



**NORTH COUNTRY COMMUNITY MENTAL HEALTH
PROVIDER MEETING MINUTES
Tuesday, August 13, 2019
University Center, Gaylord, MI**

Lani Laporte: Welcome and Announcements

Incident Reports do not get sent to Recipient Rights. Please fax to: DD Incident Reports to: 989-732-0780
And MI Incident Reports to: 231-547-0136.

Trisha Farkas, Support Coordinator, presented the 2019 Northern Regional Conference on Developmental Disabilities opportunity for provider training. 'Save the Date' for the sessions offered October 9 & 10 (same sessions repeated both dates). Micro-enterprises are welcome to set up. See Attachment A for a flyer on this event.

Christine Gebhard, NCCMH CEO: Provided an Environmental Scan, Current Events & Impact on the Mental Health Industry and our Provider Network Partnership.

More than ½ our budget is comprised of our providers' services. Brian & Christine have been meeting with directors of major providers as to how to measure quality, or the outcome. There are approximately 250 people in residential settings, 60 of which are out of our catchment area.

Congratulations to Kim Rappleyea, Director of Recipient Rights, and Brandy Marvin, Recipient Rights Specialist, for achieving a near perfect score of 99% on the Recipient Rights System Assessment which occurred on August 6-8! The assessment covered eleven areas encompassing 95 standards. Only one standard wasn't met. That is the provider training timeline.

The desired Outcomes of Provider Services are to have clients flourishing in their environments. To achieve this, NCCMH is participating in the 'Transformation Academy.' NCCMH has partnered with Summertree to develop a model. Christine will send details of the academy upon request.

Recently, the state has considered the termination of the MDHHS contract with the Lakeshore Regional Entity (LRE) and turning the region over to a private entity. A recent MARO newsletter includes a lot of information on this topic. This is a threat to the public mental health system. We cannot provide services that a person is entitled to if there is no funding. Marietta Sakshaug, with Sakshaug AFC, has been advocating for LRE. She lives in Kent county, works with Network 180, and has been meeting with the politicians over this issue. Your advocacy is very important.

The 298 section in the boiler plate would allow for behavioral health services to be outsourced from public to the private sector. It's a potential threat to the local organizations. I urge you to advocate with the DHHS Appropriations Conference Committee against this.

Rik Rambo - Executive Director, Crossroads: Review of Training Reciprocity for Direct Care Staff

See Attachments for more information.

ATTACHMENT B: Flyer: CMHAM Registration for Training Reciprocity & Vetting Implementation/Provider Training Dates

ATTACHMENT C – Training Reciprocity Implementation Guide for Direct Care Workers

ATTACHMENT D – ImprovingMyPractices.Com - Available Vetted Training Flyer

Reason for Reciprocity effort is to save money by accepting training that has been vetted and is accepted by one organization while performed by another. Reciprocity training is developed to be shared and is required by the state using improvingmipractices.org. Please register to participate in STGW Vetting Training on Oct. 3. Call Lani Laporte for information at 231-439-1297.

NCCMH Finance Team: Vikki Butler, Accounting Supervisor, Ann Friend, the Reimbursements Supervisor, and Kevin Hartley, CFO offered Finance Department Updates:

There have been several staff changes in Finance. Ann Friend, the Reimbursement Supervisor introduced Vikki Butler, the new Accounting Supervisor, and Kevin Hartley, NCCMH's new CFO. Pam Hutchison is no longer with NCCMH. Here are your new contacts:

- For authorization issues please contact your Supports Coordinator first.
- NorthStar questions that were normally presented to Pam are to be presented to Ann Friend or Cheryl Melke. Ann can be reached at 231-439-1233 or afriend@norcocmh.org. Cheryl can be reached at 231-439-1231 or at cmelke@norcocmh.org.
- Cheryl Melke will be processing the Time-Study forms. You can email Cheryl at: cmelke@norcocmh.org.
- Kevin Hartley, the new CFO offered his contact information. Kevin can be reached at 231-439-1246 or at khartley@norcocmh.org.

Finance presented the opportunity to be paid via Electronic Funds Transfer. This is encouraged, but not mandatory at this point. If you are interested, please email Vikki Butler at vbutler@norcocmh.org. Vikki can also be reached at 231-439-1243.

