

WEST MICHIGAN COMMUNITY MENTAL HEALTH

BOARD OF DIRECTORS MEETING MINUTES

October 17, 2023

1. Call to Order: The West Michigan Community Mental Health Board of Directors met for its regular meeting in person in the Commissioner Room of the Lake County Courthouse, located in Baldwin, at 5:32 p.m. on Tuesday, October 18, 2022. Vice Chairperson Larry VanSickle presided.
2. Roll Call: The following members were present: Ron Bacon, Linda Baierl, Todd Dancz, Kay Seng, Lucinda Shafer, Robert Walker, Clyde Welford, and Larry VanSickle. Excused: Jim Prince. Absent: Mary Alway and Dr. Jennifer Branning. A quorum was present. CMH staff members present were: Lisa Williams, Michele Condit, Bethany Sherfinski, Ellen Plummer, Josh Snyder, and Kelly Hein.
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 Ms. Bettin, that the West Michigan Community Mental Health Board of Directors approve the agenda as presented. The motion carried.
6. Conflict of Interest Question: Mr. VanSickle 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 Ms. Seng, to approve the item on the consent agenda:
 - 7.1 Minutes from the 9/19/23 WCMCMH Board of Directors Meeting. The motion carried.
8. Executive Committee Meeting Report: Mr. VanSickle reported that the Executive Committee's report is available for review. There were no action items or questions from the board.
9. Finance Committee Report: Mr. VanSickle reported that the Committee did not meet but was forwarded a list of contracts to review and bring to the full board for its approval. The first is for General Liability Insurance for fees related to general liability insurance to support organizational operations. The second is for two contracts for Specialized Residential Settings. Mr. Bacon made the motion, seconded by Ms. Seng, to approve the list of contracts greater than \$50,000 as presented. The motion carried.
10. Healthcare Integration and Clinical Services Report: Ms. Plummer highlighted that she hoped to have an update on the Conflict-Free Access & Planning State Workgroup but it

was announced that they would be delaying any further work related to conflict-free access and planning. No further information was provided by the state on a timeframe.

Mr. Snyder reported on the internship opportunities that WMCMH offers as part of an individual's schooling. These Individuals may be existing employees who are furthering their education in the mental health field or individuals not employed with us. WMCMHS chooses 5 interns per year, and this is a strategy to "give back" to the field and to "recruit" candidates who we are interested in working for us upon graduation.

11. Chief Financial Officer's Report: Ms. Sherfinski reviewed the financial report through the period ending August 30, 2023. She noted there is nothing out of the ordinary, and it is similar to what we have been seeing. Our revenues are evening out a bit, but we still expect some additional Medicaid revenue to bring the small variance closer to our break even point.
12. Chief Operations Officer's Report: Ms. Condit highlighted an activity the organization has been doing to improve organizational culture. Weekly every team participates in the same "Thoughtful Thursday" activity. A recent activity was around identifying each team's "super powers." She explained how each WMCMH team worked together to identify what they see as their team's superpowers and then was paired with another team that also generated supervisors for their partner team. This activity was focused work on one of our cultural aspirations around actively investing in our own and each other's development to understand the roles and perspectives that we have. She shared the "word cloud" that was generated from all the strengths and super powers identified across the entire organizational team.

Mr. Condit also reported on the proposed policy 4-06-06 change related to WMCMH supporting a variety of work arrangements for staff. Mr. Bacon made the motion, seconded by Mr. Dancz, to approve the policy change as presented. The motion carried.

Ms. Condit reviewed the 3rd quarter MMBPIS report. She noted there are now low and high targets identified. WMCMH is having outstanding performance related to Adult and Child population; percentage of inpatient screening done within 3 hours or less. The rest are just how they have looked in the past. We met or exceeded the standard for all but one metric. The one we fell below on was related to seeing folks when they come out of inpatient services within seven days. We had one person who wasn't seen within the seven days. The next quarter will look very different as we need to include all CCBHC members.

Ms. Condit also reviewed the 4th quarter Strategic Planning report. We fell below where we would like to be on the Number of Internal Encounters metric, but that is directly related to staffing and workforce challenges. The next metric, Consumer Net Promoter Score, indicates that performance has consistently been in the excellent range since December of 2020. The Employee Net Promoter Score metric fell slightly below the target and workplace experience will continue to be a strategic goal for FY24. The Yearly Financials metric continues to exceed performance measures. We are confident that we will reach our BHAG of seeing 5,000 people by the end of 2025.

13. Lakeshore Regional Entity Update: Mr. Bacon reported that things at the LRE board are going much smoother.
14. CEO's Report: Dr. Williams reported that the CEO Annual Appraisal survey will be sent to the board members within the next few days. The data will be compiled, and the results will be shared at the next meeting in November.

Dr. Williams also reported there is some exciting legislation in Michigan that is likely to drop soon related to the social work licensure requirements and the exam process. She noted that the legislations proposes that the SW licensure exam would be eliminated but increased emphasis would be placed on hours of experience and supervision requirements. This will increase access for CMH's to provide services. Dr. Williams also reported that the other piece of legislation on healthcare parity has dropped; mental health and physical health benefits having equal access to meet mental health needs.

15. Upcoming Committee Meetings:
 - LRE Board Meeting – Wednesday, October 25th at 1:00 in Muskegon (contact Lisa for meeting location)
 - Executive Committee – Monday, November 6th at noon in Ludington
 - CCBHC Committee – Quarterly Meeting Thursday November 9th at 9am
 - Programs & Services – Annual Meeting Thursday November 9th at 10am
16. WMCMH Board Member Comments, Questions, Clarifications and Critique of Meeting: There were none.
17. Delegations, Communications and Expressions from the Community: There were none.
18. Executive Session: There was none.
19. Adjournment: With no additional business, Mr. Welford made the motion, seconded by Mr. Dancz, to adjourn the West Michigan Community Mental Health Board of Directors meeting. The meeting adjourned at 6:26 p.m.

Kelly Hein
Recording Secretary

Larry VanSickle
Vice - Chairperson