

**MINUTES OF THE BOARD**  
**July 15, 2021, 4PM**  
**North Country Community Mental Health**  
**1420 Plaza Drive, Petoskey**



**BOARD MEMBERS PRESENT:**

Christian Marcus, David White, Ed Ginop, Karla Sherman, Sr. Augusta Stratz, Michael Newman, Robert Boyd, Gary Knapp, Caroline Loper, , Paul Liss

**BOARD MEMBERS ABSENT:** Katina Banko, Robert Draves, Dennis Priess, Ron Iseler

**STAFF:** Christine Gebhard, Brian Babbitt, Kevin Hartley, Amy Christie, Stacey Chipman, Lorraine Manary

**GUESTS:** Travis Atkinson, TBD Solutions

Mr. Ginop called the meeting to order at 4:00 p.m.

**ROLL CALL**

Mr. Ginop welcomed Board members staff and guests to the meeting. A roll call was taken with quorum present.

**PUBLIC COMMENT:** None

**CONSENT AGENDA**

The consent agenda includes the agenda overview, minutes of the previous meeting, privileging recommendations and contracts signed in the past month.

**MOTION BY KARLA SHERMAN TO ACCEPT THE CONSENT AGENDA AS PRESENTED, SUPPORT BY ROBERT BOYD.**  
**MOTION CARRIED.**

**COMMITTEE RECOMMENDATIONS – BOARD ACTION\***

**Program Committee Report:** Mr. White reviewed the minutes of the June 24, 2021 Program Committee meeting. At the meeting Ms. Christie shared the annual Quality Program Report and provided an in-depth review of the myStrength app being offered free to the community. Mr. Babbitt presented the findings of the MDHSS site review. Ms. Christie responded to questions from the board regarding myStrength.

**Finance Committee Report:** Mr. Marcus reviewed the minutes of the July 15, 2021, Finance Committee meeting, including the statement of cash on hand, check register, interim financial statements, and the NMRE funding report.

Mr. Marcus noted the CMHA dues structure has been updated. The association is proposing a 2% increase based on 2019 numbers. Mr. Ginop and Ms. Sherman were appointed as Board delegates for the Special Meeting.

**MOTION BY COMMITTEE CHAIR CHRISTIAN MARCUS TO APPROVE THE CMHAM DUES INCREASE BY 2%, WHICH IS \$3,173, FOR FY2022.**

**MOTION CARRIED.**

Mr. Marcus discussed the Contract Provider Sustainability plan. A focus group of stakeholders were brought together to provide input for the plan. Board questions were answered by Mr. Babbitt regarding the length of the plan and funding amounts. Ms. Gebhard noted there is a direct care workforce crisis statewide and the importance of retaining these essential workers.

**MOTION BY COMMITTEE CHAIR CHRISTIAN MARCUS TO APPROVE THE FUNDING OF THE ADDITIONAL RECRUITMENT, RETENTION & STABILITY PLAN FOR THE RESIDENTIAL PROVIDER NETWORK, THROUGH THE MONTH OF SEPTEMBER 2021, AT A COST OF NO MORE THAN \$1,009,000.**

**MOTION CARRIED.**

Bids for paving two NCCMH AFC homes in Gaylord, Pinehaven Red and Green were tabled.

Mr. Ginop thanked committee chairs for their reports. The finance report will be placed on file for audit.

**ACTION ITEM(S) WITHOUT COMMITTEE REVIEW\***

None

**PRESENTATIONS**

**Northern Michigan Crisis Assessment - Mr. Travis Atkinson, MA-LPC, TBD Solutions**

Mr. Atkinson provided a review of the comprehensive assessment of behavioral health crisis services including substance use disorders. TBD Solutions was engaged by NCCMH, Northern Lakes CMH, McLaren Northern Michigan and Munson Healthcare. The process for gathering stakeholder input and data collection was explained.

Mr. Atkinson described the recommendations provided by TBD Solutions. The first recommendation is to co-locate Crisis Stabilization Unit and Crisis Residential Unit Munson campus in Traverse City; a Psychiatric Urgent Care center located in Petoskey; and additional inpatient psychiatric beds located at the McLaren Cheboygan campus. A combination of adult and adolescent beds is recommended.

The second recommendation is to diversify the payer mix developing relationships with commercial health plans, Medicare, and contracts or pilots. Lobbying for mental health parity is included in this recommendation. Measuring system performance with the ability to report and analyze outcomes constantly is the third recommendation, including the design of a portfolio based on shared community values. Creating and using a dashboard is one method of tracking data. The fourth recommendation is around access and transportation. Components include exploring solutions that rely on personal vehicle transport including peer supports, lobbying for the passage of House Bill 6452 or Senate Bill 0101 or when appropriate, monitoring the ET3 pilot from CMS and advocating for EMS reimbursement for non-hospital drop off, and to mobilize peer and trained paraprofessionals to engage in outreach, urgent care, or telehealth visits.

