



Administrative Office, 105 Hall Street, Suite A, Traverse City, MI 49684

## Committee of the Whole Meeting Minutes

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November 19, 2020

12:30 PM

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### 1. ATTENDANCE:

Northern Lakes Community Mental Health Authority, remote virtual meeting. Rose Denny called the meeting to order at 12:33 p.m.

Board Members Present: Grayling - Sherry Powers. Cadillac – Dean Vivian. Virtual or by Phone – Nicole Miller, Nina Zamora, Pam Babcock, Sherise Shively, Ben Townsend, Ty Wessell, Al Cambridge, Betty Bushey, Dan Lathrop, Mary Marois, Rose Denny, and Angela Griffis.

Board Members Absent: Lorelei King (advance notice) and Randy Kamps (advance notice).

Others Present: Cadillac - Joanie Blamer, Chief Population Officer for Mental Health Services. Virtual – Karl Kovacs, Chief Executive Officer; Deb Lavender, Executive Secretary; Tracy Andrews, Director of Integrated and Managed Health Services; Carrie Gray, Chief Population Officer for Intellectual and Developmental Disabilities Services; Kari Barker, Director of Quality and Compliance; Darryl Washington, Director of Long Term Care and Support Services; Lauri Fischer, Chief Financial Officer; Matt Leiter, Director of Human Resources; Dan Mauk, Chief Information Officer; Paul Keller, Recipient Rights Director; Jessica Williams, Performance Improvement Specialist; and Brie Molaison, Customer Services Specialist.

### 2. RECEIVE AND REVIEW OCTOBER 15, 2020 MINUTES:

Moved to Board meeting.

### 3. PUBLIC COMMENT:

None.

### 4. UPDATE ON RECIPIENT RIGHTS:

Paul reviewed the statistical information and activities that have occurred since the last meeting. Paul noted the staff changes. He identified that Lisa Jones will begin on November 30 and we currently have one vacancy. Alyssa Heider, Recipient Rights Specialist will be completing her Basic Skills 2 training this week. Kent Rehmann of Rights Consulting Services has assisted with a limited number of investigations and has been approved to take on some additional work. Karl identified that the State ORR had put us in touch with Kent Rehmann and we have a good partnership with the State ORR. Paul noted that Kent contracts with Calhoun County and throughout the State. We did reach out to other CMHSPs in the region for assistance and they did not have any availability.

### 5. PRESENTATION ON INFORMATION TECHNOLOGY:

Dan referenced his report noting our pivot to working in a more distributed workforce environment. IT staff have provided a lot of support and are keeping security in the forefront. He noted that most of our resources are cloud based – PCE which is NoLa, Teams providing a secure path to protect the electronic PHI. He noted that staff are using laptops, iPads and mobile devices and IT is constantly looking at ways to ensure

staff can do their jobs. We rely on mobile technology when staff do not have internet connectivity and will continue to address. We received a Rapid Response Grant from the Michigan Health Endowment Fund to purchase and deploy technology to support individuals in the field, hospitals, and law enforcement. OBRA staff are able to talk with nursing home residents using iPads. Staff also are using technology to connect in innovative ways in our office locations to pair up with individuals in the parking lot. We have migrated our older Operating Systems with the exception of the Avatar servers and have retired other systems that were at end of life. We have upgraded our network to include our NLCMHA homes. We are moving forward with other upgrades and security enhancements. We are pulling data forward into our data warehouse to eventually eliminate the need for the Avatar system. We are archiving all data in Avatar and generating documents older than 3 years to be archived outside of NoLa. This will give the agency a complete set up of documents to support records release needs. We have adopted Microsoft Teams for staff collaboration. Teams is a secure platform for all forms of collaboration, chat, video conferencing, and sharing Office Suite documents. Teams enables staff to communicate with each other and we are adding Teams Voice to enable staff to communicate outside the agency using any agency device, cell phone, iPad or laptop. This replaces the Cisco phone system and is cloud based, making it accessible anywhere the staff member has an internet connection. Most of the IT staff members have been working remotely supporting staff and Dan commended staff for successfully moving from the office setting. The volume of support needed has increased and because of that IT has had to push a few projects into FY 2021. Dan noted that they still want to do the SQL Server Licensing Review, deploy IT Glue, deploy Traverse, and Password Manager. Board Members thanked him and his staff complimenting them for their assistance and working remotely. An issue was raised regarding a person served needing to make a long-distance call to reach a staff members agency cell phone. This is due to agency cell phones being issued out of the TC office. Dan noted that moving forward to Teams Voice, the office phone number can ring on a variety of devices and be answered wherever the staff member is located. This will enable a person served to contact staff via a local number.

