

## WEST MICHIGAN COMMUNITY MENTAL HEALTH

### BOARD OF DIRECTORS MEETING MINUTES

July 21, 2020

1. Call to Order: The West Michigan Community Mental Health Board of Directors met for its regular meeting via Zoom, at 5:30 p.m. on Tuesday, July 21, 2020. Chair Jim Prince presided.
2. Roll Call: The following members were present: Mary Alway, Ron Bacon, Pat Bettin, Dr. Jennifer Branning, Todd Dancz, Jim Prince, Andy Sebolt, Kay Seng, Lucinda Shafer, and Larry VanSickle. Absent: Dawn Martin. Barb Stenger resigned from the WMCMH Board as of July 6, 2012. A quorum was present. CMH staff members present: Lisa Williams, Michele Condit, Bethany Sherfinski, Ellen Plummer, Josh Snyder and Kim Goodrich (Recorder).
3. Introductions: Dr. Williams introduced Karen Hobart, our Recipient Rights Officer. She has been in that position since 2018. Ms. Hobart will be giving a report later in the meeting. She also introduced Kevin Wilske, WM's newly hired Corporate Compliance Officer. Ms. Sherfinski reported that this is a new position that was added as part of our restructure and a position we had been lacking in.
4. Delegations, Communications and Expressions from the Community: There were none.
5. Approval of Agenda: Mr. Sebolt made the motion, seconded by Dr. Branning, that the West Michigan Community Mental Health Board of Directors approve the agenda as presented. The motion carried via roll call vote.
6. 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.
7. Consent Agenda: Dr. Branning made the motion, seconded by Mr. Dancz, to approve the item on the consent agenda:
  - a) Minutes from the 6/16/20 WMCMH Board of Directors Meeting. The motion carried via roll call vote.
8. Executive Committee Meeting Report: Mr. Prince stated that the meeting minutes are attached for review and items will be covered under other agenda items.
9. Recipient Rights Semi-Annual Report: Ms. Hobart reviewed the first six months of activity in the Rights office. We received 27 complaints, with 48 allegations (a complaint can have multiple allegations). From those 48 allegations, 39 were investigated. There were 29 substantiated. Ms. Hobart explained the remedial actions that were taken. Dr. Williams noted that the board normally sees this once a year in December before it goes to the State Office of Recipient Rights, but this year we decided that we would like to get more information about rights in front of the board on a regular basis so decided to share this semi-annual data as well. Ms. Hobart stated that they are looking into the increase in allegations. Many of the allegations come from our residential programs and we are

trying to do some additional work with them. There's a huge learning curve when staff are hired into those roles. Mr. Snyder added that our Performance Improvement Oversight Committee (PIOC) also reviews the complaints regularly and looks for opportunities to reduce these as much as we can.

10. Finance Committee Recommendation: Mr. VanSickle reported that the Finance Committee has a recommendation to approve one contract over \$20,000. Ms. Sherfinski stated that it's extending the time frame for consumer placement relative to COVID. Mr. VanSickle made the motion, seconded by Mr. Bacon, to approve the contract over \$20,000 as presented. The motion carried.

Ms. Sherfinski reviewed the projected costs for premium pay, related to the wage for direct line workers approved by the legislature. At the last board meeting, we talked about this being a pass through, but we received information that this would be extended through the end of the fiscal year and that the State would like this information of increased pay to be in our encounter data that we submit to them. At this point, that is still up for debate, so we don't know if it will be a rate increase associated with encounters or if it will be a monthly amount that we would pay off an invoice. Either way, we would pay it based on this estimate. Mr. VanSickle made the motion, seconded by Mrs. Seng, to approve the projected costs for premium pay as presented. The motion carried by roll call vote.

