

WEST MICHIGAN COMMUNITY MENTAL HEALTH

BOARD OF DIRECTORS MEETING MINUTES

January 18, 2022

1. Call to Order: The West Michigan Community Mental Health Board of Directors met for its regular meeting in person in the conference room of the Lakeshore Resource Network, located in Ludington, at 5:31 p.m. on Tuesday, January 18, 2022. Chairperson Jim Prince presided.
2. Roll Call: The following members were present: Mary Alway, Pat Bettin, Ron Bacon, Linda Baierl, Dr. Jennifer Branning, Jim Prince, Dawn Martin, Andy Sebolt, Kay Seng, and Lucinda Shafer. Absent: Todd Dancz and Larry VanSickle (excused). A quorum was present. CMH staff members present were: Lisa Williams, Michele Condit, Bethany Sherfinski, Ellen Plummer, Josh Snyder (via Zoom), and Kimberly Goodrich.
3. Introductions: There were none.
4. Delegations, Communications and Expressions from the Community: There was none.
5. Approval of Agenda: Mr. Sebolt made the motion, seconded by Mr. Bacon, that the West Michigan Community Mental Health Board of Directors approve the agenda as presented. The motion carried.
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 12/21/21 WMCMH Board of Directors Meeting. The motion carried.
8. Executive Committee Meeting Report: Mr. Prince reported that the Executive Committee's report is available for review. There were no action items nor questions from the board.
9. Finance Committee Recommendation: Mr. Bacon reported that the Finance Committee did not meet but reviewed a short list of two contracts over \$20,000 to present tonight. One contract is with NMHSI for a continuation of the agreement we have with them through the end of our CCBHC Demonstration grant. The other is a contract with Iris Telehealth is to help with some contracted therapy time. Mr. Bacon made the motion, seconded by Mrs. Alway, to approve the list of contracts over \$20,000 as presented. The motion carried.
10. Program and Services Committee Recommendation: Mrs. Seng reported that the Committee did not meet but was sent the FY22 Quality Assurance Performance Improvement Program (QAPIP) for review. The changes are minor word changes

mainly. Mrs. Seng stated that this helps us do the best we can to serve our consumers and we hope people let us know if they are not happy. Mr. Sebolt made the motion, seconded by Mr. Bacon, to approve the FY22 QAPIP as presented. The motion carried. It was clarified that funders and CARF review this plan and hold us accountable to carrying it out.

11. Clinical Services Report: Mr. Snyder highlighted the retirement of Brenda Hawkins, who was a therapist for 31 years. She retired at the end of December. She was the 72nd employee hired by us, and we are now in the 800s. She was a great employee.

Ms. Plummer highlighted that we will begin work on Zero Suicide, an evidence-based practice. It's community based, community driven and really makes suicide something safe to talk about and develops effective community responses to support. It is a required evidence-based practice for the CCBHC Demonstration work, and Ms. Plummer will report more on it as it progresses.

Ms. Plummer provided an overview of Heath Home Integration (HHI) clinic and our psychiatric services. The HHI Clinic used to be our Health Services Team (HST). The team and clinic provide psychiatric evaluations, medication reviews, psychiatric consultations, etc. People can choose virtual or in person visits. The field of psychotropic medication has come a long way. We have injectable medication that will work for 12 weeks. We provide medication services to 848 consumers and the clinical provided 5,247 billable services. Prescribers also support prescriptions for ECT for individuals who have medication resistant depression.

12. Chief Financial Officer's Report: Ms. Sherfinski reviewed the financial services report through the period ending November 30, 2021, two months of fiscal year 2022. Lots of variances as we typically see this early in the year. Our Medicaid (MCD) dollars are starting to even out, as well as our CCBHC Demonstration revenue. Ms. Sherfinski does anticipate even more revenue coming in for this area, we just don't have the numbers yet. On the expense side, contractual services is the biggest variance, partly due to increases given to providers that don't start until January 1st. The Balance Sheet in the Board packet is out of our new system and that is exciting for us.
13. Chief Operations Officer's Report: Ms. Condit stated that Mrs. Seng provided all the highlights regarding the updated QAPIP, so she had nothing further to report.

