

WEST MICHIGAN COMMUNITY MENTAL HEALTH

BOARD OF DIRECTORS MEETING MINUTES

January 19, 2021

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, January 19, 2021. Chair Jim Prince presided.
2. Roll Call: The following members were present: Mary Alway, Ron Bacon, Linda Baierl, Pat Bettin, Dr. Jennifer Branning, Dawn Martin, Jim Prince, Kay Seng, Lucinda Shafer, and Larry VanSickle. Absent: Todd Dancz and Andy Sebolt. A quorum was present. CMH staff members present: Lisa Williams, Michele Condit, Bethany Sherfinski, Ellen Plummer, Josh Snyder, Kevin Wilske, and Kim Goodrich (Recorder).
3. Introductions: Dr. Williams introduced Kevin Wilske, WM's Director of Corporate Compliance and Risk Management. He is going to give the board an overview of Corporate Compliance.
4. Delegations, Communications and Expressions from the Community: There were none.
5. Approval of Agenda: Mr. Bacon made the motion, seconded by Mrs. Seng, 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: Mr. Bacon made the motion, seconded by Mrs. Bettin, to approve the item on the consent agenda:
 - 7.1 Minutes from the 12/15/20 WCMCMH Board of Directors Meeting. The motion carried via roll call vote.
8. Corporate Compliance Presentation: Mr. Wilske presented an overview of Corporate Compliance at WCMCMH. He stated that Corporate Compliance allows oversight on internal policies and procedures and adherence to federal and state laws. It allows WCMCMH to be proactive in the prevention of any potential violations of rules/laws through internal audits, procedural evaluations and risk assessments. He also provides staff education on requirements, internal auditing and policy advisement. Mr. Wilske reported that he has had six allegations since July of 2020 and explained what was involved in each allegation. He has multiple ways for staff to reach him with concerns, and he has incorporated an email address for those who do not want to call in a violation. If requested, he would meet in person. Mr. Wilske created scheduled, random or SMT directed audits and started those in October. He has also done numerous things within the agency to promote and highlight Corporate Compliance importance. Mr. Wilske reported that the Corporate Compliance Plan has been updated to reflect the changes that he has incorporated and he reviewed those updates with the board.

Mr. Wilske also reviewed some changes to Corporate Compliance policies. Ms. Alway made the motion, seconded by Dr. Branning, to approve the proposed Corporate Compliance policy changes as presented. The motion carried via roll call vote.

9. Executive Committee Meeting Report: Mr. Prince reported that the Executive Committee met last week and the meeting minutes were provided for review. There were no questions.
10. Finance Committee Recommendation: Mr. VanSickle reported that the Finance Committee met last week and reviewed a list of four contracts over \$20,000 and agreed to move them forward for the board's consideration. Ms. Sherfinski noted that they are all for residential services. Mr. VanSickle made the motion, seconded by Mrs. Shafer, to approve the list of contracts over \$20,000 as presented. The motion carried via roll call vote.

Mr. VanSickle stated that there was also a policy change reviewed. Ms. Sherfinski added that the changes are specific to updating our bank account policy with title changes due to restructure. We also added the Payroll Benefits specialist so this employee can contact the bank to make transfers. It is helpful functionally to have that person able to do that. We also clarified the language stating that any of the transfers are initiated by one staff and have to be approved by a second staff. Mr. VanSickle made the motion, seconded by Mr. Bacon, to approve the proposed policy change as presented. The motion carried via roll call vote.

Mr. VanSickle reported that two other items that were discussed by the Finance Committee. One is that we are considering selling the White Oak Home in Pentwater. It will come back to the board when they have a sale price negotiated. The other item discussed was the Single Audit report. Ms. Sherfinski stated it is an additional audit requirement due to the CCBHC SAMHSA grant. This is for Fiscal Year 19 grant expenditures, which was delayed due to COVID. The opinion of the auditors is that WCMCH complied with all requirements and there were no findings.

11. Chief Clinical Officer and Chief Healthcare Integration Officer's Report: Ms. Plummer reported that we have been doing a lot of work with our UM/UR processes. We are re-launching a revised UM/UR Committee in February. Will likely bring the UM plan for board review when it is ready. The Centralized Schedulers have taken over the scheduling of psychiatric and medication review appointments, leaving the Medical Assistants more available to do what they are trained to do. Crisis Stabilization Services staff continue to see lots of requests and calls coming in. Inpatient and Crisis Residential Services are up compared to last year in this quarter. We know COVID is contributing to some of that. It has been a challenging 9-10 months for our consumers. The Health Home Integration department (HHI) created a video to go through the process of what the NMHSI health screening appointment experience will be like for consumers and staff. We will have a new child psychiatrist starting in February. She currently lives in Michigan and has experience in the public mental health system.

