare will be used in planning for 2017. The committee to complete plan and present to board in October/November.

#### Personnel Committee

Employee Handbook has been updated and revised. It has been reviewed by Human Resource Manager, Chief Executive Officer, and Employment Attorney Shannon Norris. The committee reviewed the document and suggested word changes that were incorporated into the documents. The committee is recommending the board approve the Employee Handbook as presented.



Governing Board Meeting Minutes  
Health Services of North Texas  
July 20, 2016 Meeting

Meeting Date: 07/20/2016

Meeting: 6:04 p.m. called to order and quorum by President Glen McKenzie

Location: HSNT HQ Conference Room

Attendees: Glen McKenzie, Herman Oosterwijk, Derrell Bulls, Louise Baldwin, Clara Sanchez, Dean Perkins, Judge David Garcia, Justin Coury, Trang Dang-Le, Michael Foster, Joe McCarley

Regrets: Randy Robinson, Gloria Herron, Jerry Garrett

Leave of Absence – Cordelia Ikegwuoha

Staff/Guests: Doreen Rue, Pam Barnes, Larry Bisno, Suzan Stambaugh, Susan Saunders, Alex Garcia (intern), Becky Greenman

**Agenda Item II:** Tommy Davis, from the audit firm of Durbin & Company, presented a power point presentation regarding the 2015 Independent Audit results. This was the first year that yearend financial statements for the Governing and Foundation Boards were combined. HSNT ended the year in a strong position and is prepared for needed investments in 2016. The audit firm commended the staff and management on the clean audit with no findings. He reinforced the need to continually review and strengthen systems and monitor accounts receivables. The board discussed the audit and outcome. A copy of the presentation is attached to these minutes.

**Agenda Item III:** Approval of the Consent Agenda inclusive of the June 2016 Board Minutes, June Financials, and the 2015 Independent Audit. Reports are attached to these minutes.

**Motion to accept:** *Judge Garcia*

**Seconded:** *Derrell Bulls*

**Motion Passed:** *11-0*

**Agenda Item IV:** Committee Reports

**Development Committee:**

**Grants for Approval:**

*Walmart Community Grant	Outreach (Plano)	\$500
*Junior League of Collin Cty.	PCMC More than Med. Rm.	\$2,500

*Nina Heard Astin	General Operating	\$5,000
*Union Pacific Foundation	DSC OB and newborn kits	\$5,000
*Ben E. Keith	Denton sites – dental kits	\$5,000
*EFSP	Utility assistance – Denton	\$5,000

Larry Bisno added on additional grant for approval that was not listed in the Development Report.

*HOPWA	Housing	\$486,850
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**Motion for Approval of Grants: *Derrell Bulls***

**Seconded: *Dean Perkins***

**Motion for Grants Passed: 11-0**

**Financial Committee** – Judge David Garcia briefly went over the financials. Financials are down 21% from last year but it was expected due to the capital expenditures being done on several sites and we have also not been fully reimbursed from Ryan White. There were no problems to report.

**QM/QI Committee** – Gun signage is up at all locations and shooter training has been completed. New phone system is working well. Short discussion on whether to pay providers for being on-call. HSNT is tracking after-hours calls and will look at results at the end of 2016.

**Strategic Planning** – A 2<sup>nd</sup> Quarter Highlights sheet was distributed. Groundbreaking for the new building will be in six weeks (September 2016). Dr. Greg Jackson has accepted the interim position of Medical Director as we look for a replacement for Dr. Ambavaram. A complete copy of the update is attached to these minutes.

**Personnel Committee** – Derrell Bulls brought one credentialing file to the Board for approval.

Angie Madden – LCSW

**Motion for Approve Credentialing File for Angie Madden: *Derrell Bulls***

**Seconded: *Dean Perkins***

**Motion for Grants Passed: 11-0**

**CEO Report:** Doreen Rue went over the high points of the CEO report.

The NAP Grant has been submitted. We received strong letters of support from the Collin County community and State agencies for this grant.

Preliminary report on Ryan White audit was reviewed and the final report is expected before the next board meeting.

Dr. Mohrokh Hedayati, a pediatrician here in Denton, is closing her practice and is working with us to transition her patients to HSNT.

An updated incentive goals sheet was distributed showing progress for the 2<sup>nd</sup> quarter. A copy of the goals sheet is attached to these minutes.

A complete copy of the CEO Report is included the July Board packet.

**Agenda Item V:** Old Business/New Business – None

**Agenda Item VI:** Important Dates:

HSNT Governing Board Meeting – Wed., Aug. 17, 2016, HSNT HQ Conference Room

1<sup>st</sup> Annual HSNT Shooting Clays Fundraiser, Oct. 7, 2016

Hearts & Heroes, October 27, 2016

Meeting adjourned at 7:05 p.m.

Board Secretary Approval \_\_\_\_\_ Date \_\_\_\_\_

Board President Approval \_\_\_\_\_ Date \_\_\_\_\_



## Finance Committee Meeting Minutes

Meeting Facilitator: Judge Garcia  
Meeting Date: July 19, 2016  
Time: 7:30 a.m.  
Location: HSNT HQ Conference Room

Attendees: Judge Garcia, Dr. Bulls and Glen McKenzie  
Staff Present: Pam Barnes and Doreen Rue  
Regrets: Michael Foster

**Agenda Item I:** Review June 2016 minutes for approval  
Motion to accept: Dr. Bulls  
Seconded: Judge Garcia  
Motion Passed: 3-0

**Agenda Item II:** Introduction of Tommy Davis, Partner at Durbin & Company, LLP HSNT contracted independent audit firm for HSNT Single Audit, Form 990 and Centers for Medicare and Medicaid (CMS) Cost Report for Fiscal Year 2015

**Agenda Item III:** FYE 2015 Single Audit Report Discussion  
Tommy Davis reported the Audit was a clean unmodified opinion. This is the first year of combining Health Services of North Texas Foundation financials with Health Services of North Texas Operations financials. The Foundation mission is to support the operations of HSNT operations and because the Foundation activity grew significantly with the addition of land to the assets (building a new medical center), the financials will be consolidated moving forward.

Mr. Davis reported on the Statement of Financial Position agency cash and cash equivalents grew by more than double and we are in a good cash position to increase capacity. It was discussed that net medical receivables grew by 32% which is validated by the four additional sites. Additionally, it was noted that accounts payable increased by the HSNT Foundation (note payable for the land acquisition) and other payables remained level compared to prior year. HSNT was commended on managing the acquisition of four sites into the scope of FQHC and credentialing with the Federal Claims Torts Act, new providers and medical payers while maintaining expenses.

Mr. Davis reported on the Statement of Activities patient service revenue FY14-FY15 increase of \$4 million and HSNT has allocated the appropriate doubtful allowance to avoid spending resources on outstanding claims over 6 months. It was also noted expenditures also grew relative to the addition of four sites and the agency ended the year very well. Mr. Davis noted this year is extraordinary and HSNT managed this growth well, however, fiscal year 2016 audit will show a more accurate comparison from 2015 to 2016. Mrs. Davis mentioned there is always room for improvement and can always do better on collections.

**Agenda Item IV:** June 2016 Financials Discussion  
Current discussion on HSNT focus remaining on increasing efficiency using Health IT and best practices workflows to increase capacity while managing expenditures. The question was asked why do the assets value (buildings, real property, etc.) remain the same when asset values increase and it was explained that Generally Accepted Accounting Principles guide the accounting practice of HSNT and are not appreciated until the assets is sold. The gain or loss of the sale of assets is when the assets value are recognized.

Additional comments regarding the financials are attached and incorporated as part of the July minutes.

Meeting adjourned at 8:15 a.m.

Prepared By Pamela Barnes, CFO



Approved By: \_\_\_\_\_  
Judge Garcia, HSNT Treasurer



Health Services of North Texas, Inc.  
Statement of Financial Position  
As of 7/31/2016

	Current Period	Last Month	Prior Year End	\$ Chge	% Chge
<b>ASSETS</b>					
Current Assets					
Restricted - Retirement	51,250.90	45,140.09	56,590.42	(5,339.52)	-9.44%
Overnight Investment	605,989.30	639,273.33	1,353,991.86	(748,002.56)	100.00%
Operating Cash	<u>663,049.40</u>	<u>673,901.48</u>	<u>318,019.22</u>	345,030.18	108.49%
Total Current Assets	1,320,289.60	1,358,314.90	1,728,601.50	(408,311.90)	-23.62%
Other Current Assets					
Grant Receivables	798,997.43	637,842.85	577,388.59	221,608.84	38.38%
Medical Receivables	225,098.61	215,369.24	230,511.49	(5,412.88)	-2.35%
Misc. Receivables	10,000.00	20,146.16	10,000.00	0.00	0.00%
Deposits	14,599.50	14,599.50	14,599.50	0.00	0.00%
Inventory	<u>31,483.11</u>	<u>31,483.11</u>	<u>42,500.73</u>	(11,017.62)	-25.92%
Total Other Current Assets	1,080,178.65	919,440.86	875,000.31	205,178.34	23.45%
Short Term Investments					
Investment CDs	<u>546,651.41</u>	<u>546,651.41</u>	<u>546,651.41</u>	0.00	0.00%
Total Short Term Investments	546,651.41	546,651.41	546,651.41	0.00	0.00%
Long Term Assets					
457b Retirement	7,711.90	7,711.27	20,295.66	(12,583.76)	-62.00%
Fixed Assets					
Medical Equipment	41,525.06	47,525.06	41,462.89	62.17	0.15%
Building Improvements	126,993.56	121,993.56	107,025.56	19,968.00	18.66%
PCMC Building	635,854.00	635,854.00	635,854.00	0.00	0.00%
	9,639.00	9,983.89	0.00	9,639.00	100.00%
4304 Mesa Medical Center	130,338.41	127,572.12	0.00	130,338.41	100.00%
Software Applications	112,081.41	112,081.41	112,081.41	0.00	0.00%
Telephone Systems	95,499.55	164,721.28	63,524.64	31,974.91	50.33%
IT Equipment	137,337.42	137,337.42	137,337.42	0.00	0.00%
Vehicles	154,357.53	154,357.53	154,357.53	0.00	0.00%
Accumulated Depreciation	(334,687.23)	(352,475.66)	(314,436.60)	(20,250.63)	6.44%
Total Fixed Assets	<u>1,108,938.71</u>	<u>1,158,950.61</u>	<u>937,206.85</u>	171,731.86	18.32%
Total Long Term Assets	<u>1,116,650.61</u>	<u>1,166,661.88</u>	<u>957,502.51</u>	159,148.10	16.62%
Total ASSETS	<u>4,063,770.27</u>	<u>3,991,069.05</u>	<u>4,107,755.73</u>	(43,985.46)	-1.07%
<b>LIABILITIES</b>					
Current Liabilities					
Accounts Payable	142,532.34	134,593.77	111,195.09	31,337.25	28.18%
Accrued Payroll	238,717.80	225,383.80	145,379.80	93,338.00	64.20%
Accrued Retirement	51,250.90	45,140.09	56,590.42	(5,339.52)	-9.44%
Payroll Liabilities	<u>11,205.10</u>	<u>23,168.86</u>	<u>3,636.63</u>	7,568.47	208.12%
Total Current Liabilities	443,706.14	428,286.52	316,801.94	126,904.20	40.06%
Long Term Liabilities					
457b Retirement	7,711.90	7,711.27	20,295.66	(12,583.76)	-62.00%
Total Long Term Liabilities	<u>7,711.90</u>	<u>7,711.27</u>	<u>20,295.66</u>	(12,583.76)	-62.00%
Total LIABILITIES	<u>451,418.04</u>	<u>435,997.79</u>	<u>337,097.60</u>	114,320.44	33.91%
<b>NET ASSETS</b>					
Fund Balances					
Net Assets at Beginning of Year	3,770,658.13	3,770,658.13	2,010,268.81	1,760,389.32	87.57%
Current Net Assets(Liabilities)	(158,305.90)	(215,586.87)	1,760,389.32	(1,918,695.22)	-108.99%
Total NET ASSETS	<u>3,612,352.23</u>	<u>3,555,071.26</u>	<u>3,770,658.13</u>	(158,305.90)	-4.20%
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<u>4,063,770.27</u>	<u>3,991,069.05</u>	<u>4,107,755.73</u>	(43,985.46)	-1.07%

