Northern Lakes
COMMUNITY MENTAL HEALTH AUTHORITY

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

Committee of the Whole Meeting
Minutes

January 21, 2021 **12:30 PM**

1. ATTENDANCE:

Northern Lakes Community Mental Health Authority, remote virtual meeting. Rose Denny called the meeting to order at 12:30 p.m.

Board Members Present: Al Cambridge, Ben Townsend, Betty Bushey, Dean Vivian, Lorelei King, Mary Marois, Nicole Miller, Pam Babcock, Penny Morris, Randy Kamps, Rose Denny, Sherise Shively, Ty Wessell, Nina Zamora, Sherry Powers

Board Members Absent: Angela Griffis (advance notice), Dan Lathrop (advance notice)

Others Present: Karl Kovacs, Chief Executive Officer; Joanie Blamer, Chief Population Officer for Mental Health Services; Deb Lavender, Executive Secretary; Tracy Andrews, Director of Integrated and Managed Health 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; Brie Molaison, Customer Services Specialist; Andy Babcock; Aaron Fader, Executive Administrative Specialist

2. RECEIVE AND REVIEW December 17, 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 for 2020/2021. Paul has also been interviewing for the third Recipient Rights Advisor position and there will be second interviews held tomorrow along with an interview of someone who was recommended to Paul. During this time Recipient Rights is contracting with Rights Consulting Services for assistance. Annual Report information is being compiled for submission to MDHHS. Paul included a graphic showing the allegations investigated through the year. Board Members noted that they are confident in Paul during these times.

5. FY 2020 Annual Review:

Before beginning the highlights of the document, multiple Board Members noted that they especially appreciated the stories and examples of success stories. Karl began by reflecting on the challenges that the year had brought with the COVID Virus and focused on some of the positives that had come about during this time such as the expansion of the Behavioral Health Home to 21 counties, the quick pivot to remote working thanks to the diligence of the IT Team and the flexibility of staff, and also the fact that we are still able to run at a lean administrative rate.

The Annual Review starts with Dr. Cummins' report and the development of a Utilization

Management Team which focuses on how inpatient and partial hospitalization programs are being used and how they can be used more effectively. There were 1,900 persons served by the A.C.T. Team along with Psychiatric Services. There are still medical students being educated and mentored by senior psychiatrists. In the past, if someone in the emergency room was thought to need psychiatric services, they would have to come to Munson in Traverse City and go through a full screening again before being admitted. Dr. Cummins has been working to allow these patients to be seen, even if they are in a county other than Traverse City.

Carrie Gray's report focuses mainly on case management operations and community outreach. One notable section of the outreach is that Hope Network is going to be adding some supported employment and skill building in Roscommon County. Hope Network has also developed a Job Club to provide opportunities and prepare potential applicants. There are around 130 Self Determination agreements where consumers become the employers of those serving them. The report also included three success stories, one of which tells of a consumer who uses a robotic arm to eat. There is another that follows someone working with Grand Traverse Industries who gained skills and was able to go out and work in the marketplace. Through collaboration of the SED Children's Team and the IDD Children's Team, a high-risk family team was developed together. In the Specialized Residential Units that we operate, there has been 100% retention of home supervisors during 2020 and four of the six of the assistant supervisors have been in their positions for over a year. The OBRA Program served nearly 1,000 people in 2020 compared to the 560 in 2019.

Kari Barker's Team pulled those from Quality and those from Compliance to form the Performance Measurement and Quality Improvement Committee which has four subcommittees: one focused on self-determination arrangements, one on hospitalization, one on general fund services, and one on compliance special investigations. We combined Customer Service under Quality instead of reporting to Network Management. Under Compliance, Karl was pleased to report that the NMRE has not done the Medicaid verification audits, though we have been doing them internally and are at 100%. Our performance indicators and the way they are tracked have also been improved and will be shared at next month's meeting.

Lauri Fischer and the Finance Team have been very successful with pushing out the Direct Care wage increases. We have also done well on our audits. There have also been updates to our security systems. This is the first year that we will come in under our general fund allotments and there may even be a $50,000 carry forward.

