

**NCBS Annual Business Meeting
Clarion Hotel, Greensboro, NC
November 7, 2009**

Board of Directors Present: Pat Benfield, Crystal Podger, Karen Rowan, Tom Gross, Sylvia Whitmire and Rob Longo

Meeting called to order by NCBS President Pat Benfield at 12:05 pm.

Pat introduced Board Members to the general membership.

Secretary's Report of last year's annual business meeting included in member notebooks. Motion raised to accept the minutes by Crystal Podger, seconded by Rob Longo; motion passed without opposition.

Treasurer's Report given by Crystal Podger:

Balance of funds at year-end 2008: \$ 9634.48

Current balance of funds, as of 10/31/09: \$ 13,439.38

2009 Conference: expenses, approximately \$5700, income \$2590

Membership income: \$1820

Student scholarship fund: \$717 received by donated conference speaker fees

Membership Report given by Crystal Podger:

Total membership: 48

New members: 22, Renewal members: 26

Regular members: 41, Student members: 4 ??????????

President's Report given by Pat Benfield:

NCBS Board of Directors (BOD) has historically been a hands-on board with the primary mission of putting on an annual conference. The current BOD is working to expand their mission in several areas, including development of a BOD Manual to provide NCBS institutional memory, as well as providing a code of conduct for BOD members with procedures for conflict resolution, development of a Conference Planning Manual to streamline conference planning, and expansion of community relations. Overall, the BOD seeks to provide value to our members in areas they help identify and work on with the BOD.

The BOD is interested in working with members to promote local, state and regional presentations about biofeedback to interested groups, such as the NC Society of EEG Technicians. This group was unable to attend our conference this year due to a scheduling conflict with an annual epilepsy conference that is scheduled on the 1st weekend in November. Other possibilities include meetings with neurologists. Pat asks members to submit names of groups that may be interested in presentations to Pat.

Crystal Podger, Pat Benfield and Lori Loveland sponsored a booth at the annual Case Management conference in 2007, which provided interaction with interested case managers, who suggested future presentations at their conference as a way to share information about biofeedback.

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Crystal Podger and Pat Benfield have attended a recent local Worker's Compensation symposium and received a good response from physicians, which may pave the road for further relationship development.

NCBS Website Issues: Plans to provide online referrals to members are under development by Tim and Rob Longo. NCBS application forms are available as a Word document on the website. They may be completed and submitted online, or printed and mailed. This application can be used to make changes to member listings, which are updated at the end of each month.

Biofeedback Reimbursement Issues: The diversity of disciplines among our members presents complex billing issues for biofeedback reimbursement since medical and mental health codes are used. Pat has been in discussion with Lori Loveland over some of the issues of biofeedback reimbursement. For example, Medicare reimbursement for biofeedback services is of limited scope for the elderly and disabled, yet many private insurers use Medicare guidelines for their covered services. Pat has started a dialogue, via letter-writing, with BC/BS customer service. BC/BS medical board reviews of covered services in on a 3 to 5 year cycle, with the next review scheduled in about 3 ½ years.

Board Development and Governance: Pat has been an active member on the BOD since 2004, when NCBS membership was around 15 members, plus a few additional conference attendees. She reports 15 new out-of-state members, but a trend of decreasing in-state member retention. The current BOD is interested in shifting focus from a working board whose primary mission was providing an annual conference to a more collaborative board to meet member's needs on various levels. Members are encouraged to consider applying to serve on the BOD, NCBS committees or working on special projects. Karen Rowan, as member of the Membership Committee, will serve as Nominating Coordinator to help develop a recruitment program for volunteers. Applications are available here at the conference for volunteers and plans are underway to have the application form available on our website.

NCBS By-Laws are undergoing revision, in light of the current issues facing NCBS. The BOD is concurrently working on development of a policy manual, along with a by-laws revision.

Ethics Committee: Report given by Pat Benfield. NCBS has adopted the AAPB code of ethics, which has been posted on the website with Rob Longo and Royce ????? assistance. The committee is working on a draft of a procedure to handle ethics complaints made to the NCBS BOD. While NCBS is not a regulatory institution, there is a need to have an organizational standard to answer complaints made to NCBS regarding questionable practices made by community practitioners claiming to provide biofeedback services. This procedure is being designed to be consistent with similar procedures from other organizations.

NCBS BOD Code of Conduct: Procedures for conflict resolution among the BOD are being drafted.

Membership Committee report is available on the NCBS website.

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Conference Committee is pleased to report increased vendor support at this year's conference, as well as donations from area businesses for door prizes and goodie bags for conference attendees. In addition, \$717 from donated speaker fees was made available to this year's student scholarship fund.

Education Committee: Sue Intemann has developed a series of webinars with Dr. Rick Sherman Sue has also developed some podcasts related to biofeedback for chronic pain; further information is available on the NCBS website. Sue Intemann, Rob Longo and Keith ?????????? have attended a recent LPC conference and are looking at the possibility of presenting for this group in the future. The committee is also looking for other opportunities to co-sponsor educational events with other organizations.

Member Feedback: The remainder of the meeting was devoted to gathering member feedback on the following questions: (1) What are the reasons I am a member of NCBS or would consider joining NCBS? And (2) How can NCBS better serve you? Answers to these questions were reviewed by reading through flipcharts provided to each table of participants. Results of this exercise will be collected and organized, then shared with the membership via email.

FYI: Email from NCBS will be tagged with "NCBS" in the subject line. Information about BOD nominees will be sent to members prior to voting. In addition, the revised by-laws will be emailed to members for a 30-day period of review prior to a vote by the membership.

Thank you all for your attendance and participation! We look forward to an exciting and productive year.

Motion to adjourn the meeting was made by Crystal Podger, seconded by Sylvia Whitmire and passed without opposition.

Minutes submitted by Karen Rowan, NCBS Secretary.