



Northern Lakes  
Community Mental  
Health Authority

Committee of the  
Whole Packet

September 21, 2023



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

## COMMITTEE OF THE WHOLE - AGENDA

**DATE:** September 21, 2023

**PLACE:** Northern Lakes Community Mental Health Authority  
2715 South Townline Rd. Houghton Lake and Virtual Meeting  
Dial 1-810-258-9588 Conference ID 986 665 315#

**TIME:** 12:30 p.m.

TIME	ID #	ITEM	POLICY #
12:30 p.m.		Call to Meeting	2.8
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	3.4
12:45 p.m.	2	Services for Adults with Mental Illness and Substance Use Disorders - Brad Neuder; Clinical Therapist, Sara Bush; Peer Support Specialist	
1:00 p.m.		Audit Discussion – Richard Carpenter	
2:00 p.m.		Evaluation/Comments	
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: October 19, 2023 – Traverse City**

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.

Office of Recipient Rights Director's Report  
September 2023

Dates represented	10/1/20-09/12/21	10/1/21-09/12/22	10/1/22-09/12/23
Complaints	306	555	401
OJ, No Right Inv.	54	72	58
Interventions	4	29	16
Investigations	248	456	328
Investigations Comp	248	456	264
Investigations open	0	0	64
Inv > 90 days	27	0	0
Inv < 90 days	221/248 (89.1%)	456/456 (100%)	264/264 (100%)
Summary Report Avg	243/248 (98%)	453/458 (98.9%)	264/264 (100%)
NLCMHA staff alleg.	54	118	62
NLCMHA Staff W/I 1 yr	7	41	9

**Allegations by Population**

Fiscal Year	MIA	IDD	SED	Total
FY2021	109	193	8	<b>310</b>
FY2022	168	354	11	<b>533</b>
FY2023	181	198	23	<b>402</b>

**Complaint Source**

Complaint Source	Count
Anonymous	15
Community/General Public	32
Guardian/Family	26
ORR	138
Recipient	82
Staff	108
<b>Total</b>	<b>401</b>

**Notes:**

-Site Visits for FY23 were completed at 100%-time frame compliance

- New regional Site Visit plan has been implemented/reducing the amount of overall travel days for staff.

Respectfully submitted,

Brian Newcomb

Director of Recipient Rights

# Community Liaison

# Quick Response Team (QRT)

---

- The QRT group are a group of community Members that are broken down into Secondary Partners and Primary partners
    - Secondary Partners do not have access to full PHI and/or documents
    - Primary Partners have full ability to talk about PHI, and presenting problems.
  - Qualifications
    - A consumer must live in the TC City limits.
    - A consumer must have 2 of the three qualifiers. Mental health, Substance abuse, or Homelessness.
  - QRT Goals
    - To help track overdoses, Before, during, and after.
    - the QRT will also address (Respond to) the systemic barriers to recovery by examining gaps in local social service provisions and supporting wrap-around services for vulnerable populations in the Traverse City community.
    - To address the link between substance misuse, mental health & homelessness.
- 





# Mobile Med Clinic

---

- The Mobile Med Clinic is a partnership between Traverse Health Clinic and Munson Family Practice.
- They are out in the community to help with basic medical need in the field.
- The Mobile Med Clinic Schedule is
  - Tuesday: Goodwill Inn/Jubilee
  - Wednesday: Safe Harbor
  - Friday: The Pines

[Traverse Health Clinic, Munson Medical Center set up mobile health services in Grand Traverse County – 9&10 News \(9and10news.com\)](#)



The Pines TC Homeless  
Encampment

# Mobile Crisis

---

- Responds to Crisis Situations in the community.
- Who can call:
  - Emergency Services (Police, Fire, EMS)
  - Individual having the crisis.
  - Property owner (Parent, landlord)
  - Guardian
- The goal of mobile crisis is to divert from the ER, and get the individual connected to services in the community.
  - Substance abuse
  - Housing resources
  - Primary Care Providers
  - Many other community Resources.