Future crisis services may include an EmPATH unit, adolescent detox, youth crisis residential, partial hospitalization program, and peer respite. Mr. Atkinson detailed some future considerations such as who will be responsible for assessing the function and quality of the regional crisis system, how will the community define success, and what clinical risk the system is willing to bear in exchange for the reward it promises.

Ms. Gebhard shared that NCCMH and NLCMH plan to host a regional stakeholder meeting in August for Mr. Atkinson to present the study and recommendations.

### **CHIEF EXECUTIVE OFFICER'S REPORT/COMMUNICATIONS**

Ms. Gebhard informed the board that county presentations of the Annual Report have been given to all but Charlevoix County, which is scheduled later this month. During the past month she and Ms. Sherman attended a mental health symposium hosted by Representative Damoose. Ms. Gebhard and Joanie Blamer from Northern Lakes CMH met with Senator Stabenow regarding the Certified Community Behavioral Health Clinic (CCBHC) model, noting that we are just beginning to implement the Behavioral Health Home in the region.

Ms. Gebhard pointed out several items in the executive team's quarterly summary. A Director of Health Services was hired, as was a second criminal justice liaison, and juvenile justice specialist, and training specialist, Leslie Elrod. Ms. Gebhard thanked the board for approving the provider sustainability plan at this meeting and mentioned a number of AFC closing in the area due to staff shortages.

Ms. Gebhard noted that Senator Shirkey will introduce his bills today to amend the Mental Health Code and Social Welfare Act to redesign the behavioral health system. The most recent talking points from CMHAM were shared.

Two updates from the MDHHS regarding their work to improve psychiatric care and crisis services in the state were distributed. Ms. Gebhard is part of the workgroup working on the certification process for the Crisis Stabilization Units. On July 28 Rep. Daire Rendon is holding a meeting of the Northern Caucus to allow the NMRE and NorthCare CMHSPs to discuss the redesign bills. Ms. Gebhard will attend. There is also interest in inviting Representative Whiteford to the region to discuss her bills. Ms. Gebhard mentioned the info graphic from CMHAM which addresses the actual issues in the mental health system and proposes solutions.

Ms. Gebhard discussed changes to a service code, which was split into 96 different codes to document activity. This is de-incentivizing supporting clients in their own homes, i.e. community-based living arrangements. Specialized residential AFC homes with 24-hour staff report a single per diem code.

### **QUALITY IMPROVEMENT UPDATE**

Ms. Christie provided a review of the recent NMRE customer satisfaction survey. The survey was conducted between April 1-22, 2021, and was offered to all persons receiving mental health services. North Country had the highest number of returned surveys at 387. The questionnaire was reduced from 32 to 15 questions and offered online, by phone, or by mail. Ms. Christie reviewed the breakout of clients by services received, and the service-related questions. NCCMH's overall average survey score was 3.45 out of 4 with 92.1% reporting they are satisfied or extremely satisfied with the services they received. The annual quality improvement plan has a goal of 90% overall client satisfaction. Ms. Christine shared a number of client

comments. These, along with trends, will be reviewed by the committee to identify improvement opportunities.

**NORTHERN MICHIGAN REGIONAL ENTITY**

The Board minutes, Operations Committee minutes, and financials relating to NCCMH were shared. NMRE efforts continue to be focused on the current proposed legislation. There was a question about where Medicaid funds go if lapsed and returned to the state. Ms. Gebhard will find out and report back to the board.

**OLD BUSINESS**

**COVID Update**

Mr. Babbitt shared changes in the COVID protocols; no masks are required, although visitors and clients still complete a health screen upon entering the buildings. The agency is nearly back to normal operations and 68.8% of staff are now vaccinated.

**NEW BUSINESS**

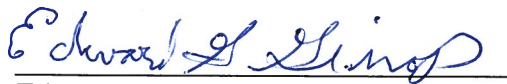
None

**BOARD & STAFF COMMENTS**

Mr. Liss mentioned there were four \$50,000 awards announced in the state vaccination lottery. Ms. Gebhard noted that the outcome evaluation process with consultant Pennie Foster-Fishman has started. Ms. Foster-Fishman met individually with members of the executive team and spoke highly of the cohesiveness and shared values of the team.

**ADJOURNMENT**

**There being no further business to come before the board, the meeting was adjourned at 5:23 p.m. by Board Chair, Ed Ginop.**



Edward Ginop, Board Chair