



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

**Committee of the Whole Meeting
Minutes**

July 20, 2023

12:30 PM

Ben Townsend called the meeting to order at 12:30

Board Members Present: Ben Townsend, Greg McMorrow, Mary Marois, Al Cambridge, Pam Babcock, Kate Dahlstrom, Ruth Pilon, Tom Bratton, Carol Blake, Tony Lentych, Ty Wessell, David Freedman (virtual),

Absent: Dean Smallegan, Penny Morris, Eric Ostergren, Sherry Powers - all advance notice.

Others Present: Tracy Andrews, Director of Integrated and Managed Health Services; Heather Sleight, Administrative Specialist; Stacy Maiville, Executive Secretary; Dean Baldwin, Network Administrator; Joanie Blamer, Chief Population Officer, Jeremiah Williams, Information Technology Supervisor; Brian Newcomb, Director of Recipient Rights; Lauri Fischer, Chief Financial Officer; Darryl Washington, Northern Health Care Management Director; Andrew Waite - BHH Operations Manager; Nancy Stevenson, Chief Operations Officer; Kari Barker, QI Compliance Director; Dan Mauk, Chief Information Officer; Brian Martinus, Interim Chief Executive Officer; Jennifer Hemmes, Administrative Assistant, Reception; Nate Alger, GT County Administrator, Eric Kurtz, NMRE Chief Executive Officer; Dave Simpson, Residential Services Administrator, Andy

Virtual –Ann Ketchum, Programmer Analyst II; Curtis Cummins, Medical Director; Jessica Williams, Performance Improvement Specialist; Aimee Horton Johnson, Office Administrator; Terri Henderson, Service Information Specialist; Lisa Holmes, Clinical Review Manager; Jennifer Wiesnewski, RN – Psychiatric Services; Chris Biggar, Finance Manager; Amanda Ritchie, Improvements Coordinator; Joshua Emery, Woodland Home Supervisor; Kellee Hoag, Administrative Specialist, Finance; Deb Freed, Public Relations; Lisa Jones; Recipient Rights Advisor; Terri LaCroix-Kelty, Guest; Carol Balousek, Guest; Lynn Pope, Guest; Becky Brown, Human Resources Specialist; Alyssa Heider, Recipient Rights Specialist; Hilary Rappuhn, Project Coordinator; Judi Crane (Guest), Terri Lacroix-Kelty, Mats Andtbacka, Programmer Analyst II; Melanie Schopieray, Customer Service Specialist - Quality Improvement & Compliance; Tiffany Fewins, Administrative Assistant; Melissa Bentgen, Accounts Payable Team Lead

Public Comment:

Terri Lacroix- Kelty – Expressed her excitement for the Grand Traverse Center for Mental Wellness that Ms. Stevenson and Mr. Martinus spoke about in the Board Education session. Ms. Kelty went on to explain the benefits of such a crisis center and how the groups are collaborating to make it happen. Ms. Kelty expressed that Munson is dedicated to this project and to all those involved in bringing the project to completion.

Nate Alger – GT County Commission Administrator spoke about his support for having Northern Lakes serve as fiduciary for the approved ARPA funds.

Office of Recipient Rights Director's Report –

Monthly -July report currently we are under 66 open investigations. 100% compliant in 2 categories:

- 1 - staff completing investigations within the 90 days
- 2- the CEO review of reports.

Mr. Newcomb explained that NLCMH is currently in line with the rest of the state. ORR is the biggest complaint source. Site visits are down to 5 for the year and those will be wrapped up in the next few weeks. Mr. Newcomb explained what a site visit is and what it entails.

Mr. Newcomb discussed currency agency statistics including remediation and complaint data for the semi-annual report.

NMRE Oversight discussion – Mr. Eric Kurtz was present to answer any questions from the board regarding the contractual oversight of the CEO search process by the NMRE, as well as talk about the letter that was issued to the board regarding the search process and next steps. Mr. Kurtz stated that although the Enabling Agreement has been ratified, there are some other important things that need to take place before the CEO search can take place.

Quality & Compliance Update – Kari Barker gave a Quality and Compliance report to the board. The report covered Q2/Q3 of FY 23. Ms. Barker discussed the highlights in the areas of Quality, Compliance, and Customer Service. Ms. Barker mentioned the improvements seen across the agency for quality and compliance in the area of clinical record documentation. The agency is now averaging above 90%. Ms. Barker discussed risk events, critical incidents and where the agency stands in both of those categories.

Behavioral Health Home Presentation (CHAT) –

Andrew Waite gave an overview of the CHAT Program at Northern Lakes. CHAT is an acronym for Comprehensive Health Assistance Team. Mr. Waite explained what the program is about, its purpose, and how it benefits consumers. Mr. Waite explained eligibility for the CHAT program, the core services of the program, which are:

- Comprehensive Care
- Care Coordination
- Health Promotion
- Transitional Care
- Individual and Family Support
- Referral to Community and Social Support Services

Mr. Waite gave a breakdown of the consumers enrolled in the CHAT program by gender and age. He went on to cover statistics of the program including past, current, and anticipated growth. Also discussed, was the decrease in ER, Inpatient, and Urgent care visits for FY 22 compared to FY23. Mr. Waite also reviewed financial data for FY 22 for the CHAT program. Mr. Waite ended his presentation by sharing his goals for the program moving forward.

Agenda Planning:

Next meeting is August 17, 2023, at Leelanau County Governmental Center, Suttons Bay

Meeting Evaluations/Comments:

- #1 – We spent our time on the most important governance topics – Satisfactory
- #2 – We encouraged diversity of viewpoints – Satisfactory
- #3 – Our decisions were made collectively – N/A
- #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?

Other/Adjourn:

Meeting adjourned at 1:55

Respectfully Submitted,

Heather Sleight, Administrative Specialist