



**Planning & Policy Committee Meeting**  
**Monday, December 14, 2020 – 3:00 p.m.**  
**Microsoft Teams Meeting: [Join Teams Meeting](#)**

- A. Adoption of Agenda
- B. Approval of November 10, 2020 Meeting Minutes (*enclosure*)
- C. Strategic Plan Discussion (*enclosure*)
- D. Other Business
- E. Adjournment



of the New Hampshire School Health Care Coalition

## Planning & Policy Committee Minutes of November 10, 2020 Meeting

Members Present: D. Cole Royal, Chair  
Norman Guillotte  
Kendra Withington

Members Absent: Michael Russo

Staff Present: Lisa Duquette, Melissa Perreault, Jeff Kantorowski, and Jessica Mongeau

Guest: Reggie (Perrin) Pearse, OLG

A virtual meeting of the SCHOOLCARE Planning & Policy Committee took place via Microsoft Teams as permitted by Executive Order 2020-04 (declaring a State of Emergency) and Emergency Order #12 on Tuesday, November 10, 2020 at 3:00 p.m.

The purpose of this meeting was:

- A. Adoption of Agenda
- B. Approval of August 24, 2020 Meeting Minutes (enclosure)
- C. Strategic Plan Discussion
- D. Other Business
- E. Adjournment

D. Cole Royal called the meeting to order at 3:05 p.m.

### **A. Adoption of Agenda**

A motion was made by N. Guillotte to adopt the agenda as presented and seconded by K. Withington. Motion carried unanimously by roll call vote.

### **B. Review and Approval of Meeting Minutes**

A motion was made by N. Guillotte to approve the August 24, 2020 meeting minutes as presented and seconded by K. Withington. Motion carried unanimously by roll call vote.

### **C. Strategic Plan Discussion**

L. Duquette reviewed the work that Staff had done to prepare the strategic objectives documents based on Board and Staff feedback. She reviewed the steps proposed by R. Pearse to guide the discussion. After much discussion, the strategic goal objectives were ranked from highest to lowest priority. The top three goals included pandemic, technology, pandemic and employees. The other goals included condition specific programs, marketing and board succession planning. Staff were asked to further refine the top three goal statements along with the detailed tasks, timelines, cost estimate, etc. for the next meeting.

*J. Kantorowski left the meeting at 3:44 p.m.*

**F. Other Business**

The Committee set next meetings for December 8, 2020 at 3:00 p.m. and January 12, 2021 at 3:00 p.m. There was no other business discussed.

**G. Adjournment**

N. Guillotte made a motion, seconded by K. Withington to adjourn the meeting at 4:18 p.m. Motion carried unanimously by roll call vote.



Strategic Plan July 1, 2020 - December 31, 2021

### Proactively respond to changing member and organization needs during the pandemic.

Activity	Anticipated Start Date	Due By	Approval Required	Notes
Refine newsletters, webinars, educational training, etc. for a virtual environment and audience state of mind	7/1/2020	on-going	N/A	Internal Communications Team to Meet Semi-monthly
Monthly Review/Update of Employee Return to Work Guidelines based on NH DHHS, CDC, WHO and other recognized resources	7/1/2020	on-going	Executive Director	Leadership Team to Review Monthly
Review and adjust financial projections (claims, underwriting, operations, etc) in consultation with Board and Consultants	9/1/2020	on-going	Board of Directors	Potential Budget and Rate Impact
Monitor COVID vaccine rollout, coverage, etc. and communicate as appropriate	11/1/2020	12/31/2021	Board of Directors	Potential Budget and Rate Impact

### Strengthen the staff culture of openness and innovation to increase employee retention.

Activity	Anticipated Start Date	Due By	Approval Required	Notes
Conduct a salary and compensation study	1/1/2021	4/30/2021	Board of Directors	Potential Budget Impact
Enhance new employee on-boarding experience	3/1/2020	3/31/2021	N/A	Box of happiness, agenda for first week, discuss what will make them successful
Continuous promotion/requirement of professional development and training	on-going	on-going	N/A - included in current budget	Include in Staff Annual Review
Offer various team building activities throughout the year	on-going	on-going	N/A - included in current budget	Virtual holiday team building event - Dec. 2020

### Enhance technology infrastructure to facilitate increased efficiencies with our members and participants.

Activity	Anticipated Start Date	Due By	Approval Required	Notes
Migrate to cloud-based server	9/1/2020	12/31/2020	N/A - included in current budget	
Enrollment & Eligibility System - self service functionality for employers and their employees	1/1/2021	12/31/2021	Board of Directors	Existing Byrne Software Premium Billing Platform on the web or other solution?