Mr. Snyder stated that we have talked about the care model and we are several months into implementation and moving into more refining of the care model. All team members are in their new positions and roles, and we continue to evaluate the need for additional capacity. We have posted for several new positions in the last week. Teams have daily huddles and look at metrics, do team building and problem solving. We are doing a lot of training for the CCHBC grant for trauma, SUD and treating chronic illness. We are also providing Motivational Interviewing training for all our clinical staff. We are tracking

what we are doing to show our outcomes and making adjustments if we are not making progress. Mr. Snyder reported that, although we received notice of getting the DOJ grant several months ago, we have till not gotten our budget approved yet. The grant would help us get additional processes in place to help people get deferred from the criminal process if their mental illness caused them to be detained. We are also starting Medication Assisted Treatment (MAT) services in the jail, starting with Lake County.

12. Chief Financial Officer's Report: Ms. Sherfinski reviewed the financial services report through the period ending November 30, 2020, the first two months of the new fiscal year. We are under budget in some of our revenue lines and our expense lines. Most are due to either timing or COVID at this point.
13. Chief Operations Officer's Report: Ms. Condit reported on the highlights for the month with the Operations Team. We welcomed two new team members to the organization in December, and we have six vacancies. We started a Net Promoter Survey (NPS) with our staff. On a monthly basis we ask our staff if they would recommend WMCMH as a place to work or receive services, rated on a scale of 0-10, and we also ask why they provide that rating and what we could do to improve. We will aggregate the data and use it to inform performance improvement activities. We will bring that to the board when we have enough consecutive months of data to review. We continue to do our lean work and working on the critical Standard Operating Procedures (SOPs) identified by our teams. We are now working to ensure we have the right performance metrics. We rolled out a suggestion system for ideas on how we can approve things and we found that it needed some tweaks, so we are working on that during our 2nd quarter focus. We continue to remain in COVID Re-Entry Phase 1. We continue to monitor the numbers in our three counties and continue to review our protocols. Some of our staff have started receiving the vaccine.

Ms. Condit reported that we finished CCBHC Grant #1 and are waiting for SAMHSA's final approval. Brooke Felger, CCBHC project director, is working on putting together a video for training about CCBHCs, highlighting what it means to be a CCBHC, what it means to our staff and communities. She reported that we have a LRE site visit coming up in March. The Network/QI staff are working to prepare for that. We also implemented a NPS metric for monitoring consumer satisfaction as well. We reach out to consumers on a monthly basis for an opportunity for them respond and we'll use that data for performance improvement as well.

Ms. Condit also reviewed the FY 19/20 Fourth Quarter MMBPIS Board Report. As reported previously, the Department changed an indicator and is focusing less on what the total percent of your consumers are who received an assessment or start of care within 14 days, but they want to know why those folks did not get an assessment or start of care within 14 days. The first two graphs look different than they have in the past and there is no standard set by the Department yet. There is nothing in the report that we did not meet the State standard on, so there are no concerns.

14. Lakeshore Regional Entity Update: Dr. Williams reported that we are making significant progress in our negotiations with Beacon. Beacon has agreed to terms for the functions they will perform and are coming up with a price for what it would cost to do the revised functions. Bill Riley has been working with the region's attorney and with some financial expertise to try to come up with options for the Department related to ending the contract dispute. We met with local legislators to talk about those potential solutions. The LRE CEO Search Committee interviewed candidates for the CEO position last week and are

planning to do second interviews with the most promising candidates in the next few weeks. They hope to present a candidate to the Board in February.

15. Director's Report: Dr. Williams stated that the organizational priorities were mostly reported in the prior reports by the Officer reports above. She added that the end of the first grant reporting for CCHBC was a big deal. The Single Audit was also significant because it was the first time we had gone through that experience. Dr. Williams stated that most of our effort around COVID the past month has been looking at the procedures we have in place and making sure everything is ready for when we can move back into Phase 2. We are trying to figure out how to get our staff vaccinated when there is not enough vaccine available in our communities. We have been using our COVID contractor, Carrie Kotecki, for support in these areas and she has been most helpful.
16. Dr. Williams reviewed the 2nd quarter goals in the WCMH Strategic Plan. Each quarter we review the plan and create new goals. We sat down with our directors and crafted new goals for the quarter and made some minor revisions to the language for purposes of clarity going forward. The next thing the Board will see are metrics tied to each of these quarterly goals and hopefully one month of data to show progress on those metrics. We are envisioning a monthly report on our strategic goals for the board. Annually we would report on the progress of our 3-5 year goals. This is a new process and we expect there will be tweaks to it and that it will evolve as we learn how to use the information and as the Board develops familiarity with the process and metrics.

Dr. Williams reported that the Winter Conference of the Community Mental Health Association of Michigan will be virtual this year. It will be held February 9-12th. If you would like to attend the conference virtually, please let Ms. Goodrich know and she will get you registered.

17. Upcoming Committee Meetings:
 - LRE Board Meeting – January 21st at 1:00 via Zoom
 - Executive Committee – February 9th at noon via Zoom
 - CCBHC Advisory Committee – To be scheduled for February
18. WCMH 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: Mr. Bacon made the motion, seconded by Mrs. Seng, that the West Michigan Community Mental Health Board of Directors adjourn its meeting. The meeting adjourned at 6:48 p.m.

Kimberly Goodrich
Recording Secretary

James Prince
Chairperson