



**NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY  
PROVIDER MEETING MINUTES  
Tuesday, November 3, 2020  
'TEAMS' VIRTUAL MEETING**

**LANI LAPORTE, NCCMH CONTRACT MANAGER - WELCOME AND ANNOUNCEMENTS**

The meeting began at 10:00 AM via skype. Lani opened by reviewing the announcements. Attachment A - November 3, 2020 Announcements.

**CHRISTINE GEBHARD – NCCMH - CHIEF EXECUTIVE OFFICER**

Christine greeted everyone and went over COVID initiatives at a state level. North Country CMH, along with the PIHPs and CMHSPs, meet weekly with BHDDA (Behavioral Health Developmental Disabilities Administration) leadership led by the Senior Deputy Director, Al Jansen. Currently, the five areas of focus are:

1. Premium pay – there is an effort to extend it past December 31.
2. AFC License Facilities testing – testing for homes with 13 beds or larger. Eventually, this will be extended to smaller group homes.
3. PPE – Shipments of PPE to the PIHPs/CMHSPs is occurring as supplies become available. Reach out if you are in need.
4. Psychiatric hospitalizations for those who test positive with COVID – this remains a problem.
5. BHDDA staff provide clarification on directives that are coming out and take feed-back on concerns.

Emergency staffing is available from the State; see link in scrolling announcements.

Large Stay Well media campaign from MDHHS. There are good resources there for your staff.

**JOSEPH BALBERDE, NCCMH IT DIRECTOR - MULTI-FACTOR AUTHENTICATION/IT UPDATES**

Joe reviewed the Multi-Factor Authentication PowerPoint - Attachment B. Multi-Factor Authentication (MFA) is sometimes called a '2 Factor Authentication.' There are written instructions available for smart phones. Joe reviewed the two different options, including Tokens.

**Important Dates:** December 1, 2020 – New access will require MFA, and January 15, 2021 – All access will require MFA.

**Contact Information:** Joe Balberde, Chief Information Officer North Country CMH, [jbalkerde@norccmh.org](mailto:jbalkerde@norccmh.org), 231-439-1294. IT Support Help Desk Technician extension 1261 or 231-439-1261.

**QUESTIONS:** Lani- The difficulty that Provider staff have with changing their phone instrument and how to get back with having authentication for the new phone/instrument. **ANSWER:** Contact NCCMH Help desk.

**QUESTION:** Roxanne- Could you provide written instructions for resetting the MFI on smart phones? **ANSWER:** Yes, we have written instructions and can provide it to providers. Call NCCMH IT to assist in setting up your smart phone. How to set this up outside of billing still takes some work to figure out.

**QUESTION:** Jory- Not everyone should have access to all sections of NorthStar. Is there any programming change with NorthStar that will allow individuals into certain sections and not others; Such as access to billing and no access to client records? **ANSWER:** We do have the ability to limit what someone can see depending on their role. Currently, we have one group that is piloting clinical access. We are still working on the details. There will be more information coming out. MFA is a big piece of giving them access to any portions of the clinical record.

**QUESTION:** If someone wants to limit their workers, what should they do? **ANSWER:** We have no specific instructions currently. The protocols and processes around the request are what we are currently working on.

**QUESTION:** ANN, concerning Tokens: If a provider works with more than one CMH, does the token work on multiple CMH's? **ANSWER:** Yes, as long as that token is set up in each CMH's system. The token requires more setup. We do have the ability to limit what someone can see depending on their role. Currently, we have one group that is piloting clinical access. We are still working on the details. There will be more information coming out. MFA is a big piece of giving them access to any portions of the clinical record.

### **KIM RAPPLEYEA, NCCMH DIRECTOR ORR - MDHHS COVID ORDERS RELATED TO RECIPIENT RIGHTS; 'FOCUS ON FREEDOM OF MOVEMENT'**

Kim addressed a few issues prior to her presentation on FREEDOM OF MOVEMENT – [Attachment C](#) [NCCMH ORR Update: Current COVID-19 Infection Prevention and Expectations. Updated 10/30/20]

**VISITATION:** Visitation is specific as to who can visit and when. Visitation depends on the level of RISK your county is in. Currently, all six of our counties are in level E. Level E means our clients can only have outdoor visitors except in certain circumstances. (View attachment C for full list of exceptions.)

**NEGLECT:** A lot of homes are refusing or getting lax on wearing their face covering or masks. We need to remind everyone that we work with some of the most vulnerable people. It is absolutely necessary that we follow the orders and guidelines. Not complying with the states guidelines is considered neglect.

**QUESTIONS:** Could you indicate where we can get the county level information as we work with multiple counties? **ANSWER:** Yes, [MI Safe Start Map](#). This link is also located in [Attachment E](#). Reminder, it is updated daily.

