

MINUTES OF THE BOARD

January 21, 2010

North Country Community Mental Health

Board Room

One MacDonald Drive

Petoskey, Michigan

BOARD MEMBERS PRESENT: Debra Kimball, Jane Dunaway, George Anthony, Paul Liss, Ann Smith, Joel Evans, Sr. Augusta Stratz, Ed Ginop, Dan Plasencia, Karla Sherman, Alice Mushlock

BOARD MEMBERS ABSENT: Louis Scholl, Laura Stanek, Robert Boyd

STAFF: Alexis Kaczynski, David Schneider, Christine Gebhard, Christine Taylor, Tom Renkes, Joan Booth

Ms. Kimball called the meeting to order at 4:37 p.m.

ROLL CALL

Ms. Kimball welcomed the Board members and staff to the meeting.

PUBLIC COMMENT

There was no public comment. Bob Drebenstedt was introduced and he is Joel Evans alternate. Ms. Dunaway stated that Mr. Drebenstedt works very hard with veterans.

CONSENT AGENDA

Financial Statement – Provider Operations - North Country CMH:

Balance on Hand, Nov. 30, 2009	\$4,554,225.68
Receipts, Adjustments & Transfers, Dec.	\$2,846,046.74
Total Disbursements & Adjustments, Dec.	\$2,973,628.85
Decrease in Cash Balance	\$ 127,582.11
Balance, Dec. 31, 2009	\$4,426,643.57

*Approximately \$2,098,877 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, Nov. 30, 2009	\$ 828,182.16
Receipts, Adjustments & Transfers, Dec.	\$4,986,561.93
Total Disbursements & Transfers, Dec.	\$5,417,864.50
Decrease in Cash Balance	\$ 431,302.57
Balance, Dec. 31, 2009	\$ 396,879.59

Included in the balance is the Medicaid Internal Service Fund balance of \$327,366. Of this amount, \$43,016 is the Northern Michigan Substance Abuse Services (NMSAS) Internal Service Fund.

MOTION BY ED GINOP, SECOND BY SR. AUGUSTA STRATZ, TO APPROVE THE CONSENT AGENDA. MOTION CARRIED.

Information (I) Items from Committee Reports

The Finance Committee minutes were distributed.

Privileging Recommendations

The Privileging recommendations were reviewed.

COMMITTEE RECOMMENDATIONS – BOARD ACTION

Finance Committee

Ms. Mushlock reviewed the Final pre-Audit Status Report-Spending Plan for the twelve month period ending September 30, 2009.

Ms. Mushlock reviewed the final pre-Audit Affiliation Financial Update for the twelve month period ending September 30, 2009.

Ms. Mushlock reported that Ms. Kaczynski reviewed an analysis of expenditures for the first two months of the fiscal year.

Ms. Mushlock reported that expenditures for home improvements and repair were discussed. Ms. Kaczynski will bring summary information to the next meeting regarding the number of owned and leased properties and provide whatever information exists regarding anticipated repairs.

ACTION ITEMS – WITHOUT COMMITTEE REVIEW

There were no action items this month.

PRESENTATION

Regulatory Compliance Annual Report

Christine Taylor introduced herself and made a power point presentation on the Compliance Program components. She reported on all the elements, i.e. the fraud and abuse reporting system; verification of services audits; compliance committee; education and training; review compliance plan annually; other monitoring activities; and the FY 2010 work plan. She

described a pie chart on compliance system contacts for FY09 and there were 96 new contacts last year. She explained that there were 57 Medicaid issues. She discussed and described the actions taken and there were 98 total issues. She discussed certification of CMH Service audits, gave the history and explained that overall 12,954 claims were made. She explained invalid claims from last year. Plan of service issues were the major factor in invalid claims last year. She has conducted training on the invalid claims and the plan of service issue. She audited Pine Rest and explained that out of the 39 services reviewed 35 were validated. She explained the verification of service. She also explained that Northern Michigan Substance Abuse Services was also audited and the audit was very successful. There is an active compliance committee and she explained what they had achieved. She reviewed education and training efforts that include a quarterly newsletter and training on Medicaid policy changes in ACT, as well as others. Ms. Taylor also discussed other activities such as the annual compliance plan review, LEP/Cultural Competency Plan review, and the LEP services review at CMH boards in 2009. She discussed her work plan for FY10.

