

WEST MICHIGAN COMMUNITY MENTAL HEALTH

BOARD OF DIRECTORS MEETING MINUTES

December 15, 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, December 15, 2020. Chair Jim Prince presided.
2. Roll Call: The following members were present: Mary Alway, Ron Bacon, Linda Baierl (arrived at 6:04), Pat Bettin, Dr. Jennifer Branning, Dawn Martin, Jim Prince, Andy Sebolt, Lucinda Shafer, and Larry VanSickle. Absent: Todd Dancz and Kay Seng. A quorum was present. CMH staff members present: Lisa Williams, Michele Condit, Bethany Sherfinski, Ellen Plummer, Josh Snyder, Angie Kuhn, and Kim Goodrich (Recorder).
3. Introductions: There were none.
4. Delegations, Communications and Expressions from the Community: There were none.
5. Approval of Agenda: Mr. Bacon made the motion, seconded by Mrs. Shafer, 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. VanSickle made the motion, seconded by Mrs. Bettin, to approve the item on the consent agenda:
 - 7.1 Minutes from the 11/17/20 WMCMH Board of Directors Meeting. The motion carried via roll call vote.
8. Years of Service Recognition: Dr. Williams stated that it is the time of year that we recognize our staff members, board members and CAP members who hit a milestone in their years of service with the agency. The Employee Engagement Committee developed a PowerPoint to recognize our staff that was shared with the board. It will also be shared with the entire WMCMH staff. Those recognized were:

Five years of service – Dr. Jennifer Branning (Board Member), Joe Brondige, Sara Brondige, Christina Delgado, Katie Demny, Melissa Grondsma, Julie LaFreniere, Darlene McCastle and Ronda Storm.

Ten years of service – Rachel Fessenden, Lisa Nordman and Cathy Triece

Fifteen years of service – Cindy Boerema and Lucinda Shafer, both CAP members

Twenty years of service – Robin Ruhlig and Bethany Sherfinski

Twenty-five years of service – Kam Farias and Jodi Heitz

Thirty years of service – Brenda Hawkins

Thirty-five years of service – James Prince (Board Member)

Dr. Williams and Mr. Prince thanked the staff for everything they do and the continued work with the agency.

9. Executive Committee Meeting Report: Mr. Prince reported that the Executive Committee met with Angie Kuhn, HR Director, and reviewed and discussed the CEO's compensation and contract. The Executive Committee is recommending a 3.5% salary increase. Mr. Prince noted that the Executive Committee will be reviewing the CEO's appraisal process next year. Mr. VanSickle made the motion, seconded by Mr. Bacon, to give Dr. Williams a 3.5% salary increase. The motion carried via roll call vote.

The Executive Committee is also recommending extending CEO Williams' contract for another year beyond its existing one year balance. Dr. Branning made the motion, seconded by Mr. Bacon, to extend Dr. William's contract for another year. The motion carried via roll call vote.

10. Finance Committee Recommendation: Mr. VanSickle reported that the Finance Committee reviewed a list of three contracts over \$20,000 to bring to the full board. He asked about why we don't own the building in Baldwin. Ms. Sherfinski's understanding is that Lake County prefers to own the building and lease it to us. She also stated that the list has an error on it, in that the contractor for the Baldwin lease Should be Lake County, not WMCMH Baldwin site. Mr. VanSickle made the motion, seconded by Mr. Bacon, to approve the list of contracts over \$20,000, with the one contractor/vendor name corrected. The motion carried via roll call vote.
11. Recipient Rights Advisory Committee Recommendation: Mrs. Bettin provided an overview of the FY 19/20 Year End Recipient Rights Data Summary Report. She noted that the Recipient Rights Office had its first recent incident of a sexual abuse allegation and substantiated complaint. It was referred to the police and APS. It was a complaint against an employee of a contractor provider and that employee left employment of the contractor. The rest of the complaints were pretty typical of what we see year to year, along with a similar number of complaints as in recent years past. Mr. VanSickle made the motion, seconded by Mrs. Shafer, to receive and file the FY 19/20 Year End Recipient Rights Data Summary Report. The motion carried via roll call vote. Ms. Hobart, Recipient Rights Officer, will submit this report to MDHHS.
12. Chief Clinical Officer and Chief Healthcare Integration Officer's Report: Ms. Plummer reported that all the Utilization Management (UM) pieces have been implemented and we are now in the process of reviewing and evaluating. All changes were launched into production into our EMR last week. We have started working on the agency's UM plan and that will be implemented over the next few months. Our Central Scheduling will be taking over appointment scheduling, including all of the appointments for our Health Clinic. We still have an Access Clinician position open. We continue to build our relationship with NMHSI and work together virtually. We are working on a video that shares the health referral service. Amanda Allen will be the new practitioner beginning in January for NMHSI. We continue to hold lunch and learns, taking turns with NMHSI on helping our staff gain a better understanding integrated care.

Linda Baierl joined the meeting at 6:04 pm.

Mr. Snyder stated that we are nine months deep into COVID and he wants to recognize the staff who work with consumers in that environment and providing services over phone and video or face to face with PPE. Public shout out to all the hard work that staff have done, both clinically and administratively. He stated that we are still in the waiting mode for the DOJ grant to go into effect; it will likely be February or March before we can get started on that. We are using metrics in ways that are much more effective and helpful for us to recognize barriers and drive change. He reviewed a few sets of data that we track and use with our teams.

13. Chief Financial Officer's Report: Ms. Sherfinski reviewed the financial services report through the period ending October 31, 2020, the first month of the new fiscal year. Things look as anticipated, with the exception that we do have some underspending primarily in the Salary and Wage area related to some of the vacancies with restructure that we are having trouble filling. The other is due to COVID.

