



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

## Committee of the Whole Meeting Minutes

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October 15, 2020

12:30 PM

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### 1. ATTENDANCE:

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

Board Members Present: Grayling – Lorelei King and Sherry Powers. Cadillac – Randy Kamps, Ty Wessell, Al Cambridge, Betty Bushey, Dan Lathrop, Dean Vivian, Mary Marois, Rose Denny, Ben Townsend.

Virtual or by Phone – Nicole Miller, Nina Zamora, Pam Babcock, and Sherise Shively.

Board Members Absent: Angela Griffis (advance notice).

Others Present: Cadillac - Joanie Blamer, Acting Chief Executive Officer; Aaron Fader, Executive Administrative Specialist; Lauri Fischer, Chief Financial Officer; Matt Leiter, Human Resources Director; Paul Keller, Director of Recipient Rights; Dave Simpson, Residential Services Supervisor.

Virtual - 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; Ann Faulkner, Programmer Analyst; Melissa Trout, Operations Manager; Brie Molaison, Customer Services Specialist; Jessica Williams, Performance Improvement Specialist; Peggy Steiger, Parent Support Partner; Angela Engler, Parent Support Partner; and Katharene Bopry, Parent Support Partner.

### 2. RECEIVE AND REVIEW SEPTEMBER 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. Paul identified that there are five Reports of Investigative Findings that are past the 90 day completion and those should be completed by next Friday. Interviews are being conducted to fill the two vacant Recipient Rights Advisor positions and we have identified one individual. The contract with Kent Rehmann has been finalized and he has been able to assist with some of the investigative workload. Responded to questions about MDHHS requirements for substantial compliance must be at 95% or above and we will meet that requirement. The training compliance was set at 85% in the plan of correction at our 2019 last triannual assessment through 2022 at our next review. There were areas where we could improve in education and outreach such as self-determination and COVID-19. Accounting for those numbers would bring us to 94%. Paul will be working with financial intermediaries to ensure that individuals are enrolled in new hire training. Importance of reaching out to the intermediaries, provide training in other locations/distance and problems with no shows. Paul has been working with training, IT and providers to ensure that the virtual trainings run smoothly. He

noted that those issues have been resolved. Responded to a question whether this is addressed in the contract and whether there are penalties. We continue to work on the challenges and are working together to make it happen.

## **5. PRESENTATION ON HUMAN RESOURCES:**

Matt provided an overview of what has occurred in Human Resources, training and safety over the last year. The pandemic has created many challenges and we have embraced and are looking at unique opportunities. We developed work groups, communication teams and our Executive Team has worked to develop this area. He reviewed worker's compensation claims and cost, wellness and safety initiatives, upgrading our computer equipment, new hire orientation, NoLa training, crisis training, retention of staff, open enrollment for health care, employee assistance program, and risk management. Responded to questions about how we can spend dollars that need to be spent prior to the end of the year such as retaining staff, direct care wages, union contract cost of living, lapse dollars. Lauri shared the changes with the direct care closeout process and provider stability payments. Other questions about grievances and will add to future reports. Discussion about plan for staff working remotely. Joanie referenced the current status of working remotely and that we continue to send staff communications to keep them updated.

Dave Simpson responded to questions about grievances, staffing of the residential homes, retention rate, licenses and recertifications, bed openings, team meetings, strong and stable leadership. Responded to question about retention of staff who took another position with Northern Lakes.

