

WEST MICHIGAN COMMUNITY MENTAL HEALTH

BOARD OF DIRECTORS MEETING MINUTES

February 16, 2021

1. Call to Order: The West Michigan Community Mental Health Board of Directors met for its regular meeting via Zoom, at 5:31 p.m. on Tuesday, February 16, 2021. Chair Jim Prince presided.
2. Roll Call: The following members were present: Mary Alway, Ron Bacon, Linda Baerl, Pat Bettin, Dr. Jennifer Branning, Dawn Martin, Jim Prince, Andy Sebolt, Kay Seng, Lucinda Shafer, and Larry VanSickle. Absent: Todd Dancz. A quorum was present. CMH staff members present: Lisa Williams, Michele Condit, Bethany Sherfinski, Ellen Plummer, Josh Snyder, and Kim Goodrich (Recorder).
3. Introductions: There were none.
4. Delegations, Communications and Expressions from the Community: Tracy Bonstell, former WMCMH employee, announced she was present as a community member.
5. Approval of Agenda: Mr. Bacon made the motion, seconded by Mr. VanSickle, 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. Bacon, to approve the item on the consent agenda:
 - 7.1 Minutes from the 01/19/2021 WMCMH Board of Directors Meeting. The motion carried via roll call vote.
8. 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.
9. CCBHC Advisory Committee Report: Mrs. Seng reported that Brooke Felger, CCBHC Project Coordinator, gave a very good explanation of how things were going with grant 1 and 2, and brought the Committee up to date on data and goals. WM is already above target on most of the goals that were set and very close to achieving others. The Committee learned about myStrength, an app that has evidenced based tools for a variety of mental health issues and that is available broadly to community members. You just need to contact WM for a code to access. The group talked about the training that staff will be receiving as part of CCBHC.

Mrs. Seng reported that the updated QAPIP for FY 21 was also reviewed and is being recommended for approval to the full board. Mr. VanSickle made the motion, seconded by Mrs. Shafer, to approve the FY 21 QAPIP plan as presented. The motion carried via roll call vote.

10. Chief Clinical Officer and Chief Healthcare Integration Officer's Report: Ms. Plummer provided an overview of Conflict Free Case Management/Utilization Management and Health Services. We are still trying to hire one more Clinical Service Planner. Today was the first day of the revised, restructured UM Committee, which will meet monthly. All of the NOMs and processes transitioned to the CFCM and HCI departments. We have a video explaining the health screening process to share with consumers and staff. It will go out to all Clinical teams and we are also having Amanda Allen, the provider at NMHSI attend team huddles.

Mrs. Alway asked what we are doing for staff's stress. Ms. Plummer stated that we are aware of stress and that we have had a lot of stress with COVID. WM's Employee Engagement Committee is doing some activities around staff morale. Hiring is a challenge, which adds to staff members' stress, and we are doing our best to support staff. Dr. Williams added that we are continuing to work on lean principles within team huddles. The work being done on Lean and with restructure are impactful for the organization and is taking a lot of time for staff to adjust and adapt to. That's creating some stress for staff as well, which we understand, and we are trying to work hard to get through those.

Mr. Snyder reported on the clinical services side. He reported that we hired a fulltime clinician who will work half time working with WSCC and half time for WMCMH. In addition, we are hiring a RN Care Manager, another clerical position embedded on teams, and a remote therapist position. We continue to refine metrics and teams continue to meet in daily huddles. We have a wellness metric that was started by a coordinator, who texts each team member each morning to see how they are doing on a scale of 1-10. Other supervisors have started doing this as well and it has been well received by employees. Mr. Snyder also provided a brief update on Lean work and CCBHC trainings for the clinical staff.

11. Chief Financial Officer's Report: Ms. Sherfinski reviewed the financial services report through the period ending December 31, 2020, the first three months of the fiscal year. No major changes from last month, our variances are very similar. In the next few months, we'll be doing a budget projection on where we expect to land, as when we put this together there were a lot of unknowns.

Ms. Sherfinski also provided a brief review of the WMCMH Investment Report for the period ending 12/31/2020. The report shows the mix of where we have our fund balance and cash invested, and how our rate of return is. We aren't seeing much interest income these days.