Gentle Teaching

Tom Renkes introduced himself and discussed the concept of gentle teaching, which was formed in the 80's and 90's. The biggest controversy about gentle teaching is why it does or does not work and scientists need proof. The state has taken an active role in requiring the development of a culture of gentleness so the boards must make a plan to pursue this system-wide. He explained what gentle teaching is about. It is supposed to change how mental health professionals think about consumers. The culture of gentleness is all about relationships. When a person needs a behavioral health plan there is a lot of paperwork to do and it tends to take away from the relationship with the consumer. It is about sitting down with the consumers in their own setting and simply being with them. It is about having a more sensitive proactive approach to consumers. It is also about decreasing trauma. Some consumers have been moved to different places their whole life over and over again; they do not know a home and they do not feel secure. It is about less difficulty and the simplicity of a relationship and a caring attitude and why a consumer acts out. Some staff members are being trained to be mentors and trainers.

OLD BUSINESS

There was no old business this month

NEW BUSINESS

There was no new business this month.

DIRECTOR'S REPORT/COMMUNICATIONS

Ms. Kaczynski indicated that there are informational materials at each seat today. She reviewed the TSG paper and explained that she attends these meetings and is on the Executive Board for this group. The Standards Group was started to develop standardization in clinical and business practice across the state. It was started at the recommendation of DCH, as DCH felt they no longer had the staffing to pursue these policy changes themselves. Ms. Kaczynski directed the

Board attention to the report and work group progress in the areas of access, waiting lists and needs assessment. She explained that David Schneider is chairing the group on uniform needs assessment. In addition, Andrea Sarto is a member of the Practice Improvement Team at state level and part of the active engagement work group.

Ms. Kaczynski also referred to the information on Project Connect.

She indicated that the agency will participate in the statewide traveling art show again. Jan Smith helps coordinate this effort.

She shared the 2010 year of reform document that came from the State Senate Republicans. Discussion ensued.

She reviewed the article “GOP wants Michigan public employee benefit cuts”. Discussion ensued.

AFFILIATION (MANAGED CARE OPERATIONS) REPORT

Mr. Schneider referred to the comprehensive provider update and indicated that it goes to all three affiliates and that this will be done more frequently in the future.

He reviewed finances and reported that the boards are still being paid at FY09 rates and at this time there is about \$150,000 a month in over expenditures. The new rates for CMH Boards have not been approved by the Center for Medicare and Medicaid Services. There is a limit on how low the risk reserve can go. Cash flow is becoming an issue and it is hoped that the 2010 rates will be approved soon. Mr. Schneider indicated that if the rates get approved there will be a considerable increase over last year but it is still not known what will happen next year. The Clinician Work Station (i.e., the electronic medical record software program) needs to be fully implemented and this might be a good use of one time resources.

Mr. Schneider talked about the budget and DCH has proposed a budget to go to the Governor with a 26% reduction in GF funding and 19% reduction in Medicaid. The Governor will come out with her budget next month. As of last week there is not as much concern about a mid year cut. He reviewed Michigan’s situation including job losses. There is a rumor that the higher FMAP in the stimulus package may be extended.

He also discussed the educational efforts planned concerning the potential loss of funding. He met with the area Directors already and he plans to visit board members and stakeholders in January. The plan is to educate the staff, provider agencies, and the PICC. In February it would be possible to take this news to the general public.

LONG RANGE PLAN/QUALITY IMPROVEMENT UPDATES

Ms. Gebhard reviewed the three sections of the Quality Improvement Council Update. The consumer satisfaction survey results were reviewed. Quality is in the eyes of the consumer. The goal is that 90% will say they are satisfied to very satisfied with the services. The agency is at

89% and this is a good score especially during these hard times. A question was asked about ACT and she described the services they provide. The section on claims verification audits was reviewed and in the 1st quarter the agency fell below the 95% threshold for claims validation because there were multiple findings for only one error in one chart. She reviewed how quality improvement is defined.

Ms. Kaczynski referred to the winter conference of the Michigan Association of Community Mental Health Boards and explained that the early bird registration ends February 12th.

Ms. Kaczynski would also like to have a Program Committee meeting the Tuesday prior to the Board Meeting around 3:00. Joan will call everyone to find out if that is a good date.

MOTION BY ED GINOP, SECOND BY ANN SMITH, TO ADJOURN THE MEETING AT 6:05 P.M. MOTION CARRIED.

Debra Kimball, Board Chair