## **6. PRESENTATION FOR SERVICES FOR CHILDREN WITH SERIOUS EMOTIONAL DISTURBANCE:**

Melissa Trout, Operations Manager presented on the Parent Support Partner Services. She reviewed the vision, mission, why do we need Parent to Parent Support, reviewed the logic model – alliance building, bridging, empowering, collaboration, and developing direction and determination, and services delivered for Individual PSP Services, PSP Groups, and FAST delivered services for FY 18, FY 19, and FY 20. Covid-19 has impacted services and need to develop better tracking. Parent Support Partners staff were introduced – Peggy Steiger for Crawford and Roscommon Counties; Angela Engler for Wexford and Missaukee Counties; and Katharene Bopry for Grand Traverse and Leelanau Counties. They shared their stories, provided the services delivered, duties and outcomes. Responded to question about how better can we support you as a board? Melissa identified that she would like to see more PSP available to our teams and have more than one per county. She noted we just hired a youth PSP and hopes to expand as well. Responded to a question whether there was an increase in FAST services since March.

## **7. INDIVIDUAL BOARD MEMBER SELF-ASSESSMENT AND BOARD SELF-ASSESSMENT:**

Forms to be completed and due back by November 1.

## **8. INTERIM CEO COMPENSATION/BENEFITS:**

The Board at our last meeting identified that there should be remuneration provided to Joanie for stepping in as Acting CEO in Karl's absence, and other E Team members who have picked up additional responsibilities. Lauri shared that when a staff goes out on short term disability the agency pays 2/3 of their wages and there are 1/3 of the wages to work with in order for the cost to be neutral for the agency. Lauri reviewed the current salary for the CEO, reviewed the average wage category in the CMHA survey and noted that tenure is also considered. There was discussion whether other staff have provided assistance. Joanie noted that there have been two Executive Team members that have worked beyond the 40 hours consistently, and stepped up to provide assistance as needed. There are other Executive Team members that have stepped up to provide assistance as needed within the normal work day. The Executive Team works well together and were able to pick up and move forward. There was discussion about compensating those E Team members, but the Board has the ability to negotiate the CEO's wage, as their one and only employee. Last month the Board voted to approve Joanie as the Interim CEO in Karl's absence. The Board discussed options using a difference in pay as an entry CEO pay and Joanie's current pay for a 25% increase; proposed 27% temporary pay increase while Interim CEO and retroactively to when she became Interim CEO; using differential as a percentage of 30 to 40% increase. The benefits that the CEO receives is the

same as other staff with the exception of the vehicle. Currently Joanie is being reimbursed for her mileage. Joanie identified the position responsibilities, time spent working, functions of her current position and filling in as the Acting CEO. Proposed using the difference based upon Karl's present salary and Joanie's for the period of 12 weeks it would be \$11,000 to \$14,000. Matt identified that when we have had people step up into a position we put them into that new salary range. Matt noted it was fair and reasonable and the way we have managed internally. The \$1,100.00 per week is the difference between what Karl is making and Joanie is making. It was noted that Joanie is doing the Acting CEO duties as well as doing her regular duties.

<b>MOTION:</b>	<b>Increase Joanie Blamers' Salary \$1,100.00 per week for the period of Interim CEO Starting with the Leave of Absence.</b>
<b>RESULT:</b>	<b>MOTION APPROVED. A Roll Call Vote: 13 ayes. Marois, Bushey, Vivian, Babcock, Cambridge, Miller, Shively, Wessell, Powers, Townsend, King, Denny, and Kamps.</b>
<b>MOVER:</b>	Al Cambridge
<b>SECONDER:</b>	Mary Marois

## **9. BOARD LEADERSHIP JOURNAL:**

Referenced the "food for thought" at the end of the document.

## **10. AGENDA PLANNING OPTIONS FOR NOVEMBER 19, 2020**

Reviewed the agenda topics for November 19, 2020: Update on Recipient Rights; Information and Technology Report; Policy Monitoring Schedule; Annual Planning Calendar; Board Education and Work Plan.

## **11. MEETING EVALUATION/COMMENTS:**

In order not to interrupt the discussion it was suggested using raising the hand on Teams.

## **12. OTHER/ADJOURN:**

Meeting adjourned at 2:39 p.m.

Respectfully Submitted,

Deb Lavender  
Executive Secretary

dsl (10/19/2020)