



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

## Committee of the Whole Meeting Minutes

---

February 18, 2021

12:30 PM

---

### 1. ATTENDANCE:

Northern Lakes Community Mental Health Authority, remote virtual meeting. Rose Denny called the meeting to order at 12:37 p.m.

Board Members Present: Dan Lathrop, Mary Marois, Pam Babcock, Betty Bushey, Angie Griffis, Rose Denny, Ben Townsend, Randy Kamps, Nina Zamora, Nicole Miller, Ty Wessell, Sherry Powers

Board Members Absent: Dean Vivian (advance notice), Sherise Shively (advance notice), Al Cambridge (advance notice), Lorelei King (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; Brie Molaison, Customer Services Specialist; Carrie Gray, Chief Population Officer; Andy Babcock; Aaron Fader, Executive Administrative Specialist; Penny Morris

### 2. RECEIVE AND REVIEW January 21, 2021 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 was happy to announce that Brian Newcomb has accepted the vacant advisor position. Rights Consulting Services has completed all investigations provided to them and there are no additional cases that have been referred to them. Paul reviewed the Recipient Rights Annual Report.

### 5. FY 2020 Agency Performance Assessment:

Karl reviewed the Assessment Summary Pages covering the twelve (12) Domains using the "traffic light" colors to assess performance. He explained that there were a few surveys that were not included since they were not collected this year due to COVID and there were others that would be implemented in the next few months. This is the fifth year that the Agency Performance Assessment was compiled, and all five years were compared on the "traffic light" grid Assessment Summary.

Financials have been positively increasing in all aspects each year with the actual to budget hitting \$1.4 million. The financial audit will be presented in March. Staff Efficiency has seen small improvements in each aspect with this year being a special case with COVID – six of the eight categories had increased. In Service Provision there were some increases and decreases, we are

still seeing the effectiveness of ACT, CPSS, and MIA pre/post hospitalization support. There were two aspects of Consumer Satisfaction that were not conducted this year due to COVID. Stakeholder Satisfaction also had some uncompleted surveys, but there was still a County Commissioner survey sent that pointed out the importance of local connectiveness and scrutiny. There was an increase in all three sections of provider satisfaction with a large increase in participation in the survey as well. Staff satisfaction saw an increase in 23 of the 25 questions asked. Medicaid verification has gotten better in Regulatory Compliance. The ORR Triennial review will be completed in 2022 and the Autism Audit was not conducted this year. Board Policy compliance was at 100% in three sections and 99% in Governance Process/Ownership Linkage. Our Performance Indicators have risen as we have moved up to 51 of 64 indicators compared to the 42 last year. There were some changes on how the State gathered the data for two quarters this year and Karl included how the indicators would look with the old methodology which included outliers. Privacy and Security was included in the narrative report since COVID has brought on many new changes. CARF Certification Review was to occur in May 2021 but was postponed until the fall. SUD certifications have expired and will not be recertified. All six of our Board Operated Homes were relicensed this year. There were not as many new hires this year as many staff have stayed in their positions possibly due to COVID. Randy asked if the widespread use of telehealth has been a positive influence and the importance of rural areas getting access to reliable internet. Telehealth has helped a great deal and has enabled billing for services that go for up to 15 minutes. The telehealth options have also reduced our transportation costs from \$30-35 thousand a month to around \$10 thousand a month. Karl asked if the Board would prefer that we keep all prior years or cut it down to two or three years. Randy asked that we include all prior years as we have been doing in past reports.

**6. Distribute CEO Evaluation:**

Randy requested that the evaluations be turned in by the March 18, 2021 Board Meeting. Evaluations should be sent to Deb or Aaron by email or by mail. Aaron will send a PDF and Word Document of the CEO Evaluation Sheet to all Board Members.

**7. Letter to Legislature Regarding Section 298:**

The letter was attached for the Board to review. This letter asks the State about the local funds and reducing our payment from 80% to the agreed upon 60%.

<b>MOTION:</b>	<b>To Direct Karl to send the letter to the Local Legislatures on behalf of the Board Chair</b>
<b>RESULT:</b>	<b>ADOPTED: Unanimous</b>
<b>MOVER:</b>	<b>Mary Marois</b>
<b>SECONDER:</b>	<b>Betty Bushey</b>

**8. MEETING EVALUATION/COMMENTS:**

None.

**9. OTHER/ADJOURN:**

Meeting adjourned at 2:10 p.m.

Respectfully Submitted,

Aaron Fader  
Executive Administrative Specialist