**Health Services of North Texas, Inc.**  
**Statement of Operations**  
**From 7/1/2016 Through 7/31/2016**

	Current Month	Last Month (06/01/2016 - 06/30/2016)	Current YTD	Prior YTD	FY2016 Budget	YTD Difference	Total Budget Percent
<b>Patient Revenue</b>							
Net Patient Rev	434,775.35	315,474.39	2,827,007.30	1,939,322.87	6,755,472.00	887,684.43	(41.84)%
Uncollectible	0.00	0.00	(97,974.61)	0.00	(43,779.00)	(97,974.61)	(223.79)%
Total Patient Revenue	434,775.35	315,474.39	2,729,032.69	1,939,322.87	6,711,693.00	789,709.82	(40.66)%
<b>Other Revenue</b>							
Grants	408,834.47	440,243.55	2,366,343.47	3,010,348.92	4,718,191.00	(644,005.45)	(50.15)%
Other	(17,105.88)	75,365.35	168,655.17	226,825.90	440,133.00	(58,170.73)	(38.31)%
Total Other Revenue	391,728.59	515,608.90	2,534,998.64	3,237,174.82	5,158,324.00	(702,176.18)	(49.14)%
<b>TOTAL Revenue</b>	<b>826,503.94</b>	<b>831,083.29</b>	<b>5,264,031.33</b>	<b>5,176,497.69</b>	<b>11,870,017.00</b>	<b>87,533.64</b>	<b>(44.34)%</b>
<b>Expenses</b>							
Personnel	470,707.04	482,903.14	3,189,414.53	2,696,074.89	7,514,513.00	493,339.64	42.44%
Medical Services	75,560.85	73,335.46	691,971.97	704,940.52	1,462,780.00	(12,968.55)	47.30%
Patient Care	54,637.84	50,116.80	382,064.36	328,091.61	698,150.00	53,972.75	54.72%
IT	43,197.92	32,590.88	282,272.67	241,811.03	996,105.00	40,461.64	28.33%
Occupancy	46,097.86	102,227.89	324,899.86	188,115.92	451,600.00	136,783.94	71.94%
Operating Costs	75,553.72	61,554.55	611,133.43	539,129.14	1,303,450.00	72,004.29	46.88%
Total Expenses	765,755.23	802,728.72	5,481,756.82	4,698,163.11	12,426,598.00	783,593.71	44.11%
<b>Operating Income(Loss)</b>	<b>60,748.71</b>	<b>28,354.57</b>	<b>(217,725.49)</b>	<b>478,334.58</b>	<b>(556,581.00)</b>	<b>(696,060.07)</b>	<b>(39.11)%</b>
<b>Capital Activity</b>							
Capital Income	4,853.41	0.00	94,195.29	0.00	744,000.00	94,195.29	(12.66)%
Capital Expense	(8,321.15)	(7,200.00)	(34,775.70)	0.00	(74,000.00)	(34,775.70)	(46.99)%
Total Capital Activity	(3,467.74)	(7,200.00)	59,419.59	0.00	670,000.00	59,419.59	(8.87)%
<b>Capital Assets</b>	<b>(3,467.74)</b>	<b>(7,200.00)</b>	<b>59,419.59</b>	<b>0.00</b>	<b>670,000.00</b>	<b>59,419.59</b>	<b>(8.86)%</b>
<b>Net Assets</b>	<b>57,280.97</b>	<b>21,154.57</b>	<b>(158,305.90)</b>	<b>478,334.58</b>	<b>113,419.00</b>	<b>(636,640.48)</b>	<b>139.57%</b>

**Health Services of North Texas, Inc.**  
Statement of Cash Flows  
As of 7/31/2016

	<u>Current Period</u>	<u>Current Year</u>	<u>Prior Year YTD</u>
<b>Cash Flows from Operating Activities</b>			
Medicaid	301,145.20	1,916,056.07	929,054.27
Medicare	22,976.32	217,748.62	(45,850.59)
Private/Commercial	15,583.18	110,934.38	24,994.63
Self Pay	48,335.80	379,586.08	292,060.00
Program Income	37,005.48	110,120.42	284,661.46
Grants	247,679.89	2,109,734.61	2,891,529.27
Receipts from Contributors	37,437.80	247,810.03	250,768.39
Change in Inventory	0.00	11,017.62	3,724.75
Interest Received	44.92	433.76	4,724.19
Payments to Employees & Suppliers	(746,663.40)	(5,352,271.90)	(4,564,292.41)
<b>Total Cash Flows from Operating Activities</b>	<u>(36,454.81)</u>	<u>(248,830.31)</u>	<u>71,373.96</u>
<b>Cash Flows from Capital Activities</b>			
Capital Activity/Disposal of Assets	(1,570.49)	(159,481.59)	(9,414.53)
<b>Total Cash Flows from Capital Activities</b>	<u>(1,570.49)</u>	<u>(159,481.59)</u>	<u>(9,414.53)</u>
<b>Change in Medical Liability</b>			
Change in Medical Liability	0.00	0.00	92,494.91
<b>Total Change in Medical Liability</b>	<u>0.00</u>	<u>0.00</u>	<u>92,494.91</u>
<b>Beginning Cash &amp; Cash Equivalents</b>	<u>1,904,966.31</u>	<u>2,275,252.91</u>	<u>1,045,644.53</u>
<b>Ending Cash &amp; Cash Equivalents</b>	<u><u>1,866,941.01</u></u>	<u><u>1,866,941.01</u></u>	<u><u>1,200,098.87</u></u>

Health Services of North Texas, Inc.  
Financial Ratios  
July 2016

	FY2016 Goals	Fiscal Year 2016	Fiscal Year 2015
Quick Ratio Current Assets/Current Liabilities	9:1	6.5 :1	9.7 :1
Debt/Equity Total Liabilities/Total Net Assets	13.0%	12.3%	8.4%
Working Capital to Expense Ratio CA/CL divided by Expense/# month in Period	3 : 1	3.2 : 1	3.9 : 1
Long Term Debt to Equity Ratio	10.0%	6.9%	6.9%
Percentage of Admin & Fundraising	9.0%	6.5%	6.6%
Number of Days - Cash	61	72	98
Accounts Receivable Days (Medical AR Collection Period)	50	19	19
Change In Net Assets to Expense (Net Assets/Total Expense)	3.0%	-5.5%	20.5%
Cash Flow	1.5%	-17.9%	117.5%
	<b>FY2016</b>		
	<b>YTD</b>	<b>FY2015 YTD</b>	<b>FYE 2015</b>
Cost per Employee this month	\$5,699.11	\$5,605.64	\$7,969.48
Cost per Employee YTD	\$39,244.70	\$35,712.18	\$63,998.72
Average Hourly Rate YTD	\$33.65	\$31.04	\$32.56
Cost Per Medical Encounter *		\$196.78	\$199.06
Cost Per Medical Patient *		\$444.15	\$670.99

\* Cost per Medical Encounter and Patient are currently calculated using only Direct Medical expense cost centers, Administrative and Development costs. Currently the decision is to maintain this calculation until further information is gathered to determine if HSNT should include enabling services such as transportation and financial assistance programs.

Health Services of North Texas Governing Board Meeting  
Chief Executive Officer Report  
August 2016

National Health Center Week was bigger and better than ever. Amazing coordination by Teri Johnson and her staff. Tremendous volunteer support by the entire staff. Visit our Facebook pages and [healthntx.org](http://healthntx.org) for pictures and more information about each of the events. There were so many opportunities in Denton and Collin County that HSNT is celebrating Health Center Month (not just the week). A representative from the National Association of Health Centers stopped to see HSNT in action at the Good Start Back to School Give Away at Rayzor Ranch in Denton. Jana knew us as a new FQHC in 2012 and was amazed at our growth and community support! We highlighted our pediatric and senior patients, recognized our staff for their commitment to our Mission and the communities we serve, and will host an elected officials reception on August 17<sup>th</sup> where Rep. Myra Crownover will talk about the importance of Community Health Centers.

United Way Pacesetter Campaign - HSNT hosted a community event to raise funds and encourage employee contributions to the UW campaign. On August 5<sup>th</sup> we invite staff, board and the community to participate in a Dart Art event. Two custom art pieces were produced for display in the newly expanded waiting room at 4308 Mesa Drive. Thank you for participating.

Ryan White program and fiscal audit are complete and the August 3, 2016, report is attached. In summary the findings are: 2 charts in the sample did not have updated proof of income; 2 patients had evidence of 3<sup>rd</sup> party insurance but services billed to RW; 1 unit of mental health service billed in error to RW resulted in HSNT payback of \$91.59. HSNT was late in submitting our 2014 Federal Audit to the clearing house.

The Ryan White Part B Partial funding contract have been executed and we are waiting for Part A award decisions and contracts. Our Part B award is less than expected and we are waiting on Part A to determine if overall funding will be reduced. The Leadership Team is already planning for changes in funding. The process is different this year and although we are not expecting Ryan White funding to end soon, we know that eventually it will be folded into other systems of care, namely FQHC. HRSA has sponsored technical assistance opportunities to help AIDS service organization integrate HIV care. Although we have integrated the patients, we are still reliant on RW funding to cover the cost of these services. HSNT is participating and using these resources to prepare for the changes. Consultants will be on site August 17<sup>th</sup> to evaluate our patient workflow and credentialing systems. They will make recommendations and provide support to implement strategies to continue to serve patients living with HIV and fully integrate them in the FQHC model of care.

A team of staff have been evaluating our current electronic medical record (EMR) system and others to determine the best product to support our growth and strategic direction. After months of evaluation, site visits, and discussions with other users, the team has concluded that the existing EMR will not support the features we have identified as critical to enhance patient care and utilize existing technology to promote

Health Services of North Texas Governing Board Meeting  
Chief Executive Officer Report  
August 2016

key efficiencies. The team has proposed a recommendation to migrate to another system. They emphasized the importance of the training, certification and collaboration with these super users to ensure that we accurately configure the new EMR and prepare all staff for the transition. The team is currently evaluating the costs and potential RIO of this transition. We will determine the most appropriate time and develop a project management timeline to minimize the impact on patient care and emphasize training for staff.

Our Health Resources Service Administration (HRSA) Operational Site Visit is scheduled for November 17-19, 2016. HSNT will be evaluated on our compliance with FQHC requirements. There is a schedule of documents and policies that need board input and approval. These actions happen throughout the year to keep board members informed of the requirements and to update needed documents. I will present these requirements next week.

Numerous relationships has been strengthened and initiated in preparation for the FQHC New Access Point application that was submitted last month to expand services in Collin County. In addition to connections with THR Plano and Allen, we also connected with the Medical Center of Plano. These resources and connections with Collin County Health Department, Project Access, and Life Path Behavioral Health will strengthen our network of care. According to the Texas Association of Community Health Centers, HRSA will delay the award announcement for the New Access Points from September 2016 to January 2017.

Jeff Reecer, CEO of Texas Health Resources Denton and Dr. Tim Harris visited HSNT on August 3, 2016. I was able to show them our health center and talk about our growth, the need for primary care, and access to healthcare services. Collaborative and strong relationships with our hospital partners is essential and with changes in leadership in Denton and new partners in Collin County we have an opportunity to continue strengthen access to care in all of our locations.

Capital Campaign:

Board campaign is underway. As a reminder, we need to raise 1.5 million dollars for phase 1 of our project. The goal for the board contribution to the campaign is 100% participation and \$150,000 (1% of the amount we need to raise). The message of 100% participation is critical to access larger gifts in the community and foundation grants. The staff campaign is also underway and there is no specific dollar goal.

Construction of 4304 Mesa building will start soon. Denton Planning and Zoning approved the building plans on 8/10/2016. The construction bid process is complete and the contract is in development.

Thank you for your support,



**Strategic Initiatives & Development Report  
August 17, 2016 Board Meeting**

**1. 4 Current Focus Areas:**

- a. **4304:** City of Denton Planning & Zoning Commission approved the alternative development plan on Wednesday, August 10, 2016. Culmination of 4 months of working with the city’s development department. This approval allows for construction of the clinic as designed.
- b. **Capital Campaign:** Board and staff campaigns begin week of August 8, 2016.
- c. **New Access Point:** Work plan being developed in anticipation of receipt of NAP, notice in September 2016. Newly established project template approach being utilized.
- d. **Hearts & Heroes:** Planning underway

**2. Project 4304:** FPI Builders, LLC (Fort Worth TX) has been selected as the General Contractor for 4304. There was a meeting of principals and architects on Friday, August 11 along with signing of the HRSA policies RFP. Development of the full contract is underway. City of Denton construction permits are anticipated to be approved around August 26, 2016.

**3. Capital Campaign and Annual Fund Program:**

- The Board established a goal of 100% giving and raising \$150,000 from the governing and foundation boards by August 30.
- The staff campaign began the week of August 8, 2016.
- Volunteer solicitors from the governing and foundation boards have been trained by campaign counsel. Information packets are being distributed to the solicitors to kick off the board campaign.

**4. Dates**

- September 22, 2016: Day of Giving (online)
- October 7, 2016: 1<sup>st</sup> Annual HSNT Sporting Clays Fundraiser (lead by Foundation Board)
- October 27, 2016: Hearts & Heroes.

**5. Grants: Submitted/new:** Since last board meeting: 6 total/0 new funder. (representing YTD 43 total/ 15 of which are new funders.).

