



Northern Lakes
Community Mental
Health Authority

Committee of the
Whole Packet

May 18, 2023



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

COMMITTEE OF THE WHOLE - AGENDA

DATE: May 18, 2023
TIME: 12:30 p.m.
PLACE: Northern Lakes Community Mental Health Authority
 2715 S. Townline Rd, Houghton Lake & Virtual Meeting
 Dial 1-810-258-9588 Conference ID 986 665 315#

TIME	ID #	ITEM	POLICY #
12:30 p.m.		Receive and Review April 20, 2023, Committee of the Whole Minutes	2.08
12:35 p.m.		Public Comment <i>(May be limited to three minutes by the Board Chairperson)</i>	
12:40 p.m.	1	Update on Recipient Rights	3.7
12:50 p.m.	2	Services for People with an Intellectual/Developmental Disability	2.4
1:10 p.m.		Board Member Introductions	3.9
1:40 p.m.	3	Slate of Officers Discussion	
1:55 p.m.		June 15, 2023 Agenda Planning Options -By-laws discussion on CEO selection	
2:00 p.m.		Meeting Evaluation/Comments	3.2, 3.5
2:05 p.m.		Other/Adjourn	

Note: This is the Board's work group and often the Board's work groups do not follow set times.

NEXT MEETING: June 15, 2023

NOTICE: If any person with a disability needs accommodations, please call the CEO's Office (231-409-6065) three days prior to the posted meeting date.

**Northern Lakes Community Mental Health Authority
Committee of the Whole
Annotated Agenda
May 18, 2023**

12:30 p.m. Call to Meeting

12:35 p.m. Public Comment

This is an opportunity for the public to provide input consistent with board policy.

12:40 p.m. Update on Recipient Rights – Brian Newcomb

The Board will receive the monthly ORR update.

12:50 p.m. Services for People with an Intellectual/Developmental Disability

A presentation on this topic will be given by Amber Huff

1:10 p.m. Board Member Introductions

This is an opportunity for members to briefly introduce themselves (2 minutes each)

1:40 p.m. Slate of Officers Discussion

Board members will discuss the slate of officers.

1:55 p.m. June 15, 2023 Agenda Planning Options

2:00 p.m. Meeting Evaluation/Comments – Board Members

In keeping with our focus on continued improvement of Board operations, time is scheduled for review and comment on the effectiveness of this meeting using the Board adopted evaluation form.

2:05 p.m. Other/Adjourn

Note: This is the Board's work group and often times the Board's work groups do not follow set times.

NEXT MEETING: June 15, 2023

Office of Recipient Rights Director's Report
May 2023

Dates represented	10/1/20-05/09/21	10/1/21-05/09/22	10/1/22-05/09/23
Complaints	164	337	229
OJ, No Right Inv.	25	46	25
Interventions	2	16	10
Investigations	137	276	194
Investigations Comp	137	276	129
Investigations open	0	0	65
Inv > 90 days	24	0	0
Inv < 90 days	113/137 (82.5%)	275/275 (100%)	129/129 (100%)
Summary Report Avg	132/137 (96.4%)	273/276 (98.9%)	132/132 (100%)
NLCMHA staff alleg.	38	57	34
NLCMHA Staff W/I 1 yr	4	12	8

	Total Substantiated	Total Allegations Investigated	Substantiation Rate
FY2020	309	637	49%
FY2021	172	383	45%
FY2022	330	664	50%
FY2023	140	229	61%

Complaint Source	Count
Anonymous	13
Community/General Public	24
Guardian/Family	18
ORR	69
Recipient	47
Staff	58
Total	229

NOTES:

Site Visits over 70% completed for the year

Office has trained 415 staff YTD for FY2023

Respectfully submitted,

Brian Newcomb

Director of Recipient Rights

PERSONAL
EMERGENCY
RESPONSE
SYSTEM

PERS



Item 2

WHAT IS PERS?

- Electronic devices that enable beneficiaries to secure help in the event of an emergency. The beneficiary may also wear a portable "help" button to allow for mobility. The system is connected to the person's phone and programmed to signal a response center once the button is activated. The response center is staffed by trained professionals. This service includes a one-time installation and up to twelve monthly monitoring services per year.
- PERS coverage should be limited to beneficiaries living alone (or living with a roommate who does not provide supports), or who are alone for significant parts of the day; who have no regular support or service provider for those parts of the day; and who would otherwise require extensive routine support and guidance.

**SOME OF THE BENEFITS TO AN INDIVIDUAL HAVING A
PERS UNIT IN PLACE AND A 24-HOUR STAFFED
PROGRAM:**

- 1. Increased independence.
- 2. An alternative to having staff physically present in the home.
- 3. Providing individuals with a sense of safety and security.
- 4. Assistance from staff that know the individual and their needs.
- 5. Individuals can live on their own within their own communities.

SOME OF THE PROGRAM BENEFITS USING THE PERS SYSTEM:

- 1. Increased independence for individuals receiving services.
- 2. Efficient use of budgeted dollars.
- 3. Monitoring and Tech Support are Medicaid billable (PERS/CLS).
- 4. The ability to provide a support system to respond to the needs of multiple individuals in an efficient manner.
- 5. Staff can provide information with reminders throughout the day (i.e., medication reminders).
- 6. This system provides individuals to reside in the least restrictive environment.

THE PERSONAL EMERGENCY RESPONSE SYSTEM MONITORING INCLUDES:

- 1. PERS monitor is connected to a smart phone or land line. Client's choice.
- 2. The monitor in the Monitoring Room can be used for communication with staff.
- 3. The use of the PERS is based on an individual consumers' IPOS.
- 4. 24/7 monitoring (i.e., consumer lives independently and/or may be aggressive with staff – ensures staff safety).
- 5. Nightly seizure monitoring.

CONTINUE...

- 7. Providing medication reminders:
 - a. Staff provide regularly scheduled phone call reminders to consumers to take their medication.
 - b. A face sheet is sent to the supervisor for approval and forwarded to staff to start medication reminders.
 - c. Recorded in the Medication Log Sheet
 - d. Reduces the need for direct CLS services

CLIENTS WE SERVE:

- Glen Oaks

4 clients being Served.

Seeley SIP Home

3 clients being Served.

Meadows Apartments:

6 clients being Served.

Individual home Setting:

1 client being served

ADDITIONAL SERVICES

- PERS staff can help clients with reading a prescription label.
- If a client's water heater is broke.
- Staff can assist with and coordinate during a crisis.
- Staff can link and support clients in the community.

FROM OUR CLIENTS PERSPECTIVE:

- Who I am.
- Where I was.
- What PERS means to me.
- Where I am now.

QUESTIONS?

NORTHERN LAKES COMMUNITY MENTAL HEALTH

2023 PROPOSED SLATE OF OFFICERS

Vice-Chairperson

Tony Lyntech
Greg McMorrow

Secretary

Sherry Powers

In addition, nominations will be taken from the floor.