



Northern Lakes
Community Mental
Health Authority

Committee of the
Whole Packet

October 19, 2023



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

COMMITTEE OF THE WHOLE - AGENDA

DATE: October 19, 2023
TIME: 12:30 p.m.
PLACE: Northern Lakes Community Mental Health
 105 Hall Street, Traverse City, MI, and Virtual Meeting
 1-810-258-9588 ID 986 665 315#

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 Committee Chairperson)</i>	
12:40 p.m.	1	Update on Recipient Rights	3.7
12:50 p.m.	2	Presentation – Children with Serious Emotional Disturbance	3.4
1:10 p.m.		Continued Discussion on Policy Governance	
2:00 p.m.		Distribute Individual and Board Self-Assessments	3.4
2:05 p.m.		November 16, 2023, Agenda Planning – Cadillac - Protocol	
2:08 p.m.		Evaluation/Comments	
2:10 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: November 16, 2023

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

Office of Recipient Rights Director's Report
October 2023

Dates represented	10/1/20-10/02/21	10/1/21-10/02/22	10/1/22-10/02/23
Complaints	333	591	436
OJ, No Right Inv.	60	77	68
Interventions	7	29	17
Investigations	266	487	352
Investigations Comp	266	487	287
Investigations open	0	0	65
Inv > 90 days	27	0	0
Inv < 90 days	239/266 (89.8%)	487/487 (100%)	287/287 (100%)
Summary Report Avg	261/266 (98.1%)	481/489 (98.4%)	285/285 (100%)
NLCMHA staff alleg.	21	118	76
NLCMHA Staff W/I 1 yr	1	43	25

Allegations by Population

Fiscal Year	MIA	IDD	SED	Total
FY2021	109	193	8	310
FY2022	168	354	11	533
FY2023	187	221	24	432

Complaint Source

Complaint Source	Count
Anonymous	17
Community/General Public	33
Guardian/Family	27
ORR	149
Recipient	90
Staff	120
Total	436

Notes:

-Substantiation Rate for the year is 53%

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Respectfully submitted,

Brian Newcomb

Director of Recipient Rights

www.northernlakescmh.org

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To access services call
(800) 492-5742 or
(231) 922-4850

Crisis
1-833-295-0616
TTY 711

NLCMHA Child and Family Services:

Assessment: This process begins with the parent or guardian contacting Access and participating in a phone screen to see if their child meets eligibility requirements for an intake assessment. The initial clinical assessment is scheduled within 14 days of the Access call. The intake assessment involves a greater amount of in-depth information about the child and their circumstances. Once the intake assessment is completed it is determined if the child meets severity criteria and medical necessity for services. If they meet these criteria, the individual performing the intake will then determine what services they qualify for, which are all completely voluntary, family driven, and youth guided. If the child does not meet criteria the family is provided with information about other community resources.

Outpatient Therapy: This type of therapy is provided within the office setting and is utilized for children and their families. Children are given the tools and skills to improve maladaptive behaviors. Outpatient therapy provides the children and families the opportunity to experience positive change within the household. Clinicians are trained in evidence-based practices and treatment modalities.

Homebased Therapy: This type of therapy is the most intensive service that is provided. Homebased therapy is provided directly in the home or other community setting that the family feels comfortable with. Homebased therapy is utilized for families who have more severe behavioral health needs and are in need of a higher level of stability within the home.

Infant Mental Health: Infant Mental Health is provided to parents and children under the age of 4. Its purpose is to promote attachment and bonding between the parents and baby/child. These services are provided to the family in the home to promote the prevention of ongoing mental health issues between the parents and baby/child. Each clinician is specially trained and ongoing reflective supervision.

Dialectical Behavioral Therapy: Dialectical Behavioral Therapy (DBT-A) is provided to adolescents 12-17 and their parent or guardian. It is one of the most intensive treatment options offered by our team. DBT focuses on mindfulness, distress tolerance, emotional regulation, and interpersonal effectiveness. Families who participate in DBT attend a weekly group and weekly individual therapy. The therapists providing DBT offer coaching calls 24/7.

Case Management: Case management is a supportive service that provides families with assistance finding resources and supports in the community that can help them to achieve the goals that they have defined as a family. They support families by linking, coordinating, advocating, and monitoring their needs.

Wraparound: Wraparound is a service that is provided to families in the community. It involves natural and professional supports to make up the wraparound team. The wraparound facilitator meets with the families regularly to see what services they may need to help them meet their goals that they have agreed upon.

Parent Support Partner: A parent support partner is someone who is there to support the parents of children with mental health issues. A parent support partner has personal lived experience that is similar to what the parents are experiencing. They are there to help parents to learn to advocate for their children and to give them the hope and support that they need.

Youth Peer Support: A youth peer support is someone who is connected with a youth who needs more support than they are currently receiving. The youth peers support person is someone who has similar lived experience and can relate to the youth on a different level than other individuals. The youth peer support is there to help the youth learn to advocate for themselves and give them the hope and support that they need.

MST: Multi System Therapy is an intense community and homebased therapy that works with the families of youth under the age of 18 who have serious legal involvement, potential substance use issues, and/or problematic sexualized behaviors. Referrals for this program come only from intensive probation officers. MST addressed family issues such as parenting skills, family relationships, social networks, communication, school, and peers.

For any questions or concerns regarding children's programming, please contact:

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