**6. Grants to Be Voted on:**

*Delivery System Health Info	Health IT (upgrade EHR)	\$59,249
*Maximus Foundation	HIV Prevention (Prophylactics)	\$2,500
*Denton Benefit League	Denton sites – vitals carts	\$12,462
*Nordstrom Cares	More Than Medicine Room	\$5,000
*Grand Communications	Denton Bus Passes	\$2,500



## HSNT Grants Update August 16, 2016

### Submitted/Pending

Light Charitable Trust	DMC (pediatrics)	\$9,787	August
Craig and Kathryn Hall Found	DSC	\$2,000	August
B.B. Owen Trust	PCMC	\$15,000	August
Lockheed Martin Charity Fund	Medical Center (labs)	\$5,000	August
Overlake Foundation	Medical Center (PAP)	\$5,000	November
Collins Foundation	DMC (flu shots)	\$5,000	August
Geico Foundation	General Operating	\$4,000	August
Lennar Foundation	DMC (More than Med Rm)	\$5,000	August
Communities Foundation of TX	Medical (Giving Guide )	\$50,000 (to be listed	September
Rayzor Ranch Foundation	Outreach	\$2,000	August
Lightner Sams Foundation	PCMC/WCMC (bilirubin)	\$6,300	August
Ryan White Part B	HIV	\$319,266	September
Ryan White Pt. A	HIV	\$779,223	October
Orix Foundation	PCMC (for 2017)	\$5,000	November
Weaver Foundation	Outreach (Pre-natal Books)	\$2,500	September
Texas Motor Speedway	DMC, DSC, DO (furniture, books, TV's, games for Peds)	\$15,620	November
Cathay Bank	PCMC (gen operating)	\$5,000	November
Alan Neustadt Charitable Trust	DMC (flu shots)	\$1,000	December
CoServ Foundation	Gen Medical	\$20,000	October
Gaston Episcopal Foundation	Denton sites (visits)	\$10,000	September
Rough Riders Foundation	Outreach	\$1,000	September
NAP	CCC	\$650,000	December
EFSP	Utility assistance – Denton	\$5,000	August
Walmart Community Grant	Outreach (Plano)	\$500	August
Junior League of Collin County	PCMC More Than Med Rm	\$2,500	October
HOPWA	Housing for HIV/AIDS	\$580,000	October
Perot Foundation	PCMC More Than Med Rm	\$7,000	October
Union Pacific Foundation	DSC OB and newborn kits	\$5,000	October

### Decisions

Leland Fikes	Mental Health	\$10,000	Declined
Thomas Foundation	PCMC	\$5,000	Awarded
McKinney CSG	PCMC (equipment/supplies)	\$3,697	Awarded
Texas Health Presby	PCMC	\$1,500	Awarded
Union Pacific Foundation	Medical	\$5,000	Declined
WHFPT Grant	Outreach	\$6,350	Awarded
Nordstrom	Nutrition	\$5,000	Awarded



City of Plano Program Support submit	Pediatrics (supplies)	\$5,710	Decided not to
City of Denton HS	DMC (medical visits& PAP)	\$31,180	<i>Recommended</i>
Moran Foundation	PCMC	\$5,000	Declined
Garland D. Rhoads Found	PCMC	\$1,200	Awarded
BNSF Railway Foundation	Women's Clinical (labs)	\$5,000	Declined
BB&T Bank	General Medical	\$5,000	Awarded
Northwood Woman's Club	PCMC	\$20,000	Declined
Ed Rachal Foundation	Women's Clinical	\$5,000	Declined
Kimberly Clark Foundation	PCMC (diapers)	\$11,000 (donation)	Approved
United Supermarkets Corp.	Medical (visits, Denton)	\$1,500	Denied
Fannie & Stephen Kahn	DMC (flu shots)	\$3,000	Denied
Andrea-Mennen Foundation	WCMC (More than Med Rm)	\$10,000	Denied
Dallas Women's Foundation	Women's Clinical (visits)	\$29,500	Approved
TransAmerica	PCMC (gen operating)	\$2,500	Approved
City of Lewisville	DMC (med visits)	\$7,865	<i>Recommended</i>
UW Denton Co.	Med Center/BH	\$50,000	Awarded
UW Dallas	PCMC (pediatrician)	\$70,000	Awarded
Dental Grant	PCMC	\$350,000	Denied
Anderson Foundation	PCMC/WCMC (More than Med Rm)	\$5,000	Denied
Walmart Community Grant	Outreach (Plano)	\$2,000	Approved
Walmart Community Grant	Outreach (Denton)	\$2,000	Approved
DIFFA	HIV	\$25,000	Approved
Denton County Commissioners	Medical (visits)	\$40,000	Approved
Dekelboum Foundation	PCMC (beds+ laptops)	\$6,100	Denie

Pipeline/To Be Submitted (\* to be voted on)

*Delivery System Health Info	Health IT	\$59,249	August
*Maximus Foundation	HIV Prevention	\$2,500	August
*Denton Benefit League	Denton sites – vitals carts	\$12,462	September
*Nordstrom Cares	More Than Medicine Room	\$5,000	October
*Grande Communications	Denton bus passes	\$2,500	October
Nina Heard Astin	General operating	\$5,000	July
Ben E. Keith	Denton sites – dental kits	\$5,000	August
Change in Scope	Intrapartum Care (DSC- update service type)		October
Change in Scope	Substance Abuse (DMC- update service type)		October
Change in Scope	Translations (All sites-update service type)		October
Fidelity Foundation	PCMC	\$48,750	May
Lowe Foundation	Women's Clinical	Tbd	Tbd
Luse Foundation	Medical Center	\$ 5,000	December
Rees Jones	Tbd	Tbd	Tbd

**Denied grants**

*Anderson Foundation* – Received standard letter. The foundation has a limited budget and has already committed their funds.

*Dekelboun Foundation* – Received notice of denial when I called to follow up. The foundation prioritizes funding to preselected organizations.

## HSNT Grants Update June 15, 2016

### Submitted/Pending

Toyota USA Grant	PCMC	\$15,000	March
Light Charitable Trust	DMC (pediatrics)	\$9,787	July
Craig and Kathryn Hall Found	DSC	\$2,000	July
B.B. Owen Trust	PCMC	\$15,000	July
Lockheed Martin Charity Fund	Medical Center (labs)	\$5,000	August
Overlake Foundation	Medical Center (PAP)	\$5,000	November
UW Dallas	PCMC (pediatrician)	\$120,000	June
Dental Grant	PCMC	\$350,000	June
Collins Foundation	DMC (flu shots)	\$5,000	July
Dekelboun Foundation	PCMC (beds+ laptops)	\$6,100	July
Geico Foundation	General Operating	\$4,000	July
Denton County Commissioners	Medical (visits)	\$125,000	August
Lennar Foundation	DMC (More than Med Rm)	\$5,000	July
Communities Foundation of TX	Medical (Gen Operating)	\$50,000 (to be listed in Giving Guide)	September
Walmart Community Grant	Outreach (Plano)	\$2,500	June
Walmart Community Grant	Outreach (Denton)	\$2,500	June
Rayzor Ranch Foundation	Outreach	\$2,000	June
Lightner Sams Foundation	PCMC/WCMC (bilirubin)	\$6,300	June
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Pipeline/To Be Submitted (\* to be voted on)

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*Perot Foundation	WCMC (bilirubin)	\$7,000	July
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Change in Scope	Substance Abuse (DMC- update service type)		June
Change in Scope	Translations (All sites-update service type)		June
Rough Riders Foundation	Outreach	\$750	July
Fidelity Foundation	PCMC	\$48,750	May
CoServe Foundation	Gen Medical	\$20,000	June
Lowe Foundation	Women's Clinical	Tbd	Tbd
Luse Foundation	Medical Center	\$5,000	December
Wellpoint Foundation	Medical Center	Tbd	Tbd
Rees Jones	Tbd	Tbd	Tbd

Reason's for Denied Submissions

- United Supermarkets- denied. Received standard email. Store has already committed funds to specific organizations
- Comerica- Standard email. Requested additional information to determine reason for decision.
- Meadows Foundation- stated for us to reapply when the integrated care model is truly in place and the program is past pilot stage.
- Hoblitzelle Foundation- Requested additional information to determine reason for decision.
- Horace C. Cabe Foundation- Requested additional information to determine reason for decision.
- Lupe Murchison Foundation- Decline in oil and gas prices and existing commitments..
- Leland Fikes Foundation: Received standard letter. Requested additional information to determine reason for decision.

- Pfizer Charitable Foundation: Received standard email. Requested additional information to determine reason for decision
- American Heart Assoc. SW Affiliate: Received standard letter. Requesting additional information to determine reason for decision.
- Elizabeth Taylor AIDS Foundation: Received standard email. Requested additional information to determine reason for decision.
- Union Pacific Foundation: Received standard letter. Requested additional information to determine reason for decision.
- BNSF Railway- The focus of the foundation's interests has generally shifted in the direction of environmental issues such as sustainability and conservation across its 28-state network. The resources available to the Foundation are limited, it is not able to respond positively to all of the opportunities that are submitted.



Quality Improvement Committee Monthly Report  
Health Services of North Texas

July 2016

<b>QM Meeting held on 7/22/16</b>
<b>Risk Management Committee</b> HIPAA Audit in progress, monthly score for participation is 90% 5 new reports reviewed and concluded Dr. Jackson now Chairperson of Risk Management Committee Open carry signage has been installed at all sites, verification to be completed
<b>Peer Review Committee</b> 2015 Peer Review Score was 4.6 (out of 5). The July 2016 score was 4.68 Dr. Jo, Kamyon Conner and Jennifer Nuspell to be added to Peer Review Committee Suzan to get monthly report for late submission for peer review
<b>Clinical Measures</b> Karishma and Tara to review Child Weight Assessment for accuracy in EHS All performance measures are holding steady or improving this month.
<b>Review of Areas of Concern</b> No Show reporting will be reported next month for all sites, study to follow Phone system integration complete
<b>Review of Safety</b> Door and door locks have been assessed, bids pending. Exploring card entry systems Evacuation plans completed at all sites
<b>FINANCIAL MEASURES</b> Fiscal 2015 Audit, no findings this year Pam reported that HSNT is financially healthy. AR days are down. HSNT is in investment mode.
<b>Training</b> UDS training to QM scheduled for December, 2016
<b>Other</b> Spanish training via Rosetta Stone on hold Christopher to report at next meeting Next meeting – May 21, 2016
Signature _____ Date _____



## Personnel Committee Meeting Minutes

Date: August 3, 2016

Electronic meeting via email

Attendees: Gloria Herron, Derrell Bulls, Michael Foster

Staff: Doreen Rue

1. Review of Revised Employee Handbook
2. Document review/sign off process

The committee members provided feedback and discussed the review of the Revised Employee Handbook. A final document was agreed upon by the committee members.

The final document will be included in the August Governing Board packet. The Personnel Committee is recommending approval of the handbook.

Signature \_\_\_\_\_ Date: \_\_/\_\_/\_\_

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4401 N. I-35 Suite 312  
Denton, TX 76207  
940-381-1501  
940-566-8059 Fax

Denton Medical Center  
4308 & 4310 Mesa Drive  
Denton, TX 76207  
940-387-5788  
940-591-7830 Fax

WWW.HEALTHNTX.ORG



Denton South Center  
3537 South I-35E Suite 210  
Denton, TX 76210  
940-381-2313  
940-381-5249 Fax

Collin County Center  
2540 K Avenue  
Plano, TX 75074  
972-424-1480  
972-424-9117 Fax



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## *Section 1: Getting to Know HSNT*

### Welcome

Whether you have just joined our team or have been at Health Services of North Texas (HSNT) for a while, we are confident that you will find our company a dynamic and rewarding place in which to work and we look forward to a productive and successful association. We consider the employees of HSNT to be one of its most valuable resources. We value your contributions and want you to succeed in your job.

This Employee Handbook, inclusive of an Acknowledgment Form, sets forth the general administrative policies, goals, and benefits of Health Services of North Texas, Inc. (HSNT) and replaces and supersedes any prior employee handbooks.

### History of Health Services of North Texas

The organization known today as Health Services of North Texas was incorporated in 1988 in Denton, Texas as AIDENTON, Inc. by citizens whose lives had been affected by HIV/AIDS in some way.

In the beginning, HSNT's primary goals were to provide support groups, volunteer assistance, community education, and comfort customers and their families in their struggle with AIDS.

HSNT grew as it became increasingly apparent how many people living with HIV/AIDS were not able to secure the medicines and food they needed to stay healthy. HSNT expanded its services by providing outpatient medical care, medical and comprehensive case management, housing assistance, mental health counseling, prescription assistance, food pantry, and transportation to over 500 customers living in Denton, Collin, Hunt, Rockwall, Kaufmann, and North Dallas counties.

