

MINUTES OF THE BOARD

December 19, 2019

North Country Community Mental Health

Stafford's Bay View Inn, 2011 Woodland Ave.

Petoskey MI 49770

BOARD MEMBERS PRESENT: Ed Ginop, Sr. Augusta Stratz, Michael Newman, Ron Iseler, Christian Marcus, Robert Draves, Robert Boyd, David White, Patty Cox, Dennis Priess

BOARD MEMBERS ABSENT: Louis Scholl, Caroline Loper, Paul Liss, & Karla Sherman

STAFF: Christine Gebhard, Kevin Hartley, Joe Balberde, Brian Babbitt, Stacey Chipman, Lorraine Manary

GUESTS: Lilah Johnecheck

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

ROLL CALL

Mr. Ginop welcomed Board members and staff to the meeting. It was noted that Louis Scholl, Caroline Loper, Karla Sherman and Paul Liss were unable to attend. A quorum was present.

PUBLIC COMMENT

Mr. Eric Kurtz, CEO of the NMRE, asked to speak and recognized Mr. Dennis Priess with a Certificate of Appreciation for his years of service on the NMRE Board.

CONSENT AGENDA

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

MOTION TO ACCEPT THE CONSENT AGENDA AS PRESENTED BY MR. MARCUS, SUPPORT BY MR. BOYD. MOTION CARRIED.

COMMITTEE RECOMMENDATIONS – BOARD ACTION*

None

ACTION ITEM(S) WITHOUT COMMITTEE REVIEW:

Financial Statement: Mr. Marcus reported details of the Revenue and Expenditure Report, and Bills through November 30, 2019. Balance on November 1, 2019 was \$6,271,953.64. Receipts through November were \$1,276,802.62; expenditures were \$4,587,269.33. Ending balance as of November 30 was \$2,961,486.93.

Mr. Marcus reviewed the Financial Statements through October 31, 2019 including the Statement of Not Position; Revenue by Funding Source; Expenditures by Line Item; and Statement of Cash Flows.

Medicaid (including Autism): North Country capitation payments received in October were \$3,558,776; expenditures were \$3,545,753, resulting in an UNDER expenditure of \$13,023.

Healthy Michigan Plan: North Country capitation payments received in October were \$309,200. Expenditures were \$215,068 resulting in an UNDER expenditure of \$94,132.

General Fund: State General Fund revenue received through October was \$169,513. Expenditures were \$121,492 and \$870 redirected resulting in an UNDER expenditure of \$47,151.

Net Position increased by \$105,017.

Mr. Ginop asked members if there were any questions about the financial reports. Hearing none, Mr. Ginop directed the reports be placed on file for audit.

PRESENTATION: Recipient Rights Annual Report FY2019

Ms. Rappleyea presented the Recipient Rights FY 2019 Annual Report to the board. She began with a general overview of the functions of the Recipient Rights office, including site visits with a map showing the locations of NCCMH Clients. She explained the elements that must be present to open a complaint and steps taken through resolution of the complaint.

In 2019 the number of complaints and allegations were less than in the previous three years, as were the number of investigations and substantiated allegations. Of the investigations in 2019, 91% were completed within 90 days. Top complaint categories include Dignity and Respect, Safe Environment, and Services suited to condition. Ms. Rappleyea reviewed the remedial actions taken which include a wide range of possible actions from verbal counseling or termination.

The Office of Recipient Rights also provides training on rights. This past year 389 new hires were trained, of those 46 are agency staff and the rest contractual. The Gentle Teaching Curriculum that all providers are required to take has helped reduce the number of abuse and neglect complaints.

As noted previously, the Michigan Department of Health and Human Services Office of Recipient Rights completed a triennial rights system assessment in August of 2019 with NCCMH, earning 178 points out of a possible 180; 99%, an unprecedented score! Future goals include continuing to empower supervisors and others to provide training and develop a web-based training for providers. Outcomes for FY'20 also include improving rights training timeliness, tracking and enforcement, and updating the site visit tool to support PIHP reciprocity guidelines.

