



NORTH COUNTRY COMMUNITY MENTAL HEALTH AUTHORITY

## PROVIDER MEETING MINUTES

Tuesday, November 7, 2023

'TEAMS' VIRTUAL MEETING

### PROVIDERS REPRESENTED:

Alternative Services, Inc.; AuSable in Home Care; Bedford Specialized Care, Inc.; Bedford Transitional Living, LLC; Case Management of Michigan, Inc.; Community Homes, Inc.; Community Home and Health Services; LLC; Crisis Center, Inc., d.b.a. Listening Ear; Crossroads Industries, Inc.; Grand Traverse Industries, Inc.; Jen's AFC, KLN Services, LLC.; Spectrum Community Services; Summertree Residential Center, Inc., Residential Advancement Inc., Wilson and Wynn Interventions, PLLC

### PROVIDERS REPRESENTED THROUGH TEAMS:

Angie Balberde, Dominique Cook, Ann Friend, David Hornibrook, Linda Kleiber, Lani Laporte, Emily Meeder-Ramirez, Andrea Rose, and Amanda Dixon.

### WELCOME AND INTRODUCTION - Lani Laporte, NCCMH Contract Manager

Lani greeted all our guests and reviewed the announcements. She made everyone feel welcomed.

### FINANCE UPDATES— ANN FRIEND, NCCMH CHIEF FINANCIAL OFFICER

Ann reminded everyone that all Claims from FY23 needed to be in by November 10, 2023.

### PROVIDER NETWORK – ANGELA BALBERDE, NCCMH PROVIDER NETWORK MANAGER – Rates are almost set.

We are getting very close.

Question: about the backload to get the pay rates out. Answer – Ann: Both Cheryl's have been in contact with the providers.

Angie Balberde's Contact Information: [abalberde@norccmh.org](mailto:abalberde@norccmh.org) 231-439-1225

### RESPONDING TO BED BUGS – SHANNON PRESTON, NCCMH RN

Shannon is a nurse for NCCMH. She is active on different NCCMH committees, including the Infection Control and the Safety Committee. Her information on Bed Bugs was gathered from EPA, CBC and Mich.gov for emergency diseases. Shannon went over the details of a bed bug, how to treat it and details around treating skin and the environment.

### CREATING A CULTURE IN GENTLENESS IN THE WORKPLACE - DAVID HORNIBROOK – COMMUNITY SERVICES

For full details, please review David's three attachments for this topic.

ATT A: Creating a Culture of Gentleness in the Workplace

ATT B: Debriefing Tool

ATT C: Debriefing Challenging Situation

David's Information is [mdhornibrook@norccmh.org](mailto:mdhornibrook@norccmh.org) and you may call him at 231-486-1241.

## **TRAINING UPDATES: LINDA KLEIBER, NCCMH SAFETY SPECIALIST**

Linda commented that we are currently working on updating the registration process.

Linda also reminded everyone to watch the 30-day window for the date of hire for Recipient Rights. She addressed that there are 2 options available to complete this training. You can review these options on our website at [Provider Training - North Country Community Mental Health \(norco cmh.org\)](http://www.norco cmh.org/provider-training) .

## **QUESTIONS & ANSWERS: OPEN DISCUSSION**

### **ATTACHMENT:**

ATTACHMENT A: Creating a Culture of Gentleness in the Workplace

ATTACHMENT B: Debriefing Tool

ATTACHMENT C: Debriefing Challenging Situation

- To be sure all your desired staff are invited to future meetings, we kindly request that [providerrelations@norco cmh.org](mailto:providerrelations@norco cmh.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.norco cmh.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@norco cmh.org](mailto:llaporte@norco cmh.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.

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

**NEXT QUARTERLY PROVIDER MEETING:  
TUESDAY, February 6, 2024  
VIA TEAMS  
10 AM – 12 NOON**