

## WEST MICHIGAN COMMUNITY MENTAL HEALTH

### BOARD OF DIRECTORS MEETING MINUTES

April 21, 2020

1. Call to Order: The West Michigan Community Mental Health Board of Directors met for its regular meeting via Zoom, at 5:39 p.m. on Tuesday, April 21, 2020. Chairperson Jim Prince presided.
2. Roll Call: The following members were present: Mary Alway, Pat Bettin, Ron Bacon, Dr. Jennifer Branning, Todd Dancz, Dawn Martin, Jim Prince, Andy Sebolt, Kay Seng, Lucinda Shafer, Barb Stenger, and Larry VanSickle. Absent: Andy Sebolt (excused) and Kay Seng (technical difficulties, excused). A quorum was present. CMH staff members present were: Lisa Williams, Michele Condit, Bethany Sherfinski, Ellen Plummer, Josh Snyder, Jane Shelton, and Kimberly Goodrich.
3. Introductions: Dr. Williams welcomed Bill Hirschman, financial auditor, who joined the meeting for a presentation on our recently completed financial audit.
4. Overview of how the meeting will go in this Zoom format: Dr. Williams reviewed how the meeting will be conducted while using Zoom. Roll call votes will be done for each action item to ensure every voice is heard.
5. Delegations, Communications and Expressions from the Community: There were none.
6. Approval of Agenda: Dr. Branning made the motion, seconded by Mr. Dancz, that the West Michigan Community Mental Health Board of Directors approve the agenda as presented. The motion carried.
7. Conflict of Interest Question: Mr. Prince asked if any board member wished to declare a conflict of interest regarding any matter to be considered by the West Michigan Community Mental Health governing body. No such declarations were made.
8. Annual Organizational Meeting – Report of the Governance Committee: Mr. Bacon reported that the Governance Committee met and reviewed the board evaluation survey results. He reported that the Governance Committee felt the responses were as expected, very positive and very similar to what we've experienced in the past years. There were no formal recommendations from the survey.

Mr. Bacon reported that the Governance Committee discussed officer nominations for the 2020/2021 year. The following officers were nominated:

Board Chairperson – Jim Prince  
Vice-Chairperson – Larry VanSickle  
Secretary – Pat Bettin

Mr. Bacon made the motion, seconded by Mrs. Bettin, to elect the slate of officers as recommended by the Governance Committee for the 2020/2021 year. The motion carried via roll call vote.

Mr. Bacon reported that the WMCMH Board meeting schedule was reviewed for 2020/2021, with the meetings remaining on the third Tuesday of the month at 5:30 pm. Mr. Bacon the motion, seconded by Mrs. Alway, to approve the 2020/2021 WMCMH board meeting schedule as presented. The motion carried via roll call vote.

Mr. Bacon reported that the Governance Committee reviewed the WMMCH Board Bylaws and no changes were being recommended. They are attached in the packet for board member information.

Dr. Williams stated that the list of governing board members was also included in your packet for your information.

Ms. Goodrich stated that the annual Conflict of Interest and Consumer Representation forms were mailed separately to board members. Dr. Williams noted that the Consumer Representation form is important information for us specific to having the appropriate membership on our board for Mental Health Code and CCBHC requirements. Mr. Prince asked that they be filled out and returned to Ms. Goodrich. Results will remain confidential other than in aggregate form.

