



NORTH COUNTRY

COMMUNITY MENTAL HEALTH

MINUTES OF THE BOARD

November 16, 2023 2:30 PM

100 Lewis Street, Petoskey, Perry Hotel - Reycraft Room

BOARD MEMBERS ATTENDING:

Ed Ginop, Michael Newman, Jarris Rubingh, Ron Iseler, Karla Sherman, Dana Wingo, David White, Robert Boyd, Annemarie Conway, Caroline Loper, Gary Knapp

BOARD MEMBERS ABSENT: Edward Belitz

STAFF: Brian Babbitt, Nancy Rhue, Tim Stapp Jr., Amy Christie, Kim Rappleyea, Joseph Balberde, Ann Friend

GUESTS: None

Mr. Ginop called the meeting to order at 2:29 PM

ROLL CALL

Mr. Ginop welcomed Board members and staff to the meeting. There is a quorum present.

ACKNOWLEDGEMENT OF CONFLICT OF INTEREST: No board members expressed a conflict with any agenda item.

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. Items requiring approval will be placed on the meeting agenda.

MOTION BY DAVID WHITE TO APPROVE THE CONSENT AGENDA; SUPPORT BