



Taney County Health Department  
Board of Trustees Meeting  
320 Rinehart Road, Branson, Missouri  
October 23, 2025  
2:30 PM

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

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

**In Person Meeting**

**Call to Order**

Vice-Chair, Beth Huddleston, called the regular meeting of the Board of Trustees to order at 2:31 p.m. at the Taney County Health Department, Branson location.

**Approval of Agenda**

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

**Guests:** Consulting Specialist, John Taylor, from Elliott, Robinson & Company, LLP is in attendance.

**Review of Minutes from September 2025**

Motion to approve minutes for September 25, 2025 by Laurie Hayes and seconded by Jean Mueller. There was no discussion. The motion passed unanimously.

**Review of Financial Report by Lisa Marshall**

Consulting Specialist, John Taylor, from Elliott, Robinson & Company, LLP, presented a summary of the financial report from September 30, 2025:

- MTD revenues are \$48,536.00 less than budgeted.
  - Consulting Specialist, John Taylor, attributed this to the billing of lodging establishments for annual health permits occurring in August, a month earlier than budgeted. Consulting Specialist, John Taylor, added that grant revenue was over budget by \$47,000.00, and this was attributed to the department receiving reimbursement from the Missouri Department

of Health and Senior Services (MODHSS) after MODHSS transitioned to a new payment system, which caused a slight delay in the receipt of reimbursement. The clinical division received \$5,000.00 more than budgeted.

- MTD expenditures are \$2,850.00 less than budgeted.
  - Consulting Specialist, John Taylor, discussed that the internet line item is over budget because the department paid for two invoices in the same month and that the salaries line item is under budget because payroll was only performed twice.

Secretary/Treasurer, Laurie Hayes, inquired about the miscellaneous income line item. Health Operations Manager, Tiffany Stevens, commented that the department received a rebate from health insurance as part of the 80/20 rule.

Motion to approve the financial report from September 30, 2025 by Laurie Hayes and seconded by Jean Mueller. There was no further discussion. The motion passed unanimously.

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

#### **Director's Report by Lisa Marshall**

**2025 Q4 Priority Projects:** Director, Lisa Marshall, informed the board that the department's leadership team recently met offsite to discuss progress on the department's current priority projects and to identify priority projects for the final quarter of 2025. Director, Lisa Marshall, commented that several of the identified projects are continuations of current projects. The identified projects include finalizing the department's new website as it is anticipated to launch in January of 2026; implementing the department's new payroll system; securing an architect and a contractor for the new Forsyth office; expanding the usage of the department's performance management system, VMSG; completing a cost analysis of the department's environmental health division; completing an evaluation of the department's existing programs and offerings; and transitioning to the new email system.

Vice-Chair, Beth Huddleston, inquired who will have access to the website. The department will have full access to make changes, and a training has been scheduled with several staff members for November 4<sup>th</sup>.

**Strategic Plan Update:** Director, Lisa Marshall, provided the Strategic Plan update. The department worked with Mostly Serious Co. to create the first year of the department's new Strategic Plan; however, Director, Lisa Marshall, informed the board that the current plan does not include 2026 and 2027. The department is currently drafting an updated plan and will bring it before the board at next month's meeting. The department is keeping the same 5 identified priorities.

**PHAB Update:** Community Outreach Manager, Kayla Klein, provided the PHAB update. The department has passed the midway point of its current reaccreditation cycle, and the department will apply for reaccreditation in October of 2027. Community Outreach Manager, Kayla Klein, informed the board that approximately 85% of documentation that will be submitted toward reaccreditation has either been started or is in the internal review process. Community Outreach Manager, Kayla Klein, shared that several items needed to meet accreditation requirements have been completed, including the Emergency Operations Plan, the IT Policy Manual, and the Communications Plan. In 2026, the department anticipates updating its current QI Plan and formalizing written policies and procedures pertaining to the enforcement responsibilities of the Environmental Health Division.