9. Consent Agenda: Mrs. Bettin made the motion, seconded by Dr. Branning, to approve the item on the consent agenda:
  - a) Minutes from the 2/18/20 WMCMH Board of Directors Meeting. The motion carried.
10. Notes from the 3/17/20 WMCMH Board phone meeting: These are included for informational purposes. Because we couldn't put the official notice out regarding holding the meeting via phone in the time required, we couldn't hold an official meeting.
11. Financial Audit Report for Fiscal Year Ending 9/30/19: Mr. Bill Hirschman reviewed the audit report and stated that the statements are a fair presentation of where WMCMH was at the end of September; a clean opinion. He stated that WMCMH has a good fund balance. He highlighted various sections of the report. There were no questions for Mr. Hirschman. Dr. Williams gave thanks to our finance team for their outstanding work of coordinating the audit and doing all the hard work to keep us in the position we are in.
12. Executive Committee Meeting Report: Mr. Prince stated that the report is attached for review and items will be covered under other agenda items.
13. Finance Committee Recommendation: Mr. VanSickle and Ms. Sherfinski reviewed a recommendation to approve contracts over \$20,000. They are all for specialized residential; one is a new placement due to increasing needs, one is a delay in moving due to COVID so an extension is required; and another one was moving from one place to another that is less restrictive. All very routine. Mr. VanSickle made the motion, seconded by Mrs. Alway, to approve the contracts over \$20,000 as presented. The motion carried via roll call vote.
14. Recipient Rights Committee Report: Ms. Shafer reviewed the minutes from the last RRAC meeting. She is now the Vice-Chair. Appointments and reappointments to the committee are needed. Mrs. Bettin made the motion, seconded by Dr. Branning, to approve the RRAC recommendation to appoint Michael Pasquale and Sherri Grimm for

three-year terms ending 3/31/23 and to reappoint Todd Dancz for an additional three-year term ending 3/31/23 to the Recipient Rights Advisory Committee. The motion carried via roll call vote.

15. Chief Clinical Officer and Chief Healthcare Integration Officer's Report: Mr. Snyder and Ms. Plummer provided an update. Ms. Plummer stated that for the Health Care Integration Department, Lisa Nordman has started as the Conflict Free Case Management (CFCM) Director, and Wendy Taylor has started transitioning to the Health Home Director. This is a new area that is being developed. We've been able to test in the training module of our clinical record some utilization management (UM) processes that will change the way we authorize services. Workflows are being hammered out and getting ready for protection. We established an experiment for the UM and clinical workflows to roll out in May to see how those workflows go and if there is anything to modify. We are also working on developing a warm line to last throughout COVID 19. It will be different from our 24-hour crisis line. It's basically a support line to help community members struggling due to anxiety or stress related to COVID-19, a dedicated 800 number staffed 8am-5pm by CMH staff. If a situation arises to more of a crisis situation, we can immediately transfer that call to crisis staff. Regarding Health Services, Ms. Plummer stated that Dr. Hunt, our medical director, has been outstanding. He's supported our COVID planning and ensure that our consumers have the psychiatric care during this time. We are still giving injections and having medication reviews. Our no show rate should decrease as our consumers are doing well using Zoom and Doxy. We also continue our collaboration with Northwest Michigan Health Services. They are continuing to staff our clinic three days a week and today we finalized the plan to get health screenings up and running in a modified manner.

Mr. Snyder reported that Marie Coleman was appointed as the Director of Adult Services and Shannon Snider returned to the agency as the Director of Children and Family Services. They will oversee our clinical services. We have been able to continue all our services either over the phone, via Zoom or Doxy, and have been very successful. There are some consumers who require face to face services still and we are providing those services in the home such as ACT. We are restarting groups via Zoom as well. We have discontinued our on-site community employment services and autism services due to the Executive Order of the Governor, but we remain in regular contact with those folks to coach consumers and families either through phone contacts or telehealth. As far as MAT treatment, we have been able to continue without any disruption. Most are via telehealth but face to face is available if needed. We are actually looking at the potential of continuing telehealth for some of these services as it has been easier for some consumers.

Dr. Williams stated that both Mr. Snyder and Ms. Plummer had to hit the ground running with COVID-19 and all the changes we had to institute so quickly. They have done a great job and accomplished quite a lot.

16. Chief Financial Officer's Report: Ms. Sherfinski reviewed the financial services report through the period ending February 29, 2020, five months of the fiscal year. There is nothing significant to report as far as changes from last month. We are still breaking even. Based on some things we are hearing at the state level, there are some rate adjustments coming and we should receive a little bit more revenue on the Medicaid side. It's statewide, not specific to our region.