**FREEDOM OF MOVEMENT:** Our Freedom to Move as regular citizens in Michigan has not been impinged upon in any way. That transfers on to our clients too. It is necessary to take into consideration whether our clients can safely go into the community and if they can maintain social distancing. If it is necessary to restrict a client's movement, then that can only happen through the Plan of Service with the Behavioral Treatment Committee's oversight.

**GUARDIAN** request or restrictions may NOT go against the law.

**QUESTION:** Lani mentioned that various Providers have brought up individual questions on difficult situations with client restrictions and asked how to handle that, i.e. if a provider has a client who will not wear a mask. **ANSWER:** Most of these have to be looked at as individual situations. Please contact Kim if you have any questions at [krappleyea@norcocmh.org](mailto:krappleyea@norcocmh.org) or at 231.439.1268.

**QUESTION: LANI:** Who is the law? **ANSWER:** MDHHS is authorized to make rules that we have to comply with. It is for the state, not just our agency. Not following these is considered a misdemeanor.

### **BRANDY MARVIN, NCCMH RECIPIENT RIGHTS – Upcoming Site Reviews - See [Attachment D](#) – NCCMH Tool-2020**

Site reviews will look a little different this time around due to COVID. Site reviews will be virtual. The "tool" (or checklist) has been modified to be more specific to Recipient Rights/MDHHS-ORR Standards. Brandy introduced Amanda Dixon who will be assisting with site review audits in the future. A copy of the site review tool will be added to the NCCMH website for provider review.

- Please be prepared in advance & plan on 45 minutes to an hour for each scheduled site review.
- Anna will be contacting providers within the next couple of weeks to schedule virtual site reviews.
- Anna will be requesting Recipient Rights staff training records; which must include: Staff names/ Dates of hire/ Dates of initial RR training **through an approved CMH**. *\*Verifying compliance: RR Training within 30-days of hire.*
- Quarterly Brochures: Anna will also be requesting copies of the QB staff signature page (last page of QB) over the past year to further verify compliance and ongoing training.

- All homes must have: Current RR Posters, RR Books, Abuse/Neglect Poster, Complaint Forms available and accessible for recipients and staff. Updated posters will be mailed out soon-please post them when you get them.
- Plan on doing a virtual walkthrough of the home and have recipient books available for review. RR will be checking to make sure all applicable guidelines are current and available for staff. (Annual POS, Assessments, Health Care Plans, Behavior Treatment Plans, Care Plans, etc.)

**\*Reminder: Per NCCMH Contract-- Providers are responsible for submitting RR training records for all new hires on a regular and ongoing basis.**

**QUESTION:** Do you know when we will be doing in person site reviews again? **ANSWER:** Hopefully in the spring! -Pending COVID-19 status.

**QUESTION:** How will providers know what documentation and how is it collected? **ANSWER:** (See above) Anna will request staff training documentation be sent via fax/email when she reaches out to set up site reviews. Documents should be submitted prior to your scheduled site review.

**QUESTION:** Is the site survey form set yet? **ANSWER:** A copy of the current tool will be available on the NCCMH website for review/reference.

Please feel free to contact Brandy Marvin with site-review questions.

## **LINDA KLEIBER, NCCMH SAFETY SPECIALIST - TRAINING UPDATES/TRAINING GRID**

### **Attachment E: Training Updates/Training Grid**

Linda reviewed the Training Grid. It will be in all new contracts. If you have any questions on training, please contact Linda. Linda gave special attention to training on 'Behavior and Crisis Intervention' (CPI) for our specific CMH. The training grid presented came from the [improvingmipractices](http://improvingmipractices.com) website. It's the State Training Guidelines Workgroup standard of training throughout the whole state.

North Country CMH Training: We just added a CPI blended learning course, and just had 20 people complete the on-line portion. We've also completed our first 2<sup>nd</sup> part class. Now there are new guidelines, so we are revamping the plan to the new guidelines.

Gentle Teaching: The plan is to have Gentle Teaching on-line by mid-November. This will either be a PowerPoint or a YouTube video for some of it. Then there will be a virtual classroom that will be approximately one hour to one and a half hours. All details will be listed on our website just as they are for CPR or Recipient Rights.

Recipient Rights: Network 180 is our source. Please encourage staff to be friendly when requesting a training certificate. Staff are calling and not being very nice to Network 180. MDHHS Office of Recipient Rights will now accept non-live trainings as long as there is a competency component. While Network 180 training is preferred, we will accept Central Michigan CMH online training and their test. Check our website for further information.