Ms. Sherfinski also reviewed the MERS Plan Adoption Agreement and requested board approval. Periodically we are required to update our plan documents. It was reviewed and some choices had to be made, essentially deciding what wages would be included in the calculation of the benefit for anybody who is still an active employee on our defined benefit plan. We currently have one employee left in the plan. Mr. VanSickle made the motion, seconded by Mr. Bacon, to approve the MERS Plan Adoption Agreement as presented. The motion carried via roll call vote.

14. Chief Operations Officer's Report: Ms. Condit reported on the highlights for the month with the Operations Team. We have welcomed some new staff in November, but we still have positions that we are actively recruiting for. Some good news is that our staff has been very minimally impacted by COVID, which we are grateful for. We continue with our Lean work, with all teams having metrics driving performance. We are implementing a revised suggestion system, where staff can make suggestions for improvement, they are then evaluated and implemented if appropriate.

We continue to be in re-entry phase 1 with COVID. We continue to provide services, it just means that we are doing extra cleaning of our buildings, reporting staff travel, reporting illness of staff and household members. We continue to monitor the numbers of COVID cases in our three counties and following protocols as they come out. We are also reviewing information regarding the vaccine. Our Employment Engagement Committee has been working on some fun activities to keep employees engaged while working remotely.

We continue with our CCBHC work. We are submitting the year end report for Grant 1 and quarterly report for Grant 2. Our new Project Evaluator is working.

We continue to use social media and articles to promote WMCMH. The most recent article was enclosed in your board packet.

Ms. Condit also reviewed the FY 19/20 Third Quarter MMBPIS Board Report. She stated that there were no concerns on their end with any of the indicators. We met or exceeded the targets on all indicators.

15. Lakeshore Regional Entity Update: Dr. Williams reported that the current LRE CEO, Greg Hofman, will be transitioning to the Transition Manager and the Interim CEO, Bill Riley will essentially be the acting CEO and Mr. Hofman will be the support to him for the duration of Mr. Hofman's employment. Bill Riley has taken over responsibility for

contract negotiations with Beacon and those are moving ahead rather quickly. The LRE has met with the State to let them know where we are with the negotiations and the State has given advice on how to handle the situation with Beacon. Some of the functions that Beacon has been doing will be transitioned back to the LRE and CMHs. Dr. Williams has been part of the negotiations team.

Dr. Williams noted that we received an LRE contract extension after the board packet was sent out and it was sent to board members separately. Dr. Williams is asking that we continue our contract with the LRE for another month in its current form and is recommending that we approve her signing it. Mr. Bacon made the motion, seconded by Mr. VanSickle, to approve the 30-day extension with the LRE. The motion carried via roll call vote.

Dr. Williams thinks that the region will end the fiscal year with excess revenue that will be able to go into the Region's ISF. The search firm has begun interviewing promising candidates for the permanent LRE CEO position.

16. Director's Report: Dr. Williams stated that the organizational priorities were mostly reported on in the prior reports. She added that Grant 1 of CCBHC is almost complete and Grant 2 is ongoing. We are moving forward with preparedness for being part of the CCHBC Demonstration in Michigan. This is distinct from being a CCBHC Expansion Grant recipient. Conflict Free Case Management is now considered complete, thank you to Ellen and her staff for all their hard work. This priority area being done is really a big deal. Organization restructure continues to move well. All the staffing pieces are in place and we continue to evaluate our functional alignment and lean work, including SOP development and refinement. We are making sure that all the pieces and parts are working together and completely in concert with the care model. Our team has done an amazing job.

We remain in phase1 of re-entry regarding COVID. We think things are flattening a little in Mason and Lake Counties, but not Oceana. We are hopeful that the way we respond and the way we support our staff will continue to keep our staff team and our consumers safe and healthy during this challenging time. Talks of returning to the office are not likely to occur anytime soon; we are looking at March now at the earliest based on information available to us at this time. We are working to relieve our staff of the majority of responsibilities associated with coordinating a COVID response. We have signed a contract with Compliance One. Compliance One has a local consultant who will be reviewing and revising our existing protocols, monitoring, and assisting us in amping up for when vaccines become available. She will help us get ready for the next phase of this as well, including safe re-entry to office-based services and permanent assignment and training of emergency preparedness to an internal staff person.

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 have any interest in attending the conference virtually, please let Ms. Goodrich know.

Regarding future Board meetings, there is COVID related legislation being considered in the House and Senate that will extend the ability to meet virtually while remaining in compliance with the Open Meetings Act. We will meet virtually in January and then we will evaluate each month. The legislation being considered would allow us to meet virtually through March.

Dr. Williams stated that this has been a heck of a year. We've done some exciting things in the organization despite COVID. She thanked the board for their ongoing support this year. Knowing that the board is behind us in what we do helps us continue to move forward. We wish you all a very Merry Christmas and want you all to know how very much you are appreciated.

17. Upcoming Committee Meetings:

- LRE Board Meeting – December 17th at 1:00 via Zoom
- Executive Committee – January 12th at noon via Zoom

18. WMCMH Board Member Comments, Questions, Clarifications and Critique of Meeting:
Dr. Branning is happy to have 2020 coming to an end.

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

20. Executive Session: There was none.

21. Adjournment: Mr. VanSickle made the motion, seconded by Mr. Bacon, that the West Michigan Community Mental Health Board of Directors adjourn its meeting. The meeting adjourned at 6:52 p.m.

Kimberly Goodrich
Recording Secretary

James Prince
Chairperson