12. Chief Operations Officer's Report: Ms. Condit reported on the highlights for the month with the Operations Team. We have begun to look at creative way to fill the open positions and expand our recruitment efforts. This month, the EEC had a team video competition. Staff will watch the videos and vote on their favorite. This is another activity we are trying to help staff feel connected. MMRMA (risk management/insurance) was on site last week to do its annual inspection; still waiting on the final report from

them. We are considered a National Health Service Corp organization, which is a way for us to recruit and retain staff. It's time for a three-year certification and staff are pulling materials together for that. The LRE is also doing its site visit at the beginning of March. All of our grant 1 close out reports have been accepted by SAMHSA so that grant is officially closed. We have doing staff net promoter surveys, a way to get information on how our staff are feeling. We capture that data each month and develop performance improvement opportunities around that. Last month we rolled it out for consumers, and this month to providers. We worked with MDHHS, who provided the PIHPs with KN95 masks and asked for assistance from CMHs to get those masked distributed to AFC homes. As of this week, we have distributed over 800 masks to the AFC homes in our three counties.

13. Lakeshore Regional Entity Update: Dr. Williams reported that we have a discussion with MDHHS in the coming week related to the settlement negotiation. We expect the LRE CEO search committee to announce a candidate for the CEO position, with the LRE board voting at its meeting on Thursday. The CEOs are reviewing the finalized contract with Beacon to lay out the new financial terms for that contract going forward. It's a significant decrease in cost from the initial contract term and that will have some significant savings for the region. Some of the dollars will be used to rebuild those services at the LRE and some will be pushed back into services through the CMHs.

Dr. Williams reviewed a revised FY LRE/WMCMH contract for approval for her to sign. We are comfortable with the revisions made to the contract to bring it into compliance with the State's contract with the PIHP. Mr. Bacon made the motion, seconded by Mr. VanSickle, to authorize Dr. Williams to sign the revised FY21 LRE/WMCMH contract as presented. The motion carried by roll call vote.

14. Director's Report: Dr. Williams reviewed the organizational priorities briefly since the majority of information was covered in earlier reports. CCBHC Grant 1 is fully complete and we are making significant progress on deliverables on Grant 2. We continue work on restructure with CFCM and work within the context of our lean principles to get the restructure solidly in place.

Dr. Williams stated that we continue to remain in re-entry phase 1 with regards to COVID. We are pleased to see the numbers of COVID cases going down in our three counties, but they aren't at the level to move to phase 2 re-entry. A large number of our staff who wanted to receive the vaccine have gotten it. We continue to work with the Health Department to get more staff in. There continues to not be enough vaccine available in our communities, as well as statewide and nationwide.

Dr. Williams provided a review of the 2nd quarter goals of WMCMH's Strategic Plan. This is our first stab at this report and anticipate getting better at sharing that information. This is also the first month that we've been able to capture the data around those goals and there is still some information that is missing. We anticipate that as we go through this process, we will continue to refine the metrics and how we show them to the board. We will also work to put the most meaningful information in front of the board. Please don't hesitate to send feedback to her.

15. Upcoming Committee Meetings:

- LRE Board Meeting – February 18th at 1:00 via Teams
- Executive Committee – March 9th at noon via Zoom

16. WMCMH Board Member Comments, Questions, Clarifications and Critique of Meeting: Dr. Branning encouraged staff to hang in there and was happy that we appear to be working on staff morale.

17. Delegations, Communications and Expressions from the Community: Tracy Bonstell, former CMH employee, provided comment regarding her concerns for staff morale during COVID and the restructure process.

Mr. Prince thanked Ms. Bonstell for attending the board meeting and the board is grateful for hearing from others than those who normally report to the board. Comments are taken seriously, and he assures her that there will be follow up.

18. Executive Session: There was none.

19. Adjournment: Mrs. Seng made the motion, seconded by Mrs. Shafer, that the West Michigan Community Mental Health Board of Directors adjourn its meeting. The meeting adjourned at 6:36 p.m.

Kimberly Goodrich
Recording Secretary

James Prince
Chairperson