## **6. 2021 SCHEDULES:**

Board Meeting Schedule, Board Education and Work Plan, Policy Monitoring Schedule and Annual Planning Calendar for 2021 were referenced. Pleased to see that Leelanau County is on the agenda for August. Complements to the NLD Committee for their work. Depending on the COVID situation we may need to change the Board Meeting Schedule to reflect a virtual meeting.

## **7. AGENDA PLANNING OPTIONS FOR DECEMBER 17, 2020**

Reviewed the agenda topics for December 17, 2020: Update on Recipient Rights; Compliance and Quality Report for FY End; County Commission Survey; Board Member Terms; and Board Leadership Journal.

Pam suggested if we have time to discuss how to incorporate the training as discussed at the NLD meeting.

CEO Report – Karl identified he was thankful to return to work and appreciative of Joanie taking over as Acting CEO. He acknowledged that we need to talk about changes in policy later in the meeting. Joanie provided the leadership during his leave, with the support of the Executive Team and all staff who kept doing what they needed to do. He thanked the Board for their support and we will continue our focus on the people we serve. Karl referenced the communication from Joanie to the Board expressing her appreciation. Joanie thanked the Board and all the support she received. We were able to provide the services, meet the community needs and did all of the presentations to the County Commissions. We are grateful that Karl is back.

Karl reported that we were contacted by the group that was interested in revisiting discussions, that occurred about a year and a half ago, about the Traverse City Building. They have indicated that they are not in a rush and had just finished a project downstate. They are still interested in developing this area and assisting us in finding a new location, in helping us with construction, in locating a developer and purchasing our current building and providing a loan for the difference between the cost of the new building and the purchase price of our current building. Lauri noted that it will be difficult to decide what we will need in the future. They are interested in long term and look forward to further discussion. Joanie felt it was a very collaborative conversation, that they were interested in having discussions about our building but also partnering in increasing mental health awareness as well as some fund raising opportunities. There is interest for the Board to consider reconvening the ad hoc committee. It was suggested to add to the Board Agenda for the next Board meeting and we will need to discuss membership. Discussed areas that we looked at previously and other sites. We will have to think about the future of delivery of care.

Karl referenced the meeting with the Grand Traverse County Commission regarding the jail report by the National Commission on Correctional Health Care. The meeting was on November 12 and staff attended in person and by phone. Karl wanted the Board to know that the discussions with the county have gone slowly and Joanie has had multiple meetings inviting the Sheriff, the County Administrator, the Jail Administrator and others. They have made it clear that they do not want the staffing the way it is currently configured. The challenge is that they need to specify what they want and who they want to do it. Another issue is the integration of physical and behavioral health care. Our contract is ending December 31, 2020 and if it is not to be renewed there needs to be a 30 day notice given by December 1. Joanie referenced her activities and identified that the agency has spent a lot of time and effort trying to assist the county in what they are looking for. Recommendations have been made to Chris Barsheff, Jail Administrator. Joanie identified that we have not come to an agreement. She responded to questions about whether we are obligated to provide services in the jails; WellPath providing services. Joanie identified that we would not provide less than two staff positions identified in the current contract. She noted that she has had communications since April and written communications since June. It was suggested that we communicate with the Sheriff identifying we are not renewing the current contract and that we continue to negotiate to try to have something in place by January 1, 2021.

Karl identified that he will be meeting virtually with three participants of Leadership Grand Traverse Program tomorrow explaining to them what we do. We are happy to meet with any group or any county to help inform and spread the news about Northern Lakes.

**8. MEETING EVALUATION/COMMENTS:**

None.

**9. OTHER/ADJOURN:**

Meeting adjourned at 2:10 p.m.

Respectfully Submitted,

Deb Lavender  
Executive Secretary

dsl (11/30/2020)