### **\*\*\*TRAINING INFO UPDATED 11/2/2020\*\*\***

NCCMH face to face Recipient Rights training is currently suspended. Providers are still expected to meet the 30-day training window for new hires. **You MUST report your new employee's date of hire and date/ proof of training via email to [providertraining@norccmh.org](mailto:providertraining@norccmh.org) as soon as it is completed.**

### **Central Michigan CMH Online-Self Study RR Training:**

This module requires an internet connection and takes a significant amount of time to complete, there is a printable certificate that will appear when the test at the end of the module is passed with a score of at least 80%. Please send a copy of the test to [providertraining@norccmh.org](mailto:providertraining@norccmh.org). Click the link below to start the training.

[http://www.cmhcm.org/provider/recipientrightstraining/presentation\\_html5.html](http://www.cmhcm.org/provider/recipientrightstraining/presentation_html5.html)

QUESTION: Roxanne McLintock: Where does Home Based/NFIS fall on this training grid? ANSWER: Call to discuss isolated situations.

QUESTION: Roxanne McLintock: Are there required materials or can we submit our own training curriculum to meet some of these requirements (ex. Building Natural Supports, Human Relationships...)? ANSWER: As long as it is approved by the state. Kim added, NCCMH Recipient Rights will only accept CMH Recipient Rights office rights classes. You are not allowed to do your own RR training.

QUESTION: If training has to be approved by the state, where do we find the list of materials that are approved by the state? ANSWER - Brian: There are vetting tools for this on MI Practices. That is where you would find the state's view. However, in agreement with Linda, there may not be a specific state requirement for some of these training classes. You can submit your training and try to get it vetted and approved through MI Practices.

QUESTION: Vicki Otto: Would Crossroads or day programs fall into the CLS slot for this training? ANSWER: Yes.

QUESTION: Who do I submit a training to if I think it meets the requirement? ANSWER: State submittal. The vetting is a step that makes that training transferrable between providers.

COMMENT: Roxanne: improvingmipractices does not have a Building Natural Supports.

QUESTION: Tom Howard Alternative Family Care: Is the new training grid coming to your website under the provider meeting publications? ANSWER: Yes, it will be posted and in our contracts.

#### **DR. STACEY CHIPMAN, NCCMH CHIEF CLINICAL OFFICER - STAFF VISITS/VIRTUAL OR IN-PERSON**

NCCMH continues to balance the safety of our clientele with the right to treatment and care. We are working to eliminate unnecessary exposures for both staff and clients. Mental Health services are essential medical services, however. We will attempt to do most of our visits virtually, but there may be times when our staff will need to come to a residential facility to see a person face-to-face.

Our standard course of action is going to be contacting people via video or by telephone. We may ask for video confirmation of a person's wellbeing via Zoom, and documentation such as progress notes, or weight records or menus. We may also ask for video confirmation of the inside of the home. If you have a tablet you can carry around, that would be best.

Should we come in person, we will attempt to visit outdoors as is possible. If we meet indoors, we will wear protective equipment and we will ask that staff and client are also masked as much as clients are able to tolerate this.

We will make an appointment unless we acknowledge a critical situation where clients health or wellbeing may be compromised.

We will self-screen for COVID symptoms and fill out the attestation referred to earlier. We will log arrival and departure times and provide contact tracing information. We will ask people to move into their rooms if they are willing. It is their home, so no one will be forced. We will be subject to the same PPE as the staff in the facility.

#### **DEB ERBER, NCCMH DIRECTOR OF NURSING - INFECTION CONTROL & PPE**

##### **Please see Attachment F: Respirator Protection Plan and PPE**

Deb reviewed Attachment F and addressed the need for facilities to have a written plan to guide the actions of employees should a resident be determined to be COVID-19 positive or should a resident exhibit symptoms of COVID-19. Each facility needs to keep an inventory of all PPE and should maintain at least enough to cover 14 days of all PPE for all staff, more would be better as it is again becoming difficult to obtain. Attachment E has various links attached concerning COVID-19 resources and information. These links will be posted on our website in the COVID tab. Deb reviewed when to use the N95 mask and donning and doffing of PPE.

Linda added that it is critically important that each provider have a written plan! MIOSHA has added extra staffing for investigation of deaths or exposures of COVID 19. If they come in and find no plan, or that the plan wasn't in place at that time, it becomes a MIOSHA violation.

QUESTION: DAY PROGRAMS: Are the paper mask coverings still acceptable for Day Programs? DEB: Yes. Per our Return to Work Plan our workshops are to use surgical (paper) masks when within 6 feet of a client and add a face shield if within 3 feet of a client. Clients should all be wearing at least a cloth mask.