Ms. Sherfinski also reviewed the FY 19 Year End Summary by funding source. This shows where we landed for the year. We were short on the Medicaid side, but that's really an LRE liability. We had projected being close to a million short, so it actually turned out better than we had thought. We were just a little short in General Fund, but were over in local. The second document shows how the LRE ended the fiscal year 2019. At this point there was over \$14 million money spent that there weren't sufficient funds for.

17. Chief Operations Officer's Report: Ms. Condit reported that we received our final CARF report this week. There are only a handful of citations, so we'll be working on addressing those in the coming weeks. The three directors in her new department are in their new roles and we have an offer out to the Development Director. We received a grant from the Mason County Foundation and will be implementing an app called myStrength that provides interactive tools to support wellbeing and mental health. It's intended both for people with a lesser need and those with significant needs. The subscription we have will be unlimited so it will be available to all our consumers and on our website so the community can access it as well. The app developers have also added things specific to COVID as well.

Ms. Condit stated that some events scheduled for May have been canceled due to COVID so we are hoping to be able to find other ways to celebrate May is Mental Health month.

Dr. Williams reported that Ms. Condit has transitioned into the Chief Operations Officer and will be responsible for herding the Senior Management Team. She has been keeping things moving organizationally throughout all the disruptions.

18. Lakeshore Regional Entity Update: Dr. Williams reported that the LRE is still struggling as a region. There has been very little movement on the settlement. More discouraging is the LRE's attorney, CEO and the Attorney for the Department met with the ALJ and stated that we should defer the hearing for another 60-90 days because work on the settlement is going well. There is now no incentive to move us out of the current situation or to advance the work with Beacon. The good news is that the region is expecting additional revenue and that will put three of the five CMHs operating within budget, including us, but doesn't solve the magnitude of the problem for HealthWest and only a drop in the bucket for N180. Muskegon County has filed a lawsuit against the LRE, the State and MDHHS relative to not adequately funding the benefit and not making the CMH whole on the cost settlement or past liabilities.
19. Director's Report: Dr. Williams provided an update on the organizational priorities. We took three priorities off the list last month as they are integrated into our practice. Health care integration continues to evolve with Northwest Michigan Health Services. The CCBHC grant was submitted before everything started with COVID-19. The federal government has funded additional dollars toward CCHBC and are expanding the demonstration states. We might hear sooner than we were expected to on whether we are awarded the second two years of the expansion grant. It doesn't officially begin until September, but it would be nice to transition right into it. We've begun our work around Lean, but unfortunately at a much slower pace than we would like to. We have tentatively rescheduled for the end of May, but we don't know if we'll be able to hold a large training at that time still. CFCM update was provided by Ms. Plummer. It's fun to see the hard work get piloted and transitioned into action. We haven't added any

additional projects at this time but will continue to review our strategic plan and determine what the next pieces will be.

Dr. Williams stated that we put a lot of the structure reorganization work on hold for about three weeks, but have started to ramp the activity back up. We have many of the directors in their new roles and have a compliance director starting mid-June. We are continuing the work on describing and defining the care model.

With regards to the SIP, the state's model for moving forward with integrated care, they have put that all on hold and the legislature did not appropriate any dollars to move that forward. There's the possibility of going back to normal after this is over, or the State's general fund deficit could be so huge that they'll be looking for money anywhere they can find it and a carve in could be one way to do it. We'll wait and see what is going to happen.

20. Upcoming Committee Meetings:

- LRE Board Meeting – May 12<sup>th</sup> at 1:00 at HealthWest
- Executive Committee – Tuesday, May 14<sup>th</sup> at noon (likely via Zoom)

21. WCMCMH Board Member Comments, Questions, Clarifications and Critique of Meeting: Mr. Prince stated that he thought the meeting went pretty well over Zoom. Please let Ms. Goodrich know if there is anything we can do to improve that.

22. Delegations, Communications and Expressions from the Community: There were none.

23. Executive Session: There was none.

24. Adjournment: Dr. Branning made the motion, seconded by Mrs. Bettin, that the West Michigan Community Mental Health Board of Directors adjourn its meeting. The meeting adjourned at 6:45 p.m.

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Kimberly Goodrich  
Recording Secretary

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James Prince  
Chairperson