Joanie Blamer's report recognizes the clerical staff who have been forward facing during the pandemic and are the first people that consumers speak to and see. Despite the virus, we were able to launch the Juvenile Justice Diversion Program in Leelanau County and Grand Traverse County – so far there have been 60 participants who were successfully diverted from the legal system. We provided over 15,000 transactions for families in the home-based systems. There has been a lot of participation on the Consumer Advisory Council which includes consumers and community members. Drop in centers and Clubhouses have not been able to have many people in their doors but have shifted their focus to keeping contact with members during this time. There was a Peer Navigator community who helps consumers find resources in the community. The turnover rate in the Children's Unit has decreased greatly, with some employees switching positions internally instead of leaving. Staff have reported that they are very pleased with the support the agency has provided during the pandemic, with no layoff occurring.

Dan Mauk and the IT Team pushed a lot of hardware and software updates including helping switch HR out of sunsetting software and transferring to an entirely new phone system. The team was also recognized for their great work getting staff working from home while also remaining HIPAA compliant.

Matt Leiter and the HR Team reported that only 29 staff have exited this year compared to the 55 staff who exited in 2019. Turnover rate also dropped from 19% to 10%. This is especially important when considering the Residential Care Workers and the usual high turnover rate due to the difficulty of the job. Matt also spoke on the virtual activities that took place to bring people

together such as the Ugly Sweater Competition held over a virtual lunch.

Paul Keller's team has been helping the Behavioral Treatment Plan Committee in making sure that treatment plans do not infringe on any rights. They also work with network management staff during site visits. This helps with efficiency and to ease the stresses of site visits in general. Randy is pleased to see how far ORR has come in that staff are more comfortable coming to the team with possible violations.

Tracy Andrews' report focused on Network Management and their transition to a digital contract management system to be able to do applications digitally, also they can now do signatures digitally. Specialized Residential Services are utilizing a new assessment tool and costs have reduced by 3%. Network management also collaborated with finance to push out the direct care worker wage increases. The Integrated Health Clinic provides primary care services to Board Operated Homes when requested along with telehealth services. There were around 2,100 ACCESS screenings done this year with 1,400 initial clinical assessments. Communications and Public Relations have still been able to host community events through virtual means. The Behavioral Health Home continues to expand and adapt. Tracy mentioned that she is very excited with the amount of collaboration with other teams since she has taken the position. At the beginning of FY 2020 there were 159 unduplicated patients seen by IHC and by the end of FY 2020 that has increased to 255 patients. Tracy worked with a Practice Manager to review policies and update them as necessary. Randy would like us to report out the savings that the Behavioral Health Home has been producing to illustrate the value of the program. Mary would like something similar done with the IHC as well.

Darryl Washington and the Long-Term Care and Supports Services Teams include the MI Choice Waiver Program, the Nursing Facility Transition Program, and the MI Merit Award Trust Fund Grant for respite services. There were 518 slots to fill in FY 2020 and there were 397 used, due to a lack of care providers in the vicinity. This program allows people to live in the community instead of a nursing facility. Darryl's team was the first to transition to remote working when the pandemic struck. As the State looks to provide more long-term services, the MI Choice services position us well for the future. We are the only CMH that is a MI Choice Waiver agent.

6. FY 2021 Ownership Linkage Plan:

The decisions of the NLD were reflected in the plan through some additions and subtractions. Karl asked if there were any questions or further changes desired, especially following the Board Education Session held before this meeting. Lorelei asked for engagement with Federal, State, and Local Officials added to the list of contacts.

7. AGENDA PLANNING OPTIONS FOR JANUARY 21, 2021:

Reviewed the agenda topics for February 18, 2021: Update on Recipient Rights; 2020 Annual Recipient Rights Report, FY 2020 Agency Performance Assessment, Distribute CEO Evaluation, Board Leadership Journal.

8. MEETING EVALUATION/COMMENTS:

Comments – Lorelei asked Board Members to think about the upcoming Board Education topics: Health Home in February and Mentorship in March. She asked them to prepare questions for the Health Home discussion and prepare examples of mentorship for that discussion.

9. OTHER/ADJOURN:

Meeting adjourned at 2:09 p.m.

Respectfully Submitted,

Aaron Fader
Executive Administrative Specialist

apf (2/9/2021)

DRAFT