



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

**Committee of the Whole Meeting
Minutes**

October 20, 2022

12:30 PM

Gateway Center
10783 E. Cherry Bend Road, Traverse City, MI

ATTENDANCE:

Rose Denny called the meeting to order at 12:30 p.m.

Board Members Present: Tony Lentych, Dan Dekorse, Penny Morris, Ben Townsend, Rose Denny, Barb Selesky, Al Cambridge, Greg McMorrow, Mary Marois, Tom Bratton, Kate Dahlstrom, Sherry Powers, Pam Babcock,

Absent: Lynn Pope, Ty Wessell

Virtual: Angie Griffis,

Others Present: Joanie Blamer, Chief Population Officer for Mental Health Services; Lauri Fischer, Chief Financial Officer; Tracy Andrews, Director of Integrated and Managed Health Services; Heather Sleight, Administrative Specialist; Deb Lavender, Executive Secretary; Stacy Maiville, Executive Secretary; Jeremiah Williams, Information Technology Supervisor; Brian Martinus, Interim CEO; Andy; Matt Leiter, Director of Human Resources; Brian Newcomb, Recipient Rights Director; Dave Simpson, Residential Services Administrator; Carrie Gray, Chief Population Officer for Individuals with Developmental Disabilities

Virtual –Ann Ketchum, Programmer Analyst II; Jessica Williams, Performance Improvement Specialist; Kari Barker, QI Compliance Director; Aimee Horton Johnson, Office Administrator; Brie Molaison, Customer Service Specialist; Dean Baldwin, Network Administrator; Kellee Hoag, Administrative Specialist – Finance; Michelle Dosch, Compliance Secretary; Chris Biggar, Finance Manager; April Weinrick, Wright Street Home Supervisor; Curtis Cummins, Medical Director

Announcement: Grand Traverse Center for Mental Wellness, an action team of the CHIR of Northern Michigan has made a formal request to Northern Lakes Community Mental Health Authority to apply to Grand Traverse County for \$5 million in ARPA (American Rescue Plan Act) funds. The \$5 million will be used for construction/implementation of the Crisis Residential Center. We are working on setting up a special meeting to review details, discuss parameters and vote on whether or not NLCMHA should be the lead agency to request the funds. Application deadline is October 31st. Details to come.

1. PUBLIC COMMENT:

No public comment

2. UPDATE ON RECIPIENT RIGHTS:

591 complaints, 488 investigations. Some are still open as we have 90 days to complete. We are within 100 percent compliance. 99% Summary report average. All ORR staff attended the Annual Recipient Rights Conference and earned several CEU hours. Triennial review Corrective Action Plan being sent out, it is due November 4th. On October 1st, the state changed the Citation Categories, so codes have to be updated. FY2023 Site Visits have been started.

Triannual report – received a better score than expected. The state commended our advisors on their report writing skills, and their investigation abilities. A lot of the things that require an action, have already been changed. Staff has worked really hard this last year. Very proud of them.

3. PRESENTATION: – CHILDREN WITH SERIOUS EMOTIONAL DISTURBANCE

Erika Solomonson and Melissa Trout are Operation Managers who oversee staff that provide direct services to children who experience serious emotional disturbance (SED). The following programs are available to SED children and their families are Outpatient therapy, Psychiatric Services, Home Based Therapy, Parent Support Partner, Case Management, Wraparound Services, Infant Mental Health, and Youth Peer Support Services.

Service numbers from FY22 were shared.

Introduced the Parent Support Partners - Angie Engler, Christine Budzynski, and Katharene Bopry. The vision of the PSP is for parents and/or caregivers to feel hope, confident and empowered to use their voice to create positive outcomes for their child and family through working with a parent who has had similar experiences.

Benefits of using a PSP – Improved health and mental health outcomes, satisfaction with services, decreased costly interventions, like out of home placements, reduced retention in treatment, reduced caregiver stress, and increased family involvement.

Introduced the Youth Peer Olivia Boyd. Youth Peer support services are for youth and young adults with severe emotional disturbance (SED) and serious mental illness through shared activities and interventions in the form of non-judgmental support, connections through lived experience and supporting self-advocacy. They support the youth by building a strong relationship based on mutual respect and strategic self-disclosure to increase hope, confidence, self-advocacy skills and decision-making abilities. These are one on one services for children and young adults ages 12-26.

Benefits of using a YPS - Helps to break barriers related to feelings of loneliness, shame, stigma and low self-esteem. They empower the youth to actively participate in their lives and treatment. They also build invaluable relationships by providing hope and opportunity to those that may have difficulty seeing a future. Youth that participate in YPS are more likely to acquire a set of resiliency tools such as problem-solving, relationship building, and self-advocacy which will set them up for future successes.

4. Human Resources:

Matt Leiter - Talked about special events that the wellness committee puts on as well as the weekly communications from them. These events can go a long way and be very uplifting for staff.

Workers comp trends – loss trends have come down over the last 5/6 years. Annual claims down in the last 4/5 years. Lag time – down from 7 days to 1.54 days. Lowest it has been in the last 10 years. Wage loss ratio is 32% lower than the goal of 35%. Net premium per \$100 payroll decrease from \$2.10 to \$.81. 6-year workers comp savings just under \$1 million dollars.

New hire retention program still going. Incentive for all staff. \$1000 sign on bonus payable after the first 6 months and the remainder at one year. Have hired ten people in the last 4 weeks. HR continues to fill positions every week. Recruitment efforts include commercials, Indeed, Simply Hired, Glassdoor, as well as several job fairs. Currently working with NMC for recruitment. NLCMHA has never done an Independent Wage Study with an outside firm.

Currently working with 3 union entities - Teamsters support, Teamsters clinical and AFSCME. We have excellent labor relations. Matt meets/collaborates with the union stewards on a regular basis. We are beginning negotiations. There are no grievances at this time. There are 2 EEO's open with no updates as of today.

Dave Simpson spoke about our 7 Board Operated homes. 6 are licensed Specialized Residential Homes and 1 (unlicensed) Supervised Independent Living home. We serve about 40 residents within IDD/MIA populations as well as some Autistic consumers. The homes are located in Wexford, Roscommon and Crawford Counties.

While workforce management focus is direct care worker retention, maintaining compliant staffing levels remains a challenge. Dave spoke in depth about the staffing issues that the homes have faced, as well as the pandemic and what that looked like for staffing and the homes. Currently, we are at 86% staffing right now. A new 3-year CBA was signed in August. This is effective until 2025. Includes raises totaling 11% to be given in annual steps over the term of the contract. RCA wages are currently at \$15.02/hour (after training period). \$500 sign on bonus in place for new hires.

Dave spoke briefly about Seneca Place staffing trending downward. They were at 0 staffing in early November of '21. Contracted employees and NLCMHA office employees filled in until leadership was put in place and hiring of a new workforce provided permanent staffing for the home.

5. AGENDA PLANNING OPTIONS:

Next meeting is November 17th, 2022 in Cadillac

6. MEETING EVALUATION/COMMENTS:

- #1 - We spent our time on the most important governance topics - excellent
- #2 - We encouraged diversity of viewpoints - excellent
- #3 - Our decisions were made collectively - excellent
- #4 - The Board used it's time effectively - excellent
- #5 - What is the most important thing the Board could do to improve our function as a Board?

7. OTHER/ADJOURN:

Meeting adjourned at 1:39 p.m.

Respectfully Submitted,

Heather Sleight,

Administrative Specialist