**RFQ for Architectural Services Update:** Director, Lisa Marshall, informed the board that the department has posted a RFQ for architectural services pertaining to the renovation/remodel of the new Forsyth building. Director, Lisa Marshall, estimates that the department has received interest from

approximately 12 vendors, including several from out of state. The department has allowed two companies to tour the space. The department is going to wait to secure a contractor for the renovation until after the department has secured an architect and confirmed a design, as the department needs a rendering of the work to be completed and an estimated cost to complete the work. The deadline for vendors to submit statements is October 29, 2025 at 4:30 p.m.

**Federal Funding Update:** Director, Lisa Marshall, informed the board that the department is receiving constant communication from the Missouri Department of Health and Senior Services (MODHSS) regarding the status of November WIC benefits. Director, Lisa Marshall, added that the messaging is constantly changing and that as a result, the department is unable to proactively communicate with clients. WIC Manager, Tammy Drake, commented that the most recent message was for WIC participants to use all their October benefits.

The board inquired how many families the department serves as part of the WIC Program. WIC Manager, Tammy Drake, commented that the department serves over 500 local families and estimates that approximately \$125,000.00 of benefits is issued monthly.

**Operations Update:** Operations Coordinator, Rick White, provided the operations update. The department is seeking a new vendor to answer emergency calls from the department's elevator, as the department often observes a busy tone when the emergency button is tested. Atlas Security has scheduled dates to install the alarm system in the new Forsyth office. The mobile unit is temporarily out of service as it is in the shop to have the generator vent rerouted to prevent the generator from flooding. White River Connect will be at the Branson office tomorrow to connect the new internet line. The department's IT division will test the line for a few days prior to connecting it to the department's system. The IT division is installing Microsoft Outlook on all computers to prepare for the department's transition to its own email system. The department's new email system will be running parallel with the current system for a brief period to allow time for staff to update login information for accounts and to inform contacts of new email addresses.

### **Unfinished Business**

There was no unfinished business.

### **New Business**

**Growth Coach:** The department presented an invoice from The Growth Coach of Northwest Arkansas for the department to continue its current engagement with the company through October 2026. Director, Lisa Marshall, commented that the department's Growth Coach, Jeff Roberts, has been working with the department's leadership team for the past couple of years and has been engaged with leadership development and the planning of priority projects. Director, Lisa Marshall, informed the board that the department has secured funding from a current grant to cover \$16,000 of the presented cost.

Motion to approve the invoice from The Growth Coach of Northwest Arkansas in the amount of \$17,280.00 by Laurie Hayes and seconded by Jean Mueller. There was no further discussion. The motion passed unanimously.

**Annual Health Insurance Recommendations:** Health Operations Manager, Tiffany Stevens, informed the board that if the department renews with its current health insurance provider for next year, the department will observe a 17.82% increase in cost, which equates to an increased cost of \$67,199.64. The department is recommending to accept the plan Cox HealthPlans Partners 80 Gold 1000 because staff would not have to change providers and the increased cost would be \$29,310.60, which is comparable to what the department has observed the past several years. Health Operations Manager, Tiffany Stevens,

commented that the most notable difference between the two plans is an increase in the deductible from \$1,000.00 to \$1,500.00.

Motion to accept the department's recommendation of accepting Cox HealthPlans Partners 80 Gold 1500 by Laurie Hayes and seconded by Jean Mueller. There was no further discussion. The motion passed unanimously.

### **Board of Trustees Comments**

There were no comments.

### **Division Reports**

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

Vice-Chair, Beth Huddleston, commented that she is always impressed when she reads the team reports, noting that staff accomplish a lot in a month.

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

### **Announcements**

Board study session is November 3, 2025 at 2:00 p.m.

Next board meeting is November 20, 2025 at 2:30 p.m.

### **Adjourn**

Motion to adjourn at 3:19 p.m. by Laurie Hayes and seconded by Jean Mueller. There was no discussion. The motion passed unanimously.

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