

# WEST MICHIGAN COMMUNITY MENTAL HEALTH

## BOARD OF DIRECTORS MEETING MINUTES

September 21, 2021

1. Call to Order: The West Michigan Community Mental Health Board of Directors met for its regular meeting in person at the Oceana County Services Building, located in Hart, at 5:30 p.m. on Tuesday, September 21, 2021. Chairperson Jim Prince presided.
2. Roll Call: The following members were present: Mary Alway, Ron Bacon, Pat Bettin, Dr. Jennifer Branning, Dawn Martin, Jim Prince, Andy Sebolt, Kay Seng (via Zoom due to a medical reason), Lucinda Shafer, and Larry VanSickle. Absent: Linda Baiert (excused) and Todd Dancz. A quorum was present. CMH staff members present were: Lisa Williams, Michele Condit, Bethany Sherfinski, Ellen Plummer, Josh Snyder, Justin Persoon, and Kimberly Goodrich. Ione Myers, LRE CEO, was present via Zoom.
3. Introductions: Dr. Williams introduced Lake County Sheriff Richard Martin. She also introduced Justin Persoon, WCMCHs' Coordinator for Autism Services.
4. Donation to Autism Services: Sheriff Richard Martin was present to present a donation to WCMCH's Autism Services. He stated that with the pandemic, there were a lot of charities that were unable to do any fundraising, so the Lake County Sheriff's Department came up with different ways to raise money to donate to area charities. Three of the big things that the Sheriff Department did to raise money were: 1) a pop can drive that raised \$9200; 2) Blessing of the Bikes 2021 T-shirts, and 3) Selling Autism Awareness patches. As of today, the Sheriff's office has donated \$27,000 to local charities and non-profits. He presented a check for \$2,000 to WCMCH for autism services. Mr. Prince thanked Sheriff Martin for the donation and expressed our appreciation that the community is aware of the WCMCH autism program and the importance of that work.
5. Delegations, Communications and Expressions from the Community: There was none.
6. Approval of Agenda: Mr. Sebolt 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.
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. Consent Agenda: Mr. Bacon made the motion, seconded by Dr. Branning, to approve the item on the consent agenda:
  - 8.1 Minutes from the 8/17/21 WCMCH Board of Directors Meeting. The motion carried.
9. Executive Committee Meeting Report: Mr. Prince reported that the Executive committee met last week, and the minutes are attached for review. There were no action items from the committee.

10. Finance Committee Recommendation: Mr. VanSickle reported that the Finance Committee reviewed a large list of contracts over \$20,000. The majority of the contracts are three-month extensions. Ms. Sherfinski stated that we are extending the current contracts while waiting for a new standard contract template that will be available soon from the LRE. We are also waiting to see what our funding looks like as we are still working off preliminary projections. Most of the contracts are typical, ongoing things for us. Mr. VanSickle made the motion, seconded by Mr. Bacon, to approve the list of contracts over \$20,000 as presented. The motion carried.

The Finance Committee also reviewed the proposed Fiscal Year 2021/2022 Budget. Ms. Sherfinski noted that our revenue numbers are not final yet and we will be receiving some additional CCBHC Demonstration funds, but those numbers are not final yet either. As is always the case at the beginning of the fiscal year, these numbers are our best projection as of this point in time. The Finance Team is implementing a new software project and we thought it would be a good chance to make some changes to some of our budget lines so you will see some zeros while we transition certain items in the budget to other budget line areas. Mr. VanSickle made the motion, seconded by Mr. Bacon, to approve the proposed FY 21/22 Budget as presented. The motion carried.

Mr. VanSickle reviewed the proposal to use Roslund Prestage and Co for the FY 20/21 and FY 21/22 financial audits. They are the same audit firm that has been auditing us for the past several years. They audit approximately 40% of the CMHs in the state. Mr. VanSickle made the motion, seconded by Mr. Bacon, to approve the use of Roslund Prestage and Co for the FY 20/21 and 21/22 financial audits. The motion carried.

11. Clinical Services Report: Ms. Plummer highlighted the number of CMH consumers that Northwest Michigan Health Services (NMHSI) is serving, assuming primary care for 24 new WMCMH clients in August. Their practice is getting busy, which is a very positive thing for physical integration in our community.

Mr. Snyder reported that we are making good progress on staffing and filling position. He also provided an overview of the Dialectical Behavioral Therapy (DBT) program. This is an evidence-based practice developed for those with borderline personality disorder and expanded to other populations since it worked so well related to trauma, anxiety, and depression. Initially the treatment was assumed to be effective for adults only, but research has shown that it is effective for adolescents as well. WMCMH has had an adult DBT program for many years but has recently begun implementing this evidence-based practice with adolescents. DBT involves skills building, mindfulness, interpersonal skills, and coaching.

12. Chief Financial Officer's Report: Ms. Sherfinski reviewed the financial services report through the period ending July 31, 2021, ten months of the fiscal year. There is nothing significant to report. There was an adjustment to our direct care wage pass through that reflects dollars we weren't able to use, and we'll have to send that back to the State.

Ms. Sherfinski reviewed a proposed policy revision to an IT related policy. We've been doing some work organizationally to look at what's in our policy, what's in our procedure and work instructions. We just pulled a sentence from the policy that made more sense to be in the procedures. Mr. VanSickle made the motion, seconded by Mrs. Bettin, to approve the policy revision as presented. The motion carried.

Ms. Sherfinski shared that we had a public hearing for FY22 budget on Monday. We had one person request the budget information, but no one attended the public hearing.