Recipient Rights Advisory Council recommends that one FTE staff member be added to the ORR team, and to have the Board support greater outreach by the ORR to recipients concerning their rights.

On the state level, a bill approved by the House, and now with the Senate, requires that CMH offer mediation as an option to resolve a dispute. The state is interested in having the PIHP's standardize and provide site visit reciprocity, although the MDHHS-ORR has not yet committed to doing this. Mr. John Sanford, the MDHHS-ORR Director will be retiring. He has been the Director since the inception of the ORR department.

CHIEF EXECUTIVE OFFICER'S REPORT/COMMUNICATIONS

Ms. Gebhard shared several items of interest with the board. She directed the board members attention to the correspondence shared in the board packet. While the 298 pilots have been eliminated, the Specialty Needs Plan model being proposed by the Department is still a threat to the public mental health system and the protections afforded by the Mental Health Code.

There will be much discussion of the new model moving forward. The NMRE is interested in hosting a town hall style meeting for county commissioners and elected officials in the 21-county area. Centra Wellness CEO, Chip Johnston, has already scheduled one in Manistee which Ms. Gebhard will attend. If the state moves forward with this model the NMRE may look for a rural exemption.

CORRESPONDENCE, ARTICLES, AND INFORMATIONAL ITEMS

Ms. Gebhard shared several pieces of correspondence, including:

MDHHS 's new approach to strengthen behavioral health presented at a joint legislative hearing. MDHHS Director Robert Gordon's opinion originally printed in The Detroit Times on December 3 regarding the state plan to improve behavioral health care.

An email from the Community Mental Health Association of MI (CMHAM) from CEO Robert Sheehan titled "Making sense of the MDHHS proposal on system design." Ms. Gebhard also shared an Analysis of MDHHS proposal for the structure and operation of Michigan's public mental health system" by CMHAM dated December 2019.

QUALITY IMPROVEMENT UPDATE

Ms. Gebhard presented the results of the Northern Michigan Regional Entity (NMRE) quarterly claims verification audit. Each audit includes the claims verification process, identification of the areas for improvement, and monitoring change based on the performance improvement process.

Twenty claims in the amount of \$11,417.26 were audited for services provided in the third quarter of FY19 (July 1, 2019 - September 30, 2019) with 100% of services validated and 100% of total dollars validated. Each claim was reviewed against six qualitative elements. No billing adjustments were required.

Mr. Balberde provided a description on Lean 5S training conducted with eleven staff. 5S is an organizational tool that is a foundational practice within the culture of Lean. As seen on the 5S project board, the S's stand for Sort, Set in Order, Shine, Standardize, and Sustain.

The training group consisted of staff from around the six counties and they put their new skills into practice by completing a 5S on the Potosky basement. Each of the trained staff have

been asked to work with their supervisor and peers to complete one 5S in their work environment prior to the end of January 2020.

The benefits of 5S within an agency include better visual management of product and inventory, improved safety for staff, higher level of quality, cost savings in time, storage, and inventory levels, and overall improved productivity.

NORTHERN MICHIGAN REGIONAL ENTITY

The NMRE Board did not meet in November. The December meeting minutes will be distributed next month. The NMRE does not have an October finance report due to closing out the fiscal year. The Operations meeting minutes were included in the packet.

OLD BUSINESS

There was no old business brought before the board.

NEW BUSINESS

The annual staff day of education and staff recognition awards event will take place on January 10. An invitation was shared with board members who are welcome and encouraged to attend. NCCMH and CMHAM annual meeting calendars were shared with the board.

BOARD & STAFF COMMENTS - None

ADJOURNMENT

There being no further business to come before the board, the meeting was adjourned at 5:30 p.m. by Board Chair, Ed Ginop.



Edward Ginop, Board Chair