Pam Wespiser, Director of Specialty Services, and Emily Meeder-Ramirez, Living Arrangements Manager, NCCMH: Presentation on Community Living Supports – What it is, and What it is Not:

CLS: Community Living Supports PowerPoint is online. **See Attachment E:**

A list of all Supervisors will be located at on North Country Community Mental Health website under 'NCCMH Contract Provider Manual' as 'NCCMH County offices and Contact Information'.

Brian Babbitt brought up questions concerning financial responsibilities and CLS, illustrating how all CLS events must tie back to the plan of service. If you have any questions concerning the proper use of CLS, ask your supports coordinator.

Deb Erber- Nursing updates:

When a client is seeing the Psychiatrist, please bring the client's medication sheets, both routine and PRN, as a copy that can be left with the nurse.

Verbal consent for psychotropic medications is intended for outpatient settings, not inpatient settings. Written consent must be obtained from the parent/guardian if the client is not able to legally sign for themselves prior to starting the psychotropic medication. Verbal consent may be obtained from a client legally able to consent, but written consent should be obtained as soon as possible.

Deb addressed CPR for clients that are on hospice in the group home. Deb spoke with LARA and referenced MDHHS. The outcome of her queries is this:

If a person is on hospice and has a DNR, don't start CPR. Immediately contact Hospice and follow their instructions. If you cannot reach Hospice, call 911, inform them that the client is on Hospice and has a DNR. Follow their instructions. The DNR must be posted in a spot that is very visible in case of an emergency, such as the client's bedroom wall. The DNR must be obtained through a court order. When initially enrolling in Hospice, the provider staff should discuss with Hospice staff to determine Hospice's expectations on what actions the provider should take if they find the client with no pulse and no respiration.

Lani Laporte – NCCMH Contract Manager: Announcements & Meeting closing

Boundaries between CLS & Clients was suggested as a topic for future Provider Meetings.

- Emily Ramirez will look into a training by NADD on this topic for a future meeting.
- GTI suggested that they have boundaries on client/employee relationships outside of work.

Christine Gebhard also rejoined the group via phone to say that we all value & appreciate the work our providers do!

Attachments:

ATTACHMENT A – 2019 Northern Regional Conference on Developmental Disabilities Flyer

ATTACHMENT B – CMHAM Registration for Training Reciprocity & Vetting Implementation/Provider Training Dates

ATTACHMENT C – Training Reciprocity Implementation Guide for Direct Care Workers

ATTACHMENT D – ImprovingMyPractices.Com - Available Vetted Training Flyer

ATTACHMENT E – List of all Supervisors

Provider's Participating: Organizations Represented:

AuSable in Home Care, LLC / Autism Center of Michigan, LLC / Baseline Clinical Services, Inc. / Bergmann Center, Inc. / Community Home and Health Services LLC / Consumer Direct of Michigan, LLC / Crisis Center, Inc. d.b.a. Listening Ear / Crossroads Industries, Inc. / Grand Traverse Industries, Inc. / Montgomery Management Services, Inc. / North Shores Center, LLC / Sakshaug Group Homes, LLC / Summertree Residential Center, Inc.

Provider's Participating Via Skype:

Beacon Specialized Living Services, Inc. / Bedford Specialized Care, Inc. / Alternative Services, Inc. / Howard, Thomas & Suzan / Jen's AFC / Kennedy Manor / Lighthouse, Inc. / Rapid River AFC / Straits Area Services, Inc. / Touchstone Services Inc.

PLEASE MARK YOUR CALENDAR!

Future Quarterly Provider Meetings are scheduled at the

University Center - Gaylord

9:30 am (coffee)/10:00 am – 12 noon

Meeting on these dates:

NOVEMBER 5TH, 2019

TUESDAY, FEBRUARY 4, 2020

To be sure all of your desired staff are invited to future meetings, we kindly request that providerrelations@norcocmh.org and constantcontact.com are added to your staff email server contact lists. Please 'whitelist' these email senders!

If you desire to hear about a specific topic at our quarterly provider meetings, please email our Contract Manager, Lani Laporte, at llaporte@norcocmh.org or call 231-439-1297. Topics not relevant to all providers may be scheduled at a special in-person or skype meeting time outside of regular quarterly meeting times.