

MINUTES OF THE BOARD

August 19, 2010

North Country Community Mental Health

Commissioner's Room

Antrim County Building

203 E. Cayuga

Bellaire, Michigan

BOARD MEMBERS PRESENT: Louis Scholl, Ed Ginop, Alice Mushlock,
Ann Smith, Sr. Augusta Stratz, Laura Stanek,
Joel Evans, Paul Liss, Debra Kimball,
Dan Plasencia

BOARD MEMBERS ABSENT: Jane Dunaway, Robert Boyd, Karla Sherman,
George Anthony

STAFF: Alexis Kaczynski, Donna Wheeler, Amy Christie,
Jan Smith, Christine Gebhard, Joan Booth

Mr. Ginop called the meeting to order at 4:35 p.m.

ROLL CALL

Mr. Ginop welcomed the Board members and staff to the meeting.

PUBLIC COMMENT

There was no public comment.

CONSENT AGENDA

Financial Statement – Provider Operations - North Country CMH:

Balance on Hand, June 30, 2010	\$5,011,359.15
Receipts, Adjustments & Transfers, July	\$3,174,454.31
Total Disbursements & Adjustments, July	\$3,079,690.31
Increase in Cash Balance	\$ 94,764.00
Balance, July 31, 2010	\$5,106,123.15

*Approximately \$2,778,357 has been advanced from the State of Michigan and has been encumbered for outstanding bills.

Financial Statement – Managed Care Operations - North Country CMH:

Balance on Hand, June 30, 2010	\$1,928,973.91
Receipts, Adjustments & Transfers, July	\$6,449,692.14
Total Disbursements & Transfers, July	\$5,958,634.27
Decrease in Cash Balance	491,057.87
Balance, July 31, 2010	\$2,420,031.78

*Included in the balance is the Medicaid Internal Service Fund balance of \$659,056.

MOTION BY LOUIS SCHOLL, SECOND BY SR. AUGUSTA STRATZ, TO APPROVE THE CONSENT AGENDA. MOTION CARRIED.

Information (I) Items from Committee Reports

Information items were included in the committee minutes.

Privileging Recommendations

There were no privileging recommendations reviewed by the Board.

COMMITTEE RECOMMENDATIONS – BOARD ACTION

Finance Committee

Ms. Stanek reviewed the budget status report for the period ending June 30, 2010. She explained that there is a possibility of pursuing a “236 transfer” to transfer GF to an affiliate that lacks sufficient GF to balance its budget for this year. This would be a one-time transfer that otherwise would lapse to the state.

MOTION BY LAURA STANEK TO TRANSFER \$75,000 IN GF/GP REVENUE TO AUSABLE VALLEY CMH. MOTION CARRIED.

Ms. Stanek reviewed the Northern Affiliation Financial update for the period ending June 30, 2010.

Ms. Stanek reviewed the request for the purchase of copy machines at the Kalkaska and Rapid City sites.

MOTION BY LAURA STANEK TO APPROVE THE PURCHASE OF TWO ZEROX COPIERS NOT TO EXCEED \$12,500. MOTION CARRIED

Ms. Stanek reviewed the updated Information Systems Proposal for 2010/11. As the original plan was reviewed it became apparent that more equipment was needed. The cost per unit for the computers is lower than anticipated. Therefore, 36 additional computers will be purchased. The original proposal to upgrade to Office 2007 has been abandoned for an upgrade to office 2010. There will not be an upgrade to Windows 7 but this operating system will be on all new computers.

MOTION BY LAURA STANEK TO APPROVE THE CHANGES TO THE INFORMATION SYSTEMS PROPOSAL FOR 2010-11 AT AN ADDITIONAL COST OF ABOUT \$34,955. MOTION CARRIED.

ACTION ITEMS – WITHOUT COMMITTEE REVIEW

Mr. Ginop referred to the following policies for Board Review and approval: Confidentiality of Personnel Files; Criminal History Record Check; Longevity; and Abuse and Neglect. Ms. Kaczynski indicated that the Program Committee did not meet this month and these policies need to be approved. Ms. Gebhard summarized each of these policies and indicated the reasons for the revisions.

MOTION BY LAURA STANEK, SECOND BY DEB KIMBALL, TO APPROVE THE REVISED POLICIES: CONFIDENTIALITY OF PERSONNEL FILES, CRIMINAL HISTORY RECORD CHECK, LONGEVITY, AND ABUSE AND NEGLECT. MOTION CARRIED.

PRESENTATIONS

New Horizons Clubhouse

Amy Christie introduced herself and distributed information on the New Horizons Clubhouse. The Clubhouse recently published a retrospective back to 1994 and she shared information from this. Originally, the Clubhouse was titled Crystal Beach Friendship House. It was started with 16 members with no structure to the day, no full time project director and no trained staff. New Horizons just signed up their 247th member and opened up to Otsego County. It is open four days a week and provides transportation. There are several units that perform various functions: clerical, food service and maintenance. Ms. Christie reviewed the duties of the units. There is an after-hours activities program and the Club is open most holidays. There is very little staff turnover. In 1994 they averaged 11 members a day and now they average 25 members a day.