11. Chief Clinical Officer and Chief Healthcare Integration Officer's Report: Ms. Plummer provided the Board with an update on the CFCM pilot. We are finding areas that we overlooked that we didn't have procedures on and are finalizing benefit plans and service packages. The warm line continues. We had our first uses of the tablets with the Oceana County Law Enforcement agency; it went well. We received the children's block grant funding for the expansion of our Children's Crisis Stabilization Services and will be adding weekend services. We continue to collaborate with NMHSI, with health screenings being done in Ludington and Shelby.

Mr. Snyder reported that we continue to be an essential service, doing it primarily through telehealth; phone and video. We have some exception criteria to see consumers face to face if there is a need. We have opened the autism centers in both Lake and Mason on a limited basis. We are keeping the Oceana office closed due to the high level of COVID cases. We are beginning to look at some ways of delivering gathering site services in an expanded way. It's time for us to look at a better way of doing that. We've been doing group services for quite some time. Medication Assisted Treatment (MAT) services will begin in Lake County on July 30<sup>th</sup>. The app myStrength is available to support mental health and overall wellbeing and is available to consumers, staff and is open to the community at large. As of June, we had 119 individuals sign up (including staff and consumers). Looking forward to getting data in the month of July to see how many more have signed up. Dr. Williams suggested we do a demo at an upcoming board meeting to show board members what this is all about.

12. Chief Financial Officer's Report: Ms. Sherfinski reviewed the financial services report through the period ending May 31, 2020, eight months of the fiscal year. The most significant thing to report on is our bottom line, with an excess of just over \$1 million. The excess is due to a combination of additional revenue from the LRE, part as a rate adjustment to get the rates up to what we anticipated originally, and also an increase due to additional MCD eligible people due to COVID. We have also seen a decrease in some of our expenses due to COVID, and a decrease in our residential and inpatient

services. Some of the delay in will come, which will bring our revenue and expenses more in line in the next few months.

13. Chief Operations Officer's Report: Ms. Condit reported that we continue to work on lean implementation and it is going very well. We decided to cancel the Ground Zero staff training for now and will reschedule it for later in the year when it is safe to do so. Our focus instead will be on developing standard operating procedures.

We have a new Annual Report that Alan Neushwander put together for us. An electronic copy was included in board members' packets.

As far as our COVID re-entry plans, we continue to get our buildings ready for when we start to bring staff and consumers back in the building, following CDC and other guidance. We've added outdoor furniture at all our sites for the instances where a face to face outside appointment can take place. We also have some gazebos that will go up at each of our sites, which will help folks stay out of the weather.

Ms. Condit also reviewed the MMBPIS 2<sup>nd</sup> quarter report and stated that we are at or above all State standards. No areas of concern at all.

14. Lakeshore Regional Entity Update: Dr. Williams reported that things continue to evolve with the region. The LRE board appointed a settlement negotiations committee that has met twice in the last week with the attorney. The hope is to get a letter responding to some specific requests to the Department by the end of this week so we can get a meeting scheduled. Dr. Williams thinks that with the budget projections coming out of the state, the likeliness that they will budge on the past liabilities portion is pretty slim, but having the conversation and determining if we need to proceed with the ALJ hearing is the next logical step. Dr. Williams is also involved in the process of negotiating the contract with Beacon. The CMH CEOs and Greg Hoffman have been working on the terms of the contract. We have a high level of agreement between the CEOs and LRE board members on that committee. That decision will likely end up with the board ultimately. She anticipates a dramatically different contract with Beacon going forward based on some concerns with the implementation and the work they have been doing over the past 18 months. We continue to work with the CMHs across the region as best we can on how to implement some of the provider stabilization efforts coming down from the State related to COVID. The CMHs are doing their best to sort out the details and implement in a context of the manager of the contracts for those providers. Ron Sanders and Jane Verduin are still attending the LRE board meetings as WMCMH's representatives and doing a good job.
15. CMHAM Update: Dr. Williams reported that there is a Member Assembly meeting scheduled in August and she would like two board members to attend virtually if possible. Dr. Branning and Todd Dancz volunteered. We will send the information for that meeting as we receive it.