Ms. Condit reviewed a policy revision to align with the union contract that was approved last month. Mrs. Seng made the motion, seconded by Mrs. Bettin, to approve the policy revision to policy 4-11-3 as presented. The motion carried.

Ms. Condit also reviewed the first quarter FY21-22 Strategic Planning Report. This is the highlight of some metrics we monitor on our progress toward meeting our annual strategic goals, our 3-5 year goals, and our Big Hairy Audacious Goal (BHAG). We monitor these routinely and will share them quarterly so board members have a sense of how we are doing. We have not met our target on encounters so will be digging into why and address those issues. The Consumer Net Promoter Score continues to be in the excellent range, but we continue to watch it as the score is declining a bit. We had a slight improvement in the Employee Net Promoter Score, but we are bringing in an outside consultant to do some focus groups with our staff to better understand their concerns. We are on target to meet our BHAG.

14. Community Mental Health Association of Michigan (CMHAM): Dr. Williams reported that the CMHAM Winter Conference will be entirely virtual next month. It's occurring on February 8th and 9th and board members can contact Ms. Goodrich if they are interested in attending. Ms. Condit is presenting at the conference on the quality work around CCBHC.

Dr. Williams reported that CMHAM does a lot of work to advocate relative to the public policy threats in the system right now. Things were pretty quiet over the holidays. The Northern Michigan Counties will be meeting with Sen. Shirkey in a couple weeks so we will be talking to our commissioners who are likely going to be part of that meeting. We have had a good amount of views and shares on the whiteboard video we helped create and CMHAM is working on additional promotion of it.

15. Lakeshore Regional Entity Update: Dr. Williams reported that the LRE has issued a contract amendment to extend the contract to September 30, 2022 and Dr. Williams is requesting permission to sign it. Dr. Branning made the motion, seconded by Ms. Shafer, to authorize Dr. Williams to sign the LRE contract amendment as presented. The motion carried.

Dr. Williams noted good progress in the discussion about the settlement, which essentially removes the region from being on sanctions with the State. The LRE Board meets on Thursday and will discuss the tentative agreement that has been negotiated. This is a huge step for the region and is really excellent news. Of note the settlement does not pertain to the past liability challenges. That will require additional steps and negotiation. Dr. Williams reported that the LRE is having a virtual meet and greet in early February to introduce LRE staff to CMH staff in the region.

16. Director's Report: Dr. Williams reported that we continue to be doing a pretty good job of managing COVID exposure between staff and consumers, although we have had 15 new staff that have tested positive for COVID since January 1st, with a total of 54 over the course of the pandemic. We are trying to keep morale up and keep staff motivated. Regarding the court rulings with the vaccine mandate, it was determined that the CMS rule does not apply to WCMCMH, and the OSHA rule was dismissed in court, so we are not bound to any of the requirements of that as far as we know at this time. We continue to encourage staff to get vaccinated and get their booster.

Dr. Williams noted that the following board members' terms expire on 3/31/22: Mary Alway, Linda Baierl, Lucinda Shafer, and Larry VanSickle. If you want to seek reappointment, please let Ms. Goodrich know and she will help you get a letter to the County Administrator. Dr. Williams hopes that everyone will want to be reappointed.

17. Upcoming Committee Meetings:

- LRE Board Meeting – Thursday, January 20th at 1:00 in Muskegon
- Executive Committee – Tuesday, February 8th at noon in Ludington
- CCBHC Advisory Committee – to be scheduled in February

18. WCMCMH 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: With no additional business, Mrs. Seng made the motion, seconded by Mrs. Bettin, to adjourn the West Michigan Community Mental Health Board of Directors adjourned its meeting at 6:35 p.m.

Kimberly Goodrich
Recording Secretary

James R. Prince
Chairperson