13. Chief Operations Officer's Report: Ms. Condit highlighted a contract with Compliance One that we have for a contractor who has expertise around not only COVID, but emergency responses and emergency plans. We've been working with her on creating emergency response plans and some easy to use response guides so staff have a checklist in an emergency situation. We learned also about Incident Command, a standardized approach to handling emergency situations. We identified a team and had them as well as a set of backups trained and used an actual situation that occurred to walk through the incident command process.

Ms. Condit reviewed the Michigan Mission-Based Performance Indicator Summary (MMBPIS) for the quarter ending June 30, 2021. The indicator of Timeliness from Assessment to Start of Care was not met this quarter and a Plan of Correction in place. All other indicators were within the state standard.

14. Community Mental Health Association of Michigan (CMHAM): Dr. Williams reported that the annual Fall Conference will be held on October 25<sup>th</sup> and 26<sup>th</sup> in Traverse City at the Grand Traverse Resort. The conference will have the option of in person attendance or virtual. Please let Ms. Goodrich know as soon as possible if you would like to attend in person or virtually.

Dr. Williams reported on some of the public policy education activities that we've been doing organizationally based upon the plan that the Public Policy Education Committee put forth for us. We took Resolutions to Oppose Senate Bills 597 and 598 and Rep. Whiteford's legislation to all three of our county commissions. All three commissions passed the resolutions. Consumers and staff met with both Senators VanderWall and Bumstead. Our Union has been very helpful in the advocacy relative to this legislation by reaching out to SEIU larger statewide organization. SEIU has begun advocating and reached out to several other union groups in the state. All those groups have put forth resolutions in opposition to the Senate Bills. Dr. Williams testified today at the Senate Committee Hearing in opposition to the bills. The CMH CEOs who testified as well as consumers and advocacy organizations did a great job.

15. Lakeshore Regional Entity Update: Dr. Williams reported that we have some verbal indication that the corrective action plan will be accepted, and the LRE will be removed from sanctions, and we should hear by the end of this week about the financial settlement. The region continues to build their staff team. They are preparing and learning for the CCBHC Demonstration because the PIHPs are a critical part of how that demonstration rolls forward.

16. Director's Report: Dr. Williams reported that things are leveling off in our three counties regarding COVID positivity rates. We are still under an agency wide mask mandate in all of our facilities regardless of vaccination status. We are dealing internally with information from the Federal government that there will be a vaccine mandate for entities that receive Medicare and Medicaid. We are waiting on guidance around that, which is due around October 15<sup>th</sup>.

Dr. Williams stated that as part of our strategic planning process, we wanted to report quarterly on our annual goals. We've experimented with a variety of reports and learned from board feedback. The new report is designed to reflect status on achieving the annual goals. It is formatted similar to the MMPBIS and indicates up front where we are doing well, where are we meeting expectation and where we need improvement. Ms. Condit reviewed the report, which includes metrics we established to measure if we are meeting to our one-year goals. We will bring this report back each quarter to share our performance on our annual metrics. There was some discussion on the NOMS. Mrs.

Bettin stated that the NOMs graph doesn't really tell her anything, but the other ones are useful as a board member. Dr. Branning asked what the issues are with the staff score. Dr. Williams stated that although not all CMHs use the NPS to measure employee satisfaction, but when she talks to directors around the state, everyone is experiencing similar staff issues – worker shortage, compensation compared to other community organizations, and the 3<sup>rd</sup> wave of the pandemic. The behavioral health impact on staff is significant and they are tired. Add this to the organizational structure we took on during the pandemic, pace of change, and working really hard over the last year increasing accountability probably all plays into it. It is concerning and we continue to do everything we can (salary study, hazard pay for our staff who worked throughout the pandemic, made some changes to tuition reimbursement). Ms. Condit added that staff have an opportunity to comment on the reason for their rating and we continue to monitor that data and do as much as we can.

Dr. Williams stated that the board has a high-level vantage point of what's going on in the system, and in our communities. A SWOT analysis (Strengths, Weaknesses, Opportunities and Threats) is something you do before strategic planning. We met with the board members who volunteered to be part of the SWOT discussion and they added some great feedback to those four areas. This informs how we set our goals for next year as well as how we ensure the goals we have set for 3-5 years continue to be moving us in the right direction. We will bring the year two goals and the slightly revised 3-5 year goals to the next meeting. We will also bring back a revised and full 1-year summary of our progress on the annual goals based on the feedback you all provided tonight. Dr. Williams welcomed any additional feedback that board members might have.

Ms. Condit reported that we have followed up with the person who came to our board meeting last month to give public comment. We've also met with the directors of the autism center and are working together to solve any issues.

17. Upcoming Committee Meetings:

- Executive Committee – Thursday, October 7<sup>th</sup> at noon in Ludington
- LRE Board Meeting – Thursday, October 21<sup>st</sup> at 1:00 in Muskegon

18. WMCMH Board Member Comments, Questions, Clarifications and Critique of Meeting:  
Dr. Williams thanked the board for its patience on the strategic planning process and how we report back to the board and for the feedback along the way.

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

20. Executive Session: There was none.

21. Adjournment: With no additional business, Mr. Bacon made the motion, seconded by Mrs. Martin, to adjourn the West Michigan Community Mental Health Board of Directors adjourned its meeting at 7:01 p.m.

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Kimberly Goodrich  
Recording Secretary

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James Prince  
Chairperson