Dr. Williams reviewed the CMHAM dues structure for Fiscal Year 20/21. WMCMH's adjustment is a relatively small increase, with the total owed for dues being \$10,650. Since this is the Board's association that represents CMHs in advocacy, staff training, and many other things, Dr. Williams would like the board's approval to pay said dues. Mr. VanSickle made the motion, seconded by Mrs. Bettin, to approve paying the annual CMHAM membership dues of \$10,650. The motion carried via roll call vote.

Dr. Williams informed board members that the CMHAM Spring/Summer conference will be virtual this year. It will be held August 17-21 each day from 9-11:30 with different sessions. Please let Kimberly know if you are interested in participating.

16. Director's Report: Dr. Williams provided an update on the organizational priorities. Regarding CCBHC, we continue to move along. Our new project coordinator is on board and learning all about CCHBC and how it fits within the organization. We are still juggling two grants; the original, along with the one that began in May. We are going to be allowed, because of COVID, to have an extension of the current fiscal year grant, which means we'll be able to roll money into future years. For grant two, we are continuing to get clarification and making progress on big pieces of implementation, including the exciting news that MAT expansion will be starting on July 30<sup>th</sup> in Lake County. Dr. Williams had nothing else to report on CFCM that wasn't covered by Ms. Plummer earlier. We are moving aggressively on restructure. Most of the behind the scene design work is completed and going well. We are now working on the pieces related to staffing transitions, education, and building and establishing parameters around the teams. Most of the clinical and healthcare integration coordinators have been hired. We are using much of our lean work to move the process along and are excited about Josh and Ellen providing a full education and orientation to the care model and following it up with Q&A sessions to address concerns, and we'll begin sharing information with consumers soon.

Dr. Williams reiterated the great work on developing the annual report. Historically it was two pages with some data and a list of accomplishments and goals for next year. Alan looked at models of other CMH organizations, and what we've done and essentially expanded it. She presented this to the Mason County Commission last week and will do so with the other county commissioners. It will also go to legislatures, the Department, and key stakeholders, as well as published on our website.

Dr. Williams reported that we continue to watch the state for guidance and data on COVID-19 from our local communities and adjusting our response. We continue to be part of regular meetings and dialogues with stakeholders across the counties. Dr. Williams reported that she was a panelist on a national panel with the National Association for County Behavioral Health and Developmental Disability (NACBHDD) The panel was about the link between managed care in behavioral health and COVID response. We had an opportunity to highlight much of what we've been doing with CCBHC and COVID and listen to what other states are doing.

We are very mindful of what post-COVID strategies look like and very aware that we will not likely go back to the way things were before. We are ensuring an adequate supply of PPE all the time, things that haven't been part of our normal way of business, to ensure folks stay safe and healthy long term. This has created an opportunity to find ways of doing things differently.

Dr. Williams reported that Barb Stenger resigned from the board a couple weeks ago. Lisa has been in contact with the Lake County Administrator and are working together on a new appointment.

We will be scheduling a Finance Committee meeting next month to review the budget amendment for the current fiscal year.

17. Upcoming Committee Meetings:

- Executive Committee – Tuesday, August 11<sup>th</sup> at noon (likely via Zoom)
- LRE Board Meeting – August 20<sup>th</sup> at 1:00 via Teams
- CCBHC Advisory Committee – to be scheduled in August

18. WMCMH Board Member Comments, Questions, Clarifications and Critique of Meeting:  
There were none.

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

20. Executive Session: There was none.

21. Adjournment: Mrs. Seng made the motion, seconded by Mrs. Alway, that the West Michigan Community Mental Health Board of Directors adjourn its meeting. The meeting adjourned at 6:43 p.m.

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Kimberly Goodrich  
Recording Secretary

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James Prince  
Chairperson