**REMINDER: EACH HOME NEEDS TO HAVE RELIABLE INTERNET SERVICE AND AN EMERGENCY PLAN IN PLACE.**

**FINANCE UPDATE: ANN FRIEND, NCCMH REIMBURSEMENT SUPERVISOR and KEVIN HARTLEY, CFO**

KEVIN HARTLEY reminded Providers Sustainability Program has been extended through December 31. Keep that in mind if you decide to submit an application for sustainability payments. Send those to Kevin at [kharley@norcocmh.org](mailto:kharley@norcocmh.org).

ANN FRIEND: The state has also extended the premium pay to Dec. 31.

Reminder: Data/Reimbursement submission deadline for FY20 is November 6, this Friday. Please get any authorizations resolved that you may have been waiting for submitted as soon as possible.

QUESTION: When will we have H2015 rates? ANSWER: These are currently being worked on. We hope to have the Day programs wrapped up this week.

Contract addendums with new rates will not happen instantly. You may get your new rates via email prior to the addendum. The new rates will go into NorthStar as soon as they are available.

We will be using an average rate for those using the H2015's. You will receive information as to how to report those.

If you have questions on billing, please call Ann at 231.439.1233.

PREMIUM PAY or DIRECT CARE WAGE INCREASE BEING BUILT IN INSTRUCTIONS: For October, go ahead and submit your direct care wage. We will incorporate it behind the scenes. We will also incorporate the Premium pay into the rates. You will not receive two checks.

**OTHER QUESTIONS/ANNOUNCEMENTS – OPEN DISCUSSION**

KIM: Today is voting day. Clients have the right to vote. Reminder to get out and vote. You have until 8 pm tonight to drop off an absentee ballot. Competence is not a deciding factor on voting.

Lani closed by offering thanks for great efforts put in during this incredibly hard year. Hopefully a healthier new year for everyone.

We will be distributing information via emails. Wish everyone a joyful holiday. Stay safe and healthy!

**PROVIDERS REPRESENTED THROUGH TEAMS:**

Bedford Specialized Care, Inc; Summertree Residential Center, Inc.; GTI Mancelona; Case Management of Michigan, Inc.; Community Home and Health Services LLC; AuSable in Home Care; Kennedy Manor; Rapid River AFC; Spectrum Community Services; Alternative Services, Inc.; Bergmann Center, Inc.; Grand Traverse Industries, Inc.; Mid-Michigan Specialized Residential LLC; Tom and Susan Howard, Alternative Families; Crossroads Industries; Northern Family Intervention; Lighthouse Inc.; Crisis Center, Inc. d.b.a. Listening Ear; Straits Area Services, Inc.; Erber AFC;

**NCCMH STAFF:** Christine Gebhard; Brian Babbitt; Joe Balberde; Kevin Harley; Kim Rappleyea; Lani Laporte; Linda Kleiber; Deb Erber; Stacey Chipman; Michael Wolf; Vikki Butler; Ann Friend; Brandy Marvin, Amanda Dixon;

**ATTACHMENTS:** All attachments are on North Country Community Mental Health website: [www.norcocmh.org](http://www.norcocmh.org) under the Provider/Meetings and Publications/ NCCMH Network Virtual Meetings.

- ATTACHMENT A – November 3, 2020 Announcements
- ATTACHMENT B – Multi-Factor Authentication PowerPoint
- ATTACHMENT C – Freedom of Movement
- ATTACHMENT D – Page 16 – Site Review
- ATTACHMENT E – TRAINING UPDATES/TRAINING GRID
- ATTACHMENT F – DEB ERBER: Grid with appropriate PPE.

**THANK YOU FOR PARTICIPATING IN OUR QUARTERLY PROVIDER MEETING.  
VIRTUAL QUARTERLY PROVIDER MEETINGS WILL CONTINUE UNTIL FURTHER NOTIFIED OTHERWISE.**

**NEXT QUARTERLY PROVIDER MEETING:  
TUESDAY, FEBRUARY 2, 2021 VIA TEAMS 10 AM – 12 NOON**

- To be sure all of your desired staff are invited to future meetings, we kindly request that [providerrelations@norcocmh.org](mailto:providerrelations@norcocmh.org) and [constantcontact.com](http://constantcontact.com) are added to your staff email server contact lists. Please 'whitelist' these email senders!
- **LOCATION FOR PROVIDER MEETING PRESENTATION MATERIAL AND NOTES:** <http://www.norcocmh.org/provider-meetings/>
- 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](mailto: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

**NOTICE REGARDING FUTURE MEETINGS:** For accuracy of meeting notes and for appropriate follow-up that may be needed, NCCMH reserves the right to record our Quarterly Provider Meetings on TEAMS. However, we will not do so without a verbal announcement and approval at the start of the meeting by all participants. If you join the meeting after the initial welcome and announcements, please note that recording of the meeting may be taking place. Thank you!