Some good housing projects have been developed. In 1994 there was a Woodhaven Program in Kalkaska which was a shared home with four individuals assisted by Clubhouse staff. Presently they work with GTI as a partner with the homeless housing grant. A duplex in Mancelona houses 11 consumers; the last four have lived in the apartments for 1 ½ years. She reviewed the vision of New Horizons. In the future they want to continue to have membership meetings to discuss their needs as a Clubhouse. The clubhouse community has come up with several ideas about what they would like to pursue as future goals: outreach to community leaders; increase the number of employment opportunities for the membership, i.e. increase the number of TE placements; increase the number of members who participate in volunteer opportunities, increase the number of members employed in competitive employment; increase training of staff to meet employment needs; seek out more grants to enhance the vision and mission of the Clubhouse. The members want to continue supporting the increased independence of the membership; strengthen mobile outreach and improve documentation of outreach services; assist membership with creating goals of holistic

wellness in the IPS; increase the number of members assisted through the housing support program and secure peer support specialist positions.

The clubhouse members just went to Mackinac Island with 27 clients and last time they went there were only 16 members involved. There is a huge garden behind the building and they go to Farmers Market, give produce to clients and use the fresh produce in the Club.

CARF Accreditation

Ms. Gebhard distributed the CARF survey report for NCCMH for 2007. It is time for the tri-annual survey by CARF. This is the second time they will be visiting and will be here Sept. 13-15. In the past, NCCMH was accredited by the Joint Commission on Accreditation of healthcare Organizations. The decision to move to CARF was made because they are more aligned with this agency's mission. She reviewed the summary of their first report. DCH was interviewed and indicated that they were well satisfied with NCCMH's performance. The CARF reviewers got to know staff and interviewed staff and clients about their opinions of the agency's work. This time, they will want to know about the accomplishments in the last three years.

There are six programs being surveyed: ACT, Clubhouses, crisis intervention, case management, crisis residential and out-patient therapy. One of the things being done is that she is publishing CARFacts to make sure the staff is thinking about the agency as a whole. She reviewed each of the publications that have been sent to this point. Staff will be getting a copy of the previous CARF review so they will know what was looked for in the previous survey.

The Entrance Interview is at 9:00 a.m. on September 13th in the Petoskey Office and Board members were encouraged to attend. The lead surveyor is from Florida and another one is from Ohio or Indiana so it will be necessary to explain Michigan's system. Ms. Gebhard will include future CARFacts in the next Board mailing. She explained the charge for this survey.

OLD BUSINESS

There was no old business.

NEW BUSINESS

Ms. Kaczynski referred to the Regional Board Member Educational Forum to be held on September 10 & 11 in Gaylord. She reviewed the agenda items and encouraged Board members to attend. People from other boards will attend also. It is held on a weekend because a complaint is that people who sit on boards and work during the week don't have the ability to attend conferences.

DIRECTOR'S REPORT/COMMUNICATIONS

Ms. Kaczynski indicated that in five weeks the agency has had four visits from DCH. The whole leadership of the mental health and substance abuse services division of DCH came to a meeting in Gaylord with Affiliates and Affiliation staff on July 7th. There was a follow-up DCH site review and the tri-annual rights systems assessment by DCH which

went pretty well. She reported that Karen Oliverius retired and the agency is recruiting for this position. The whole ARR team was here to meet with the regional staff as well as consumers and stakeholders.

In addition to these DCH activities, NCCMH received the IRS, which came in to do a casual review (not an audit) and made some suggestions, but the agency did well.

Ms. Kaczynski reported to the Board members on an issue that was discussed at the Executive Committee of the Association. The committee made a decision to recommend a change in the structure of the membership. It became quite a controversial issue. The Association is intended for community mental health boards in Michigan; however there are a number of affiliate members that pay dues but have no voting rights. They consist of larger agencies that do business with CMH boards. Mike Vizona wrote a position paper about the need to have a more inclusive membership rather than an exclusive membership. He suggested that the Association offer minimal voting rights to affiliate members and give them three votes that would include one for a mental health services provider, one for a substance abuse provider and one for an advocacy agency. She asked the Board members their opinions. She explained that the affiliate membership has asked to vote and they do pay dues. Some of these groups are very involved. This could provide them with a place at the table and provide more cohesive partnerships. The NCCMH Board members felt that this would not be a negative thing. It is now going to a committee of the Association for more discussion.

AFFILIATION (MANAGED CARE OPERATIONS) REPORT

Ms. Kaczynski indicated that Mr. Schneider was not here today and the information for his report was included in the Board packet.

LONG RANGE PLAN/QUALITY IMPROVEMENT UPDATES

Ms. Gebhard referred to the graph that was included in the Board mailing and reviewed the claims verification audit. There were 1,932 claims reviewed for the quarter. There were some errors but they were minimal. She referred to the trend line and indicated that the agency has done very well and in the history of the claims validation dollars the agency has always done very well.

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The semi annual qualitative record review is done at the same time as the claims verification review and is much more detailed. These numbers are lower than 95% but it is because this review is much more detailed. The agency is making progress. A staff member has been assigned to review the case records against the review criteria.

Ms. Gebhard referred to part of the Affiliation review which is the delegated functions review report. She referred to the May review and indicated that the score was 95.4%. The whole area of denials is problematic and there will be training for staff on this topic.

Ms. Kaczynski referred to the summary of the annual planning session, and apologized for its tardiness. She summarized everything that was communicated in presentations and the discussion. She reviewed the progress on the 2008 plan and discussed progress on the ARR. She thanked the Board members for the excellent attendance at the 2010 planning session and asked them to review the summary at their leisure.

MOTION BY LAURA STANEK, SECOND BY ANN SMITH, TO ADJOURN THE MEETING AT 6:00 P.M. MOTION CARRIED.

Ed Ginop, Vice-Chair