In order to serve a wider population, HSNT began to provide non-HIV services. When opportunities presented itself to provide Guardianship Services to Denton County, it was a natural fit.

In 2010, HSNT expanded its mission in Denton County to include provision of primary medical services to all based on ability to pay. In 2012, we were designated as a Federally Qualified Health Center.

Over the past two decades, HSNT has grown from its grassroots beginnings into a professional primary care and social services with multiple sites and programs with full-time offices located in Denton, Plano and Wylie.

Employees are encouraged to learn more about HSNT by visiting our website at [www.healthntx.org](http://www.healthntx.org).





## **Vision**

A Healthy Community

## **Mission**

Improving the quality of life for all North Texans through medical care, support services and advocacy

## **Values**

- Client centered approach
- Provide services ethically, maintain privacy and confidentiality, always fiscally responsible
- Foster positive environment, commit to culture of problem solving, learning and embrace each other

## **Role of the Board**

The HSNT Board of Directors is a policy-making board which works to provide strategic direction for the entire Company. Members are from varied professional backgrounds, giving HSNT oversight a wide range of expertise and viewpoints.

Employees may be invited to make presentations to the Board of Directors. These presentations provide the Board a better understanding of the day-to-day operations of HSNT.

## **Customer Bill of Rights**

Each person that is receiving care through HSNT has a right to:

1. Be safe from physical or mental abuse or exploitation.
2. Be treated with respect, consideration and recognition of his/her dignity and individuality. The customer must also render the same to the provider to receive personal care and treatment in a safe, clean surrounding.
3. Receive appropriate care regardless of his/her race, religious practice, color, national origin, sex, age, handicap, marital status, military service, gender identity, or sexual orientation.





4. Expect communication in a culturally sensitive manner so as to address the customer's needs for the purpose of getting any type of treatment, care or service.
5. Receive services, care and treatment regardless of any disability.
6. Present grievances to the CEO, the State or other persons without fear of denial of services. The grievance policy/procedures, as set by the Board of Directors must be presented and explained to the customer of any service provider.
7. Have local confidential records which cannot be released without his/her written permission or as authorized by law. A customer may inspect his/her personal records that are maintained by HSNT providing services.
8. Have freedom of choice when choosing a provider of comprehensive outpatient health and psychosocial support services.
9. Be given the opportunity to actively participate in the planning of his/her service plan or medical treatment.
10. Refuse treatment.
11. Participate in an annual customer satisfaction survey

## ***Section 2: Organizational Compliance***

### **Employee Handbook**

There are several things that are important to keep in mind about this handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice to you, you should address your specific questions to your Manager or the Human Resources Department.

This handbook and the Company's policies do not confer any contractual right to continued employment or guarantee any terms and conditions of employment. Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice, by you or the Company, for any reason at any time.

Second, the Company reserves the right to modify, suspend, or discontinue its procedures, practices, policies and benefits at any time. We will try to inform you of any changes as they occur and expect that you will maintain the most current information.

Third, this handbook is the property of the Company and no part of this handbook may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information storage and retrieval system or otherwise, for any business/commercial venture without the express written permission of the Company. The information contained in this handbook is strictly limited to use by the Company and its employees. The disclosure of this handbook to competitors is prohibited. Making an unauthorized disclosure of this handbook is a serious breach of the Company's standards of conduct and ethics and shall expose the disclosing party to disciplinary action.





Finally, some of the subjects described here are covered in detail in official policy documents. You should refer to these documents for specific information, since this handbook is meant to provide general guidelines.

## Equal Employment Statement

HSNT is an equal employment opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, color, sex, age, national origin, mental or physical disability, military service, family status, or any other status or condition protected by applicable federal, state, or local laws.

HSNT complies with the laws, regulations and protocols defined in the Civil Rights Act of 1964, the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, Age Discrimination Act of 1975 and Title IX of the Education Amendments Act of 1972 (as it relates to education and training programs).

This policy extends to all aspects of the employment relationship, including, but not limited to, recruiting, interviewing, job assignments, training, compensation, benefits, discipline, use of facilities, participation in Company-sponsored activities, terminations, and all other terms, conditions, and privileges of employment.

The Human Resources Department has overall responsibility for this policy and maintains reporting and monitoring procedures. Employees' questions or concerns should be referred to the Human Resources Department.

Appropriate disciplinary action may be taken against any employee willfully violating this policy.

## Immigration Law Compliance

In accordance with the Immigration Reform and Control Act of 1986 (IRCA), HSNT only employs individuals who are legally authorized to work in the United States. Furthermore, HSNT does not continue to employ any individual whose legal rights to work in the United States has been terminated.

An I-9 Form, issued by the Department of Homeland Security, is used to verify your identity and employment eligibility. All employees are required to complete the I-9 Form and provide the required documentation supporting your identity and employment eligibility before you may begin working.

## Americans with Disabilities Act Compliance

HSNT is committed to complying with all applicable provisions of the Americans With Disabilities Act ("ADA"). It is HSNT's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, HSNT will upon request provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made HSNT aware of his or her disability, provided that such accommodation does not constitute an undue hardship on HSNT.







Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources Department. HSNT encourages individuals with disabilities to come forward and request reasonable accommodations.

#### Procedure for Requesting an Accommodation

On receipt of an accommodation request, the Human Resources Manager and your supervisor will meet with you to discuss and identify the precise limitations resulting from the disability and the potential accommodation that HSNT might make to help overcome those limitations.

HSNT will determine the feasibility of the requested accommodation considering various factors, including, but not limited to the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, HSNT's overall financial resources and organization, and the accommodation's impact on the operation of the Company, including its impact on the ability of other employees to perform their duties and on HSNT's ability to conduct business.

HSNT will inform the employee of its decision on the accommodation request or on how to make the accommodation. If the accommodation request is denied, employees will be advised of their right to appeal the decision by submitting a written statement explaining the reasons for the request. If the request on appeal is denied, that decision is final.

The ADA does not require HSNT to make the best possible accommodation, to reallocate essential job functions, or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs etc.).

While the AD does protect disabled employees from employment discrimination, all employees, those with and without disabilities, have the same performance and conduct standards.

An employee or job applicant who has questions regarding this policy or believes that he or she has been discriminated against based on a disability should notify the Human Resources Department. All such inquiries or complaints will be treated as confidential to the extent permissible by law.

#### HIV/AIDS Workplace Practices

Inherent in HSNT's equal employment policy is the provision of education about HIV/AIDS for all employees and equal rights of persons with HIV/AIDS in the workplace. All employees will receive current scientific information about HIV and its related conditions including the fact that there is no risk of normal workplace exposure to HIV/AIDS. Team members and HSNT customers are entitled to the same rights and opportunities as people with other disabilities or life threatening illnesses and will receive the strictest of confidentiality practices by the employees and the Board of Directors of Health Services of North Texas, Inc.

#### Conflict of Interest

HSNT expects employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts to the interests of the Company. Commercial activities that appear to create a conflict between the interests of HSNT and an employee are unacceptable. HSNT recognizes the right of





employees to engage in activities outside of their employment which are of a private nature and unrelated to our business. However, the employee must disclose any possible conflicts so that the HSNT may assess and prevent potential conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an employee is in a position to influence a decision that may result in a personal gain for the employee or an immediate family member (i.e., spouse or significant other, children, parents, siblings) as a result of HSNT's business dealings.

Although it is not possible to specify every action that might create a conflict of interest, our policy sets forth the ones which most frequently present problems. If an employee has any question whether an action or proposed course of conduct would create a conflict of interest, he or she should immediately contact their Manager or the Human Resources Department to obtain advice on the issue. The purpose of this policy is to protect employees from any conflict of interest that might arise.

All employees are required to sign an Employee Conflict of Interest Disclosure Form at time of hire as well as review and reaffirm their compliance on an annual basis thereafter.

A violation of this policy will result in immediate and appropriate discipline, up to and including immediate termination.

## Confidentiality Statement

Every HSNT employee and volunteer has the responsibility of maintaining strict confidentiality with regards to HSNT, its customers, and the services being provided. This policy prohibits the disclosure of confidential information for non-professional reasons, e.g., casual office conversation or conversation in a social setting outside of the office. Communication between HSNT employees in professional context, i.e., case conferences or consultations, is not considered a breach of confidentiality so long as the communication is documented.

All new HSNT employees and volunteers are required to read, understand, and sign a Confidentiality Agreement as a condition of employment. The Company may from time to time also require current employees and volunteers to read, understand, and sign an updated version of the Confidentiality Agreement as a condition of continued employment with HSNT.

No individual may release any information regarding a customer, including test results, to another party or individual without prior written consent of the customer. This consent must be signed and dated and filed in the customer chart or placed with testing records.

Any individual violating customer confidentiality or releasing customer information without authorization, whether deliberate, or inadvertent, will be subject to corrective action including possible termination of employment.

## Core Principles

HSNT is dedicated to serving its customers, their families, and the community with excellent customer service and care. The professional relationship between HSNT staff and the customer thus must be governed by the highest moral and ethical values. We recognize that a customer is in a vulnerable role that extends beyond the timeframe of actual services. In both social and professional interactions, this vulnerability must be taken into consideration whether the person is currently or has been a customer.





All HSNT employees must observe and comply with the Core Principles. Violation of any of the following core principles could result in disciplinary action up to and including termination.

1. HSNT employees must not discriminate on the basis of race, sex, gender identity, sexual orientation, age, national origin, disability, military service, religion, or political affiliation.
2. HSNT employees must safeguard information given by customers. Except when required by law or judicial order, employees must obtain the client's informed and written consent before releasing confidential information.
3. HSNT employees must not engage in sexual acts with the customer or with a person who has been a customer within the past year. Employees must not provide direct services to a person with whom there has been a sexual relationship.
4. HSNT employees must not give or receive from any individual or Company form of commission, rebate, or other remuneration for referring customers for services.
5. HSNT employees must not provide services while under the influence of alcohol or other mind or mood altering drugs that impair the delivery of services.
6. HSNT employees must not violate a position of trust by knowingly committing any act detrimental to a customer.
7. HSNT employees must attempt to make appropriate referrals as indicated by the customer's needs for services.

## Standards of Conduct

HSNT strives to create a workplace environment based on mutual respect and courtesy with concern for the well-being of its customers and employees being of the utmost importance.

The following conduct is prohibited and will not be tolerated at HSNT. This list is merely illustrative – other types of conduct which are injurious to security, personal safety, customer/employee welfare, and/or HSNT property and operations may also be prohibited. Engaging in prohibited conduct or conduct that discredits HSNT will result in corrective action up to and including termination.

1. Falsification or alteration of customer files, employment records **inclusive of payroll timesheets**, employment information, or other HSNT records.
2. Theft of or deliberate or careless damage or destruction to any HSNT property or the property of any HSNT employee, customer, volunteer, or visitor.
3. Removing or borrowing HSNT property without prior authorization.
4. Unauthorized use of HSNT equipment, time, materials, or facilities.
5. Provoking a physical fight or physically fighting during work, on HSNT property, or in any location while engaged in HSNT business.
6. Participating in horseplay or practical jokes that could cause injury while on HSNT time or HSNT property, or in any location while engaged in HSNT business.
7. Carrying firearms or other dangerous weapons into an HSNT building or on an employee's person while engaged in HSNT business.
8. Engaging in criminal conduct that could discredit HSNT whether or not the criminal activity is directly related to job performance.







9. Being insubordinate, threatening, intimidating, or assaulting a manager/supervisor, coworker, customer, or vendor.
10. Using profane or abusive language at any time while conducting HSNT business.
11. Failure to notify HSNT when unable to work.
12. Unreported absences of three (3) consecutive scheduled workdays.
13. Failure to notify a supervisor before leaving the premises.
14. Abuse of paid leave, including using more paid time off (PTO) than has been earned or accruing compensatory time without prior approval.
15. Working overtime without prior authorization (applicable to non-exempt/hourly employees only).
16. Committing a fraudulent act or breach of trust under any circumstances.
17. Unlawful harassment, whether on HSNT time or not.
18. Unauthorized use or disclosure of confidential information.

## Open Door Policy

HSNT promotes an atmosphere whereby employees can talk freely with members of the management staff. Employees are encouraged to openly discuss with their supervisor any problems so appropriate action may be taken. If the supervisor cannot be of assistance, you may talk with any other HSNT manager. Human Resources is also available for consultation and guidance. HSNT is interested in all of our employees' success and happiness with us. We, therefore, welcome the opportunity to help employees whenever feasible.

## Sexual and Workplace Harassment

HSNT is proud of its work environment in which all employees are treated with respect and dignity. It is our policy that all employees have the right to work in an environment free from any type of harassment or discrimination. Any employee found to have engaged in any form of harassment or discrimination, whether verbal, physical, or arising out of the work environment, and whether in the workplace, at work assignments off-site, at HSNT sponsored social functions, or elsewhere, will be subject to disciplinary action up to and including termination.

HSNT's general harassment policy is designed to ensure that all individuals can work in an environment that promotes equal opportunities and prohibits discrimination and harassment on the basis of race, religion, color, sex, age, national origin, disability, military service, gender identity, sexual orientation, and any other status or condition protected by applicable federal, state or local laws.

Definitions of Harassment:

### Sexual Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (iii) such conduct has the purpose or effect of unreasonably





interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail); and other physical, verbal or visual conduct of a sexual nature. Sex-based harassment not involving sexual activity or language (e.g., male manager yells only at female employees and not males) may also constitute discrimination.

#### Workplace Harassment

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment may be verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, national origin, age, disability, gender identity, sexual orientation or any other characteristic protected by law or that of his/her relatives, friends or associates, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail).

#### Individuals and Conduct Covered

These policies apply to all applicants, interns, volunteers, and employees, and prohibit harassment, discrimination, and retaliation whether engaged in by fellow employees, intern, and volunteers, by a supervisor or manager or by someone not directly connected to HSNT (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

#### Retaliation Is Prohibited

HSNT prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to corrective action, up to and including termination.





### Reporting an Incident of Harassment, Discrimination, or Retaliation

HSNT strongly urges the reporting of all incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position.

If you believe that you are being discriminated against or harassed, you should immediately tell the person that the behavior is unwelcome and should stop. You should also promptly report your concerns to Human Resources.

Individuals who believe they have experienced or witnessed conduct that they believe is contrary to HSNT's policy or who have concerns about such matters should file their complaints before the conduct becomes severe or pervasive.

HSNT maintains an "open door" policy. Individuals may reach out to any member of the management team and/or Human Resources to report and discuss the matter.

1. When possible, report and discuss the matter with your supervisor
2. If you believe your supervisor/manager to be the source or a participant in the harassment, report this to another supervisor/manager or the Human Resources Manager.
3. The supervisor/manager who received your complaint will meet with the Human Resources Manager.
4. The Human Resources Manager will investigate and attempt to resolve your complaint, as well as take any warranted corrective action, as soon as possible.
5. If you believe that the investigation and/or resolution has not occurred in a reasonable period of time, refer this problem to the CEO of HSNT.
6. HSNT prohibits retaliation against any individual who makes a good faith complaint, or who cooperates in the investigation of any complaint. Any complaints about retaliation should be reported immediately to the Human Resources Manager.

Employees are required to cooperate and provide truthful information in response to any investigation involving potential workplace misconduct.

## Substance Abuse Policy

HSNT takes seriously the problem of drug and alcohol abuse and is committed to being compliant to the Drug Free Workplace Act of 1988, providing a workplace free of such substances. This policy applies to all employees of HSNT.

The Company explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on Company premises or while performing an assignment.
- Being impaired or under the influence of legal or illegal drugs or alcohol on Company premises or while performing an assignment, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the Company's reputation.





- Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from the Company premises, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the Company's reputation.
- The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of the company or its customers, or while on company business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.

HSNT will not tolerate employees who are impaired by or under the influence of alcohol or drugs while working. As part of HSNT's policy to ensure a drug and alcohol-free workplace, within the limits of applicable federal and state laws, HSNT reserves the right, in its sole discretion, to test for drugs and alcohol. Some such situations may include, but are not limited to, the following:

1. In conjunction with an offer of employment with HSNT
2. Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs
3. As part of an investigation of any accident in the workplace or while conducting HSNT business away from the premises.

Any employee who is found to be impaired due to drugs, illicit or prescription drug abuse, or alcohol during the delivery of their services, will be subject to corrective action. Corrective action may include required substance abuse treatment, unpaid leave of absence, or termination of employment.

HSNT supports employees in their rehabilitation efforts. HSNT will make reasonable efforts to accommodate an employee in seeking and undertaking treatment and rehabilitation. However, the decision to seek and accept treatment is the responsibility of the employee.

All employees will be held to the same standards for job performance, conduct, and attendance. Any requests for a leave of absence to obtain treatment should be directed to Human Resources.

It is a condition of your employment and continued employment with HSNT that you comply with the Substance Abuse Policy.

## Anti-Nepotism Policy

Members of an employee's immediate family will be considered for employment on the basis of their qualifications. Immediate family may not be hired, however, if employment would:

1. Create a supervisor/subordinate relationship with a family member;
2. Have the potential for creating an adverse impact on work performance; or
3. Create either an actual conflict of interest or the appearance of a conflict of interest.







This policy must also be considered when assigning, transferring, or promoting an employee. For the purpose of this policy, immediate family includes the following relationships, whether established by blood, marriage, or other legal action: spouse, parent, child, sibling, in-law, aunt, uncle, niece, grandparent, grandchild, and members of the same household. This policy also applies to romantic relationships.

Employees who become immediate family members or establish a romantic relationships may continue employment as long as it does not involve any of the above. If one of the conditions outlined should occur, the Company will attempt to find a suitable position within HSNT to which one of the employees will transfer. One or both employees, however, may be required to seek other employment.

## Smoking Policy

Smoking is prohibited in all HSNT facilities, vehicles, or other locations where services are being provided. Additionally, smoking is not allowed outside of the building within fifty (50) feet of an entrance.

## Firearms Policy

HSNT prohibits the possession of firearms and deadly weapons, including handguns, in its buildings, entrances and exits, and other areas as prohibited by state law. The Company also prohibits the possession of concealed or unconcealed firearms and deadly weapons by its employees while conducting business on behalf of the Company either on or off the premises.

The Company does not prohibit lawful possession or storage of a firearm or ammunition in a locked, privately owned motor vehicle in a parking lot, parking garage, or other parking area that the Company provides for employees. Employees may be personally liable for any harm or injury caused by use or improper storage of a firearm or ammunition.

## Receiving and Giving Gifts

Every employee is responsible for insuring HSNT's integrity regarding the giving and receiving of gifts. No employee or their family members or members of the Board of Directors will accept cash (either direct or willed), expensive gifts, special accommodations, favors, use of property or facilities from anyone for whom the team member has provided services on behalf of HSNT.

Employees and customers/families may express their appreciation to one another in the form of appropriate, inexpensive gifts (example: books, flowers, home-made items).

Any customer/family member who wishes to exceed the above parameters should be encouraged to make a contribution to HSNT as an expression of their thanks or to commemorate a loved one.





## Donations

Any employee who is a recipient of a donation to HSNT, whether cash or in-kind, is responsible for completing a donation form and submitting it, along with the checks, cash, or other information, to the Director of Development. The Director of Development will be responsible for seeing that the Finance Department receives all cash and checks and that an acknowledgement letter is sent to the donor in a timely manner. The donor is also entitled to a photocopy of the donation form for their records.

## Political Activities Policy

The Health Services of North Texas holds a federal income tax exemption under section 501(c)(3) of the Internal Revenue Code of 1986, as amended ("Code"). As a 501(c)(3) organization HSNT is prohibited from:

1. directly or indirectly participating in, or intervening in (including the publishing or distribution of statements), any political campaign on behalf of (or in opposition to) any candidate for public office;
2. and devoting any substantial part of its activities to the carrying on of propaganda, or otherwise attempting to influence legislation (except as otherwise provided by federal laws or regulations).

HSNT prohibits any employee from engaging in any activity that would cause HSNT to violate any of these restrictions. These restrictions in no way prohibit an employee's individual political activities (as opposed to political activities on behalf of HSNT). However, any such individual political activities must be conducted entirely on the employee's own time. HSNT resources (for example, facilities, telephones, copiers, materials, or personnel time) may not be used in connection with those individual political activities.

## *Section 3: Being a HSNT Team Member*

### Employment at Will

HSNT maintains an "employment at will" relationship with its employees. "Employment at will" means that either you or HSNT may choose to terminate the employment relationship at any time, for any reason not expressly prohibited by law.

### Employment Classifications

Regular Full-Time is an employee who has no defined termination date and who is regularly scheduled to work more than 30 hours per week. Regular full-time employees may be either exempt or non-exempt employees. Regular full-time employees are eligible for HSNT benefits.

Regular Part-Time is an employee whose position has no defined termination date and who is regularly scheduled to work fewer than 30 hours per week. Part-time employees who work over 1,000 hours per year may be eligible for certain HSNT benefits.





Independent Contractors & Per Diem Employees are not HSNT employees, are compensated according to the terms of each contract, and are not eligible for employee benefits. Contractors are subject to general HSNT policies, including but not limited to policies prohibiting harassment and, Per Diem employees are retained by HSNT on an as-needed basis for a variable time period. As with contractors, no benefits are offered, however, they are subject to general HSNT policies.

Exempt vs Non-Exempt Status is determined by the provisions set by the Fair Labor Standards Act (FLSA) as administered by the Department of Labor. The FLSA guidelines define what positions are considered “exempt” from overtime provisions.

A non-exempt employee is eligible for overtime at a rate of 1-1/2 times their regular rate of pay for hours worked over 40 per workweek.

## Professional Licensure

Every HSNT employee performing a function that requires a professional license is responsible for maintaining and providing HSNT with validation of current licensure as a condition of their employment. Licensure compliance will be reviewed on an ongoing basis by HSNT management.

Adequate and appropriate time will be provided for completion of continuing education and/or contact hours as required by the license.

## Employee Data Privacy

It is the policy of HSNT to keep all past and present employee information private from disclosure to third parties. There are certain business-related exceptions and they are:

1. County, state, or federal agencies as required by law
2. Inquiries from third parties with a signed authorization from the employee to release the information
3. Third parties of which HSNT has contractual agreements to assist in administration of HSNT sponsored benefits.

### Verification of Employment

Prospective employers, financial institutions, and residential property managers routinely contact HSNT requesting information on a former or current employee’s work history and salary. All such requests of this type shall be referred to and completed on a confidential basis by the Human Resources Department with signed authorization from the employee as noted above.

For written verification of employment requests, information will be provided on the form only when it is accompanied by an employee’s signed authorization to release information. The form will be returned directly to the requesting party and filed in the employee’s personnel record.





#### Medical Information

HSNT is compliant with federal HIPAA regulations and only utilizes information related to HSNT sponsored healthcare plan on a “need to know” basis for administration of the healthcare plan.

#### Personal Information

It is important that the personnel records of HSNT be accurate at all times. In order to avoid problems with your benefit eligibility, tax liability, or our ability to communicate with you, HSNT requires that you will promptly notify your supervisor or the Human Resource Manager of any changes in your name, home address, telephone number, dependent changes (for benefits) or any other information pertinent to your employment with HSNT.

### Attendance, Punctuality and Dependability

HSNT believes that outstanding customer service requires a dedicated team of professionals who are committed to the mission of HSNT. An essential part of the commitment is dependability. When an employee loses time, it directly impacts the customer and other team members. Attendance and punctuality are essential components of dependability. Employees are expected to be at work on every scheduled workday. HSNT recognizes that there will be times when an employee will have an unplanned absence however these occurrences should be at a minimum.

Excessive lost time and/or tardiness will result in corrective action, up to and including termination.

### Dress Code

First impressions are lasting impressions. As an employee of HSNT, your appearance and demeanor is considered representative of our culture. Your attire should be consistent with the type of work you are performing as well as being appropriate for the position you hold and the image HSNT seeks to project. HSNT has incorporated a business casual attire policy in which overall appearance should be professional, clean and neat and appropriate for customer interactions.

### Work Hours

#### **Traditional Work Schedule**

Each full time employee is generally expected to work a minimum of 8 hours per day and 40 hours per week. Normal business hours for non-Medical Center operations are from 8:30 a.m. to 5:30 p.m. Monday through Friday. The core business hours are from 9:00 a.m. to 5:00 p.m. Our Medical Center has expanded operational hours that are established to meet the growing population we serve. Medical Center employees will be assigned a work schedule that ensures the necessary coverage.







## Work Schedule Selection

The Company sets work schedules according to the needs of the business. Employees who wish to modify their work schedule should request approval from their immediate supervisor.

## *Section 4: Our Performance Culture*

HSNT's goal is to create an organization comprised of high performing, customer focused professionals. To attain such, HSNT is committed to creating an environment which provides ongoing feedback to employees on their performance and ensures that our compensation policies are competitive and structured to attract and retain the very best talent.

### Initial Employment Period

Every new employee goes through an initial period of adjustment as they learn about HSNT, their role and responsibilities. During this time the employee will have an opportunity to find out if they are suited to, and like, their new position.

Additionally, the initial employment period gives the employee's supervisor a reasonable period of time to evaluate his/her performance. The initial employment period is typically a three to six month period during which time the employee will be provided with the training and guidance needed to perform satisfactorily.

Throughout this initial period of adjustment, the employee's supervisor will provide constructive feedback, identifying strengths and areas of focus for improvement.

Provided an employee's job performance is "satisfactory" at the end of the initial employment period, he/she will continue in our employment as an at-will employee.

### Performance Management and Compensation Program

HSNT has instituted a pay-for-performance management program to compensate employees in a fair and equitable manner based upon demonstrated job performance, and in accordance with its Equal Employment Opportunity policy.

On an annual basis, your supervisor will complete a formal assessment of your performance and determine eligibility for a salary review. Factors taken into consideration consists not only of your ability to perform the responsibilities identified for your position but also includes an assessment of your overall contributions to the success of HSNT and the level of performance demonstrated in attaining specific goals.

### The Performance Review

The performance review is an opportune time to reflect on your performance and discuss such with your supervisor. This one-on-one meeting is designed to provide you with formal feedback as summarized in the HSNT





performance assessment document. In addition, your supervisor will provide you with highlights on your strengths; areas of focus for improvement as well as discuss your career aspirations.

## Compensation

HSNT strives to provide a competitive total compensation package to its team members. Total compensation is considered to be base salary and all benefits provided.

Many factors are considered when determining an employee's compensation. Such factors may include, but not limited to: an employee's overall performance and contributions to HSNT; market competitiveness; and business conditions.

## Your Career at HSNT

HSNT encourages employees to assume higher-level positions or lateral transfers for which they qualify. Toward this end, HSNT has a job posting program that offers employees the opportunity to post for certain positions within the Company. To be considered for a promotion and/or transfer to a new role, an employee must be performing to a satisfactory level.

Generally, employees must be in their job for at least one year before applying for a change in position, however management reserves the right to make exceptions based on business needs and the qualifications of the internal candidate(s).

Employees who wish to apply for an open position should discuss it first with their supervisor and the Human Resources Department so that it may be determined if their skills fit the requirements of the desired job.

If an employee fits the basic criteria for the position, the Human Resources Department will make arrangements to set up an exploratory interview with the hiring manager.

## Your Development

HSNT seeks to provide employees with opportunities for professional development. Team members will receive job specific training in order to adequately fulfill their job duties. All team members are required to complete mandatory compliance training as identified by Management.

Individuals are encouraged to seek continued education. This can be in the form of attending a conference or an education program that is directly relevant to the individual's current job.

Attendance at a conference or education program that requires a registration fee and/or associated costs must be approved in advance of registration. Approval must be obtained by an employee's immediate supervisor, one-over-one manager, and the CEO.

Appropriate out-of-office time will be made available to team members to actively participate in local networking opportunities and/or training opportunities.





Documentation of all training or workshop attendance must be submitted to Human Resources within 30 days of attendance.

## Just Culture and You

At HSNT, we adhere to a “Just Culture” in which we are all accountable for the systems that we design and for supporting the safe choices we make. We believe the staff is accountable for the quality of their behavioral choices. There are times that mistakes are made even though we are trying our best. To err is human. During those times, we believe in consoling and supporting the individual to ensure that the mistake is not repeated.

There are other times during any employment relationship that the behavioral choices a staff member makes is not aligned to our values and expectations. When behaviors are determined to be such that it puts our organization, staff, customers or visitors at risk, we will assess the situation and determine if the behavior was “at risk” or “reckless”. Both situations may lead to corrective action.

HSNT’s goal is to address the situation immediately and seek a quick remedy. HSNT will generally follow a progressive disciplinary process consisting of verbal warning, written warning, suspension and/or termination when appropriate, however, as an employer-at-will, HSNT reserves the right to forego any or all of these steps leading to termination as deemed appropriate under the circumstances.

## Your Paycheck

HSNT has established a semi-monthly payroll system, scheduled for payment on the 15<sup>th</sup> and last day of each month. In situations where the payday falls on a weekend or holiday, the pay date will be adjusted to the last workday prior to. All employees are provided with a payday schedule each year. Direct deposit of paychecks is available and encouraged to avoid any delays.

If there is an error in your paycheck, notify your supervisor or the Finance team immediately. Every effort will be made to remedy the discrepancy as quickly as possible.

## Your Benefits

Except where required by applicable state or federal law, the benefits provided to employees by HSNT are subject to change at any time. Each year, employees are provided the opportunity to participate in an open enrollment for benefits. The open enrollment provides an opportunity for employees to add, change, or decline some of the optional benefits provided by HSNT.

During the course of the year, employees may be eligible to change a benefit based on a qualifying event such as marriage, divorce, loss of spousal benefits, birth of a child, adoption of a child or death of a dependent. If a life event has occurred, employees should meet with the Human Resources representative to determine benefit eligibilities.





## Reimbursement Requests

Reimbursement for mileage and work-related expenses are to be regularly submitted with time records. All reimbursements (excluding mileage for routine trips) must be pre-approved by the employee's direct supervisor prior to the expense being incurred.

### *Section 5: Time Off*

Being able to balance our personal and professional lives can be challenging. HSNT recognizes a need for flexibility and has created a number of options for employees based on their needs.

#### Paid Time Off (PTO)

HSNT's PTO program has been designed to afford full-time employees paid time off for vacation, sick or personal leave. Employees accrue time as follows:

- 1-2 years of employment = 10 days
- 3-5 years of employment = 15 days
- 5+ years of employment = 22 days

Employees must request planned time off by submitted a PTO Request Form to their supervisor at least two (2) weeks prior to the requested time. Individuals who utilize PTO time for sick or emergency situations should submit the PTO Request form as quickly as possible upon return.

Individuals who terminate from HSNT (voluntary or involuntary) will be paid for any unused accrued PTO. Accrued PTO is calculated from the beginning of the calendar year to the date of termination.

#### Reporting Unexpected Absences

In an instance when an unexpected illness and/or emergency situation requires an employee to be absent from work, the employee should notify their direct supervisor prior to the beginning of their schedule work day.

After 3 consecutive days of unreported/unauthorized absence, HSNT will assume that you have voluntarily terminated your employment.

#### Holidays

The following paid holidays are provided to full-time employees:





New Year's Day  
Memorial Day  
Fourth of July  
Labor Day

Thanksgiving Day  
*Christmas Eve*  
Christmas Day  
*3 Personal Day of Choice*

If the Holiday falls on a weekend, the weekday immediately before or after will be observed. All employees are provided with a Holiday schedule at the beginning of their employment and at the beginning of each year thereafter. Use of Personal days must be coordinated with your immediate supervisor to ensure appropriate coverage.

### Jury Duty

As part of an employee's civic duty, full time employees will be provided with paid time off to fulfill the obligation of jury duty, including being called as a witness.

You should notify your supervisor as soon as possible after you receive notice that you will be required to perform jury duty or serve as a witness. Employees will be required to provide proof of attendance before the time will be paid.

### Voting

We encourage employees to participate in our civic duty and exercise a vote. Employees will be provided with paid-time off to vote in national elections if no other arrangements can be made. Employees should take advantage of the extended hours provided in polling locations for local elections.

### Compassionate Leave

In the unfortunate event of a death in the immediate family, a leave of absence of up to 5 days with pay will be granted. These five days are to be taken consecutively within a reasonable time of the day of the death or day of the funeral.

For this purpose, immediate family is defined as partner/spouse and close family members of the same. This can be extended to include children, parents, siblings, grandparents, grandchildren, and "in loco parentis" of both the employee and partner/spouse.

Employees should make their supervisor aware of their situation. In turn, the supervisor should notify Human Resources of the reason and length of the employee's absence.

Due to the nature of the work undertaken by the employees of HSNT, compassionate leave will also be granted to attend funerals and other rituals of departure of clients that were served by HSNT, if approved by the employee's immediate supervisor.







The CEO reserves the right to consider and grant exceptions and/or additions to the above.

## Military Duty

An employee who is a member of the United States Army, Navy, Air Force, Marines, Coast Guard, National Guard, Reserves or Public Health Service will be granted an unpaid leave of absence for military service, training or related obligations in accordance with applicable law. Employees on military leave may substitute their accrued PTO for unpaid leave. At the conclusion of the leave, upon the satisfaction of certain conditions, an employee generally has a right to return to the same position he or she held prior to the leave or to a position with like seniority, status and pay that the employee is qualified to perform.

### Continuation of Health Benefits

During a military leave of less than 31 days, an employee is entitled to continued group health plan coverage under the same conditions as if the employee had continued to work. For military leaves of more than 30 days, an employee may elect to continue his/her health coverage for up to 24 months of uniformed service, but may be required to pay all or part of the premium for the continuation coverage.

### Requests for Leave

#### Leave for Active or Reserve Duty

Upon receipt of orders for active or reserve duty, an employee should notify his/her supervisor, as well as Human Resources, as soon as possible, and submit a copy of the military orders to his/her supervisor and the Human Resources Department (unless he/she is unable to do so because of military necessity or it is otherwise impossible or unreasonable).

Employees will also be granted time off for military training (normally 14 days plus travel time) and other related obligations, such as for an examination to determine fitness to perform service. Employees should advise their supervisor of their training schedule and/or other related obligations as far in advance as possible.

### Return from Military Leave

Upon return from military service, an employee must provide notice of or submit an application for reemployment in accordance with the following schedule:

- 1) A person who served 1 to 30 days must report to his or her employer by the beginning of the first regularly scheduled work period that begins on the next calendar day following completion of service, after allowance for safe travel home from the military duty location and an 8-hour rest period. For example, an employer cannot require a service member who returns home at 10:00 p.m. to report to work at 12:30 a.m. that night. But the employer can require the employee to report for the 6:00 a.m. shift the next morning. If, due to no fault of the employee, timely reporting back to work would be impossible or unreasonable, the employee must report back to work as soon as possible after the expiration of the 8-hour period.





- 2) The time limit for reporting back to work for a person who is absent from work in order to take a fitness-for-service examination is the same as the one above for persons who are absent for 1 to 30 days. This period will apply regardless of the length of the person's absence.
- 3) A person who served 31 days to 180 days must submit an application for reemployment no later than 14 days after completing his/her period of service, or, if this deadline is impossible or unreasonable through no fault of the employee, then on the next calendar day when submission becomes possible.
- 4) A person who served 180 or more days must submit an application for reemployment no later than 90 days after the completion of the uniformed service.
- 5) The reporting or application deadlines are extended for up to two years for persons who are hospitalized or convalescing because of an injury or illness incurred or aggravated during the performance of military service. The two-year period will be extended by the minimum time required to accommodate a circumstance beyond an individual's control that would make reporting within the two-year period impossible or unreasonable.
- 6) A person's reemployment rights are not automatically forfeited if the person fails to report to work or to apply for reemployment within the required time limits. In such cases, the person will be subject to the employer's established rules governing unexcused absences.

**Required Documentation:**

An employee whose military service was for more than 30 days must provide documentation within two weeks of his/her return (unless such documentation does not yet exist or is not readily available) showing the following: (i) the application for reemployment is timely (i.e. submitted within the required time period); (ii) the person has not exceeded the five-year service limitation; and (iii) the employee received an honorable or general discharge.

## Family Medical Leave Act (FMLA)

The Family and Medical Leave Act (FMLA) provides eligible employees with up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. During this leave, an eligible employee is entitled to continued group health plan coverage as if the employee had continued to work. If family member coverage is provided to an employee, family member coverage must be maintained during the FMLA leave. The employee must continue to make any normal contributions to the cost of the health insurance premiums. At the conclusion of the leave, subject to some exceptions, an employee generally has a right to return to the same or to an equivalent position.

The Company may also require employees to substitute accrued PTO for unpaid FMLA leave even when the employee has not elected to do so. In order to substitute accrued paid leave, the employee must follow the Company's normal rules for the use of that type of leave, such as submitting a leave form or providing advance notice.

### Employee Eligibility Criteria

To be eligible for FMLA leave, an employee must have been employed by HSNT:





- for at least 12 months (which need not be consecutive);
- for at least 1,250 hours during the 12 month period immediately preceding the commencement of the leave; and
- at a worksite (a) with 50 or more employees; or (b) where 50 or more employees are located within 75 miles of the worksite.

#### Events Which May Entitle An Employee to FMLA Leave

FMLA leave may be taken for any one, or for a combination of, the following reasons:

- the birth of the employee's child or to care for the newborn child;
- the placement of a child with the employee for adoption or foster care or to care for the newly placed child;
- to care for the employee's spouse, child or parent (but not in-law) with a serious health condition; and/or
- the employee's own serious health condition that makes the employee unable to perform one or more of the essential functions of his or her job.

A "serious health condition" is an injury, illness, impairment, or physical or mental condition that involves inpatient care or continuing treatment by a health care provider.

#### Requesting FMLA:

Employees who may wish to apply for FMLA should meet with their Human Resources representative as soon as possible. It is important for the employee to let Human Resources know as soon as possible each time FMLA leave is needed and to respond to questions from the Company designed to determine if a particular leave request is FMLA-qualifying. If the employee fails to provide the employer with enough information to determine whether the leave is FMLA-qualifying, the leave may not be protected. The employee must also comply with the Company's policies for requesting leave unless unusual circumstances prevent him or her from doing so. The Human Resources representative will provide the employee with the FMLA policy, guidelines, and applicable documentation requirements.

#### Leave that is foreseeable

In general, the employee **must** give at least **30** days advance notice of the need to take FMLA leave when he or she knows about the need for the leave in advance and it is possible and practical to do so. For example, if the employee is scheduled for surgery in two months, the need for leave is foreseeable and at least 30 days advance notice is required. If 30 days advance notice is not possible because the situation has changed or the employee does not know exactly when leave will be required, the employee must provide notice of the need for leave as soon as possible and practical. When the employee has no reasonable excuse for not providing at least 30 days advance notice, the Company may delay the FMLA leave until 30 days after the date notice is provided. When the employee could not have provided 30 days advance notice, but has no reasonable excuse for not providing a shorter period of advance notice, the Company may delay the FMLA leave by whatever amount of time that the employee delayed in notifying the Company.







In the case of FMLA leave for a qualifying exigency, the employee must give notice of the need for such leave as soon as possible and practical, regardless of how far in advance the leave is needed.

For **planned medical treatment**, the employee must consult with the Company and try to schedule the appointment at a time that minimizes the disruption to the Company. The employee should consult with the Company prior to scheduling the treatment in order to arrange a schedule that best suits the needs of both the employee and the Company. Of course, any schedule of treatment is subject to the approval of the treating health care provider.

#### Leave that is unforeseeable

When the need for leave is unexpected, the employee **must** provide notice as soon as possible and practical. It should generally be practicable for the employee to provide notice of leave that is unforeseeable within the time required by the Company's usual and customary notice requirements. For example, if the employee's child has a severe asthma attack and the employee takes the child to the emergency room, the employee is not required to leave the child to report the absence while the child is receiving emergency treatment.

When the employee does not give timely notice of unforeseeable leave and does not have a reasonable excuse, the Company may delay or deny the FMLA leave. The extent of the Company's ability to delay FMLA coverage for leave depends on the facts of the particular case. For example, if it was possible for the employee to give notice of the need for leave the same day it was needed, but instead gave notice two days after the leave began, then the Company may delay FMLA coverage of the leave by two days.

## Unpaid Leave of Absence (non-FMLA)

HSNT may grant an unpaid leave of absence to employees under certain circumstances. Employees should use all their paid leave options (PTO) prior to considering an unpaid leave of absence. In situations where an unpaid leave is needed, the employee must request a leave in writing as far in advance as possible. The written request should include: reason for leave, length of time required, expected date of return.

If granted an unpaid leave of absence, HSNT will attempt to provide the same or similar job upon the employee's return to work, except: 1) if HSNT needs require the position to be filled with a full-time direct employee, or 2) if the position has been eliminated. If the position to be vacated is critical to HSNT operations, HSNT will make every attempt to fill the position with a temporary contractor during the employee's absence.

During the unpaid leave of absence, it is mandatory that the employee maintain consistent communications with their supervisor and to give prompt notice of any changes in the expected date of return.

If the approved leave expires and no contact with the supervisor has been made, it will be assumed the employee does not plan to return to work and has voluntarily terminated employment with HSNT.

Employees on an approved unpaid leave of absence will be responsible for normal contributions to the cost of their benefits.





## ***Section 6: Ending Your Employment***

### **Voluntary Resignation**

When an employee decides to leave for any reason, we would like the opportunity to discuss the resignation before final action is taken. HSNT often finds during this conversation that another alternative may be better. If, however, after full consideration the employee decides to leave, it is requested that the employee provide HSNT with a written two-week advance notice period (bear in mind that vacation days or personal days may not be included in the two-week notice period).

### **Retirement**

HSNT requests that any employee planning on retiring discuss their plans with their supervisor and their Human Resources representative at least two (2) months before the retirement date. Additionally, a retiring employee should submit their intent in writing at least one (1) month prior to their retirement date. This provides HSNT the appropriate amount of time to fill the position and provide adequate training prior to the retiree leaving employment.

A retiring employee is eligible to receive earned salary and earned but unused PTO at the time of retirement.

### **Death**

In the event of an employee's death, earned salary and any earned but unused PTO will be paid to the estate of the deceased. Any life insurance benefits selected by the employee will be processed by the carrier.

### **Abandonment**

An employee who is absent without notice for three (3) consecutive workdays is considered to have voluntarily resigned from employment. All salary that was due the employee will be paid on the next regularly scheduled payday following the effective date of resignation..

### **Involuntary Termination**

It is unfortunate when an employment relationship is ended involuntarily. Through HSNT's performance management process, we are hopeful that remedial actions can be addressed early and corrective action taken.

HSNT, as an employer at will, reserves the right to terminate employment at any time, for any reason, regardless of an employee's work performance or compliance with HSNT policies.

Without limitation, the following violations may result in immediate termination:





- Making false statements or omitting pertinent facts on an employment application or in an employment interview;
- Threatening, assaulting, fighting with, or harassing another employee, client or anyone else encountered during the course of business;
- Stealing or deliberately damaging HSNT's or another employee's property;
- Falsifying or destroying HSNT documents or computer files;
- Conviction of a felony offense and/or imprisonment;
- Transporting unauthorized passengers in HSNT vehicles

### Reduction in Force

There may be occasions when it becomes necessary for management to reduce staff at HSNT, due to certain business conditions or for other reasons. On such occasions, HSNT will make decisions on the basis of our business needs related to employee job function and their performance.

If a reduction in force becomes necessary, HSNT will make every attempt to provide advance notice including informing impacted employees of the nature of the reduction and the timing.

In addition to salary and earned, but unused paid time off, the employee may be eligible for severance pay.

At the discretion of the CEO of HSNT and the Board of Directors, severance pay may be provided for individual(s) whose employment is terminated due to reduction in force.

In order to be eligible for consideration of severance pay, the individual must have more than one year of continuous employment at HSNT. The following represents the current schedule of severance pay:

1-3 years of completed employment:	2 weeks salary
4-5 years of completed employment	1 month salary
6+ years of completed employment	2 months' salary

HSNT reserves the right to adjust the above severance pay schedule, including to deny severance pay based on HSNT financial resources.

### Exit Interview

Upon termination of employment (both voluntary and involuntary), the Human Resources representative will conduct an interview with the departing employee. At this time, employees will receive information on final salary payment, vacation payout (if applicable) and benefit continuation. It also provides an opportunity for open dialogue on any work related issues the departing employee wishes to address.





## Section 7: Your Health and Safety

Safety is a priority at HSNT. HSNT strives to provide a clean, hazard-free, and safe environment in accordance with the Occupational Safety and Health Act (OSHA) of 1970.

Employees are expected to take part in maintaining a safe environment by observation of all communicated safety rules, adherence to all safety instructions provided and use of safety equipment when required. It is the responsibility of the employee to learn the location of all safety and emergency equipment, as well as the safety and/or emergency phone numbers.

### Client Interactions

HSNT maintains a safe environment for the provisions of services. Verbal abuse of staff, volunteers, other clients, and/or HSNT visitors; threats or acts of violence; possession of alcohol, illegal drugs, or weapons; or other acts of a disruptive or threatening nature will not be tolerated. Clients who engage in such inappropriate behavior will not be allowed access to services on the premises of HSNT until the client is no longer a threat. Until that time, the staff of HSNT will examine alternative options for service delivery including service provision via the telephone, at a secure off-site location, or the client may be referred to a more appropriate Company.

When the staff of HSNT, along with the client, determine that the client is no longer disruptive to the functions of HSNT, HSNT staff will enter into a contract with the client outlining expectations of HSNT for the client for his/her successful return.

### Worker's Compensation

HSNT is committed to meeting its obligations under applicable workers' compensation acts which provide medical, rehabilitation, and wage-replacement benefits to individuals who sustain work-related injuries or illnesses while working. All work-related accidents, injuries, and illnesses must be reported immediately to your immediate supervisor and Human Resources. The failure to promptly report a work-related accident, injury or illness may result in the loss of coverage under Worker's Compensation Insurance.

### Communicable Diseases

Every employee has the responsibility to insure minimal exposure of communicable diseases to staff, clients, and volunteers.

#### HIV Screening

Employees who have been at risk of exposure to HIV will be screened at HSNT's expense through its Clinic. Any employee who has a positive reaction to the test will be provided with appropriate referrals for medical evaluation.







### Hepatitis Screening

Employees who perform health care functions and may have been at risk of exposure to hepatitis will be screened for Hepatitis B and C at HSNT's expense through the Clinic. Any employee who has a positive reaction to the test will be provided with appropriate referrals for medical evaluation.

### Universal Precautions

Universal Precautions refers to the proactive of treating blood, certain body fluids, body tissue and blood tinged secretions of all clients as potentially infective. Bloodborne diseases such as those caused by HIV and Hepatitis viruses may be undetected and potentially life threatening.

HSNT goal is to protect employees from the health hazards associated with bloodborne pathogens, therefore Universal Precautions will be utilized by all HSNT employees when caring for clients of HSNT.

The basic premise of Universal Precautions is that all clients should be considered as potentially infected with bloodborne pathogen. Universal Precautions are intended to prevent parenteral, mucous membrane, and non-intact skin exposures of healthcare workers to bloodborne pathogens.

Immunization with the Hepatitis A and B vaccine is recommended as an important adjunct to Universal Precautions for health care workers who have exposure to blood.

General Procedure for HSNT Health Care Providers:

The risk of transmission of HIV, Hepatitis and other bloodborne Pathogens can be minimized by the following guidelines:

1. Use appropriate barrier precautions to prevent skin and mucous membrane exposure to blood or body fluids, which contain blood. Wear gloves when touching blood, body fluids, mucous membranes or non-intact skin of all patients; when handling items or surfaces soiled with blood or body fluids. Wash hands and other skin surfaces immediately and thoroughly following contamination with blood, body fluids containing blood, or other body fluids to with universal precautions apply. Wash hands immediately after gloves are removed.
2. Making mouthpieces, resuscitation bags, or other ventilation devices available for use in areas in which resuscitation is predictable should minimize the need for emergency mouth to mouth resuscitation.
3. Health care providers with exudative lesions or weeping dermatitis should refrain from all patient care equipment until the condition resolves.

## Facility Security

### Access During Business Hours

HSNT maintains regular business hours during which clients and visitors may access HSNT's services.

~~HSNT encourages appointments for all services to ensure staff availability and resources for our customer.~~





HSNT will be staffed by appropriately trained representatives only. No clients, volunteers, or visitors are to be left unattended in a HSNT facility without authorization. All employees are responsible for the security of an HSNT building. Each area should be left secured by the last team member to leave that area. This includes security of files and access entries to individual office areas.

Employees must promptly report any concerns or potential violations to a supervisor.

### **After Hours Access**

Only authorized individuals are allowed to access HSNT offices and clinics after close of business. These individuals include management staff and individual team members who have been approved for after-hours access.

### **Security System & Keys**

All employees are provided with security system codes and a key to the office entrance. Keys may not be copied except by the CEO's authorization. All issued office keys must be returned upon termination of employment. The security code may not be shared with non-employed individuals under any circumstances. Failure to adhere to HSNT's security procedures will result in corrective action, up to and including immediate termination.

## ***Section 8: Communications***

Effective communications is an integral part of HSNT's ability to provide exceptional service. To ensure each employee has the tools necessary to perform their job, HSNT has provided the necessary computers, printers, and electronic equipment. Such equipment is the property of HSNT and is intended primarily for business use.

HSNT recognizes that there may be times that an employee needs to use HSNT equipment for personal use. This use should be kept at a minimum.

### **Using Your Computer**

Computer access has been granted to employees for the performance of their work and should be used primarily for job related business. Employees who are issued a computer are responsible for its care and proper usage. Any damage or problems that occur should be immediately reported to the employee's supervisor.

**Employees may not exceed their authorized access to Company systems or use their authorized access for unauthorized purposes.**

Employees have no expectation of personal privacy in the use of Company computers. Employees should not access or store their personal information on any Company computer. The Company may access or delete any information stored on its computers without notice.





### Internet/Email Access and Content Policy

Every HSNT employee is responsible for using the electronic mail (E-mail) system properly and in accordance with this policy. Any questions about this policy should be addressed to the Human Resources Department.

The E-mail system is the property of HSNT. It has been provided by HSNT for use in conducting HSNT business. All communications and information transmitted by, received from, or stored in this system are HSNT's records and property of HSNT. The E-mail system is to be used primarily for company purposes.

Employees have no expectation of personal privacy in any matter stored in, created, received, or sent over the HSNT mail system.

HSNT, in its discretion as owner of the E-mail system, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the E-mail system, for any reason and without the permission of any employee.

Even if employees use a password to access the E-mail system, the confidentiality of any message stored in, created, received, or sent from the HSNT E-mail system still cannot be assured. Use of passwords or other security measures does not in any way diminish HSNT's rights to access materials on its system, or create any privacy rights of employees in the messages and files on the system.

Employees should be aware that deletion of any E-mail messages or files will not truly eliminate the messages from the system. All E-mail messages are stored on a central back-up system in the normal course of data management.

Even though HSNT has the right to retrieve and read any E-mail messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any E-mail messages that are not sent to them. Any exception to this policy must receive the prior approval of HSNT management.

HSNT's policies against sexual or other harassment apply fully to the E-mail system, and any violation of those policies is grounds for discipline up to and including termination. Therefore, no E-mail messages should be created, sent, or received if they contain intimidating, hostile, or offensive material concerning race, color, religion, sex, gender identity, sexual orientation, age, national origin, disability or any other classification protected by law.

The E-mail system may not be used to solicit for religious or political causes, commercial enterprises, outside organizations, or other non-job related solicitations.

The E-mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization from HSNT management. Employees, if uncertain about whether certain information is copyrighted, proprietary, or otherwise inappropriate for transfer, should resolve all doubts in favor of not transferring the information and consult the Human Resources representative.





The Internet can be a valuable source of information and research. In addition, e-mail can provide excellent means of communicating with other employees, our customers and clients, outside vendors, and other businesses. Use of the Internet and E-mail system, however, must be tempered with common sense and good judgment. For example "Surfing the Net" is not a legitimate business activity and does not reflect sound business judgment.

Inappropriate use of company computers, internet, and E-mail system will not be tolerated. Inappropriate use includes, but is not limited to, the following:

- Use of HSNT's computers to secure, send, or receive messages, pictures or computer files which are illegal, pornographic, sexist, racist, harassing, or discriminatory. If you receive such material, you should notify your supervisor immediately.
- Loading software that is not approved in advance by management.
- Making illegal copies of licensed software.
- Using software that would provide unauthorized access to HSNT's computers or would disrupt our equipment in any way.
- Using HSNT computers, printers or email in excess for personal and/or non-Company related use unless authorized by your immediate supervisor.

Users should routinely delete outdated or otherwise unnecessary E-mails and computer files. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs.

Employees should not use their Company e-mail address to register on web sites unless it is approved by a supervisor or related to Company business.

Employees are reminded to be courteous to other users of the system and always to conduct themselves in a professional manner. E-mails are sometimes misdirected or forwarded and may be viewed by persons other than the intended recipient. Users should write E-mail communications with no less care, judgment, and responsibility than they would use for letters or internal memoranda written on HSNT letterhead.

Any employee who discovers misuse of the E-mail system should immediately contact their supervisor or their Human Resources representative.

Violations of HSNT's E-mail policy may result in disciplinary action up to and including discharge.

## Telephone Usage

Every employee is responsible for the proper use of the telephone.

Because a large percentage of our business is conducted over the phone, it is essential to project a professional telephone manner at all times.

Although HSNT realizes that there are times when an employee may need to use the telephone for personal reasons, it is expected that good judgment will be used in limiting the length and frequency of such calls.







Additionally, no long distance personal calls may be made on Company phones without prior approval from the employee's supervisor.

## Voice Mail

Each employee is assigned a telephone extension with voice mail capability to receive messages from callers and other team members. Each employee is required to record a professional greeting. Excellent customer service is a priority in HSNT. Employees should return messages in a timely manner.

Voice mail passcodes are not to be reprogrammed without authorization by the employee's immediate supervisor. This passcode must be provided to the supervisor upon request. Voicemail is provided for business use only. Therefore, messages in the voicemail system are not regarded as private. HSNT management reserves the right to monitor recorded messages at all extensions at any time.

Abuse or unprofessional use of HSNT's telephone and voice mail system is subject to corrective action, up to and including, termination.

## Social Media Policy

We understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all associates who work for HSNT.

### Guidelines

*Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with HSNT, as well as any other form of electronic communication.

The same principles and guidelines found in Company policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees, or otherwise adversely affects customers, suppliers, people who work on behalf of HSNT, or its legitimate business interests may result in disciplinary action up to and including termination.

### Know and follow the rules

Carefully read these guidelines, the Confidentiality Statement, the Cove Values Policy, the Computer Use Policy, and the Sexual and Workplace Harassment Policy. Ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, threats of violence, or similar





inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

### **Be respectful**

Always be fair and courteous to fellow associates, customers, members, suppliers, or people who work on behalf of the Company. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, co-workers, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive or maliciously false posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or company policy.

### **Be honest and accurate**

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Company, fellow employees, customers, suppliers, people working on behalf of the Company, or competitors.

### **Post only appropriate content**

- Do not make negative comments about the Company's customers in any social media posting.
- Maintain the confidentiality of private or confidential information, including but not limited to customer information protected by HIPAA. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.
- Respect copyright, trademark, and similar laws and use such protected information in compliance with applicable legal standards.
- Do not create a link from your blog, website or other social networking site to an HSNT website without identifying yourself as an HSNT employee.
- Express only your personal opinions. Never represent yourself as a spokesperson for HSNT unless you have received approval from the Company. If the Company is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of HSNT, fellow employees, customers, suppliers, or people working on behalf of the Company. If you do publish a blog or post online related to the work you do or subjects associated with the Company, make it clear that you are not speaking on behalf of HSNT. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of HSNT."





### Using social media at work

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with this policy. Do not use Company E-mail addresses to register on social networks, blogs or other online tools utilized for personal use.

### Retaliation is prohibited

The Company prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

### **Ownership of Social Media Accounts**

Some employees may be instructed to maintain social media accounts on behalf of the Company. Examples include accounts that promote the Company or provide general information to the public, or a LinkedIn account or other online profile that identifies the employee for marketing or customer service purposes. These accounts and their content are Company property. If an account is linked to an employee's name, upon termination of employment the Company may elect to deactivate the account or release the account to the employee after deleting any Company-owned content.

Use of social media on Company equipment during working time is permitted, if your use is for legitimate, preapproved Company business. Please discuss the nature of your anticipated business use and the content of your message with your supervisor and Human Resources. Obtain their approval prior to such use.

Social media accounts that are used for Company business are Company property. This includes the account itself, as well as any content posted on the account.

The Company has the right to access, modify, or delete any social media account used for Company business. Employees must disclose all passwords for business-related accounts to the IT Department.

### **Media Inquiries**

The Company strives to inform the public about our services and maintain our reputation as a respected company. To best serve these objectives, the Company will respond to the news media in a timely and professional manner only through the designated spokespersons.

It is imperative that one person speaks for the Company to deliver an appropriate message and to avoid giving misinformation in any media inquiry.

Every employee is responsible for understanding the protocols when interactions with the media occur. All employees should direct calls or requests for information from the media to the CEO. The CEO may appoint a





team member to speak on behalf of the Company on specific media issues. No team member may grant an interview as an employee of HSNT without prior approval from the CEO.

On certain occasions, the CEO may provide “talking points” to designated employees to assist us in getting our message out to the community. Employees are expected to follow the “talking points” provided and not deviate to personal opinion or comments.

All inquiries from the media must be handled in a respectful manner.

## Office Closure – Inclement Weather Policy

The HSNT’s inclement weather policy regarding closing of HSNT offices will follow the operational status of County Government Offices-- not Independent School Districts--as follows:

- If Denton County Government Offices are closed, all HSNT Denton offices are closed.
- If Collin County Government Offices are closed, all HSNT Plano and Wylie offices are closed.
- If Denton County Government Offices open **two hours** late, all HSNT Denton sites will open two hours late.
- If Collin County Government Offices open **two hours** late, all HSNT Plano and Wylie sites will open two hours late.
- If Denton County Government Offices are dismissed early, all HSNT Denton sites will close early.
- If Collin County Government Offices are dismissed early, all HSNT Plano and Wylie sites will close early.

In the event of inclement weather, the following stations will be broadcasting closing or delayed opening information for the County offices:

[www.dentoncounty.com](http://www.dentoncounty.com) [www.collincountytx.gov](http://www.collincountytx.gov)

- FOX 4 (KDFW)
- NBC 5 (KXAS)
- ABC 8 (WFAA)
- CBS 11 (KTVT)
- WBAP 820

Closing and road condition information may also be found on the following websites:

- [WBAP 820](http://WBAP 820) [www.wbap.com](http://www.wbap.com)
- [KRLD 1080](http://KRLD 1080) [www.krld.com](http://www.krld.com)
- [FOX 4](http://FOX 4) [www.myfoxdfw.com](http://www.myfoxdfw.com)
- [NBC 5](http://NBC 5) [www.nbc5i.com](http://www.nbc5i.com)
- [Texas Department of Transportation](http://Texas Department of Transportation) [www.dot.state.tx.us](http://www.dot.state.tx.us)
- [WFAA 8](http://WFAA 8) [www.wfaa.com](http://www.wfaa.com)
- [CBS 11](http://CBS 11) [www.ktv.com](http://www.ktv.com)



# Health Services of North Texas

Fiscal compliance report for use of auditee, Dallas County Health and Human Services (DCHHS), and HIV Services Planning Council (HSPC)

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## **FISCAL COMPLIANCE**

The review was conducted to satisfy certain requirements of the Office of Management and Budget (OMB) Circular A-133, Audits of State and Local Governments. Dallas County is required to provide satisfactory subrecipient accountability for Federal Financial Assistance (FFA) expenditures. Dallas County must determine through audit or review of subrecipient's independent audit report whether pass-through FFA has been spent in accordance with laws and regulations. The County is also required to ensure prompt and appropriate corrective action for any material noncompliance noted.

The scope of our review is only related to Health Services of North Texas, Inc.'s (HSNT) Dallas county federal pass-through grants. We audited expenditure records for the period April 1, 2015–January 31, 2016. This review did not include other grants' or funding sources' compliance or noncompliance with applicable laws and contract agreements.

Our review consisted of a diversity of testing for internal controls and fiscal evaluation. In performing our review, we considered the internal control structure, audited financial statements, and other relevant reports. It is the responsibility of HSNT's management to establish and maintain an internal control structure, to provide Dallas County with reasonable assurance that assets are safeguarded against loss, and that transactions are recorded properly and executed in accordance with management's policy. Dallas County contracts require HSNT to provide an agency-wide audit and compliance review, which must be conducted by an independent Certified Public Accountant in accordance with the applicable OMB Circulars and Government Auditing Standards; ensuring financial statements are presented fairly and in accordance with generally accepted accounting principles (GAAP).

As a result of our review, we noted the following findings and noncompliance items relating to Health Services of North Texas, Inc.'s Dallas County contracts:

### **A. STATUS OF PRIOR YEAR FINDINGS**

1. The Expense Allocation Schedules provided revealed unallowable expenses allocated to the Ryan White grants:

- Staff Development
- Special Events

No questioned costs are assessed as additional eligible expenses in excess of the contract amount were recorded to the Ryan White grants. This was also a finding in the prior audit.

**Status: Resolved.**



## **B. CURRENT YEAR FINDINGS**

1. The audited financial statements were submitted late to the Federal Audit Clearing house (FAC) on 03/31/2016, While it was due by 9/30/2015, OMB granted extension until 2/1/2016 for all submissions due between 7/22/15 and 1/31/16.
2. Review of fifty-six (56) clients sampled revealed the following exceptions for documentation and review of client eligibility:
  - Proof of income for two clients was not provided
  - Evidence of the third party pay source was found for two clients receiving outpatient/ambulatory medical care and AIDS pharmaceutical assistance from Ryan White funds.
3. Test of agency's Mental Health Services - Individual service category revealed one instance where a client with Medicaid was erroneously billed to Ryan White Part A Grant. This finding resulted in questioned costs of \$91.59.
4. Test of agency's Non-medical case management revealed two instances where one unit in each instance was overbilled. As this is a line item service category and amount in question is not material, no questioned costs were assessed.

## **C. RECOMMENDATION**

1. The agency should implement procedures to ensure the timely submission of the audited financial statements to the Federal Clearinghouse.
2. The agency should implement procedures to ensure client eligibility is verified with proper supporting documentation as required by the federal guidelines and with sufficient supporting documentation. The agency should implement procedures to verify the third party pay source for clients before charging Ryan White grants.
- 3-4. All units billed to Dallas County pass-through grants should be reviewed for accuracy and proper supporting documentation before requesting reimbursement from Dallas County.

## **D. FISCAL SUMMARY**

Our review of financial statements, general ledger, internal control checklists and test samples of transactions indicates that the Federal Financial Assistance was expended in the targeted AIDS community of Dallas EMA.

The attached schedule of Dallas County pass-through Federal Financial Assistance summarizes the Health Services of North Texas, Inc.'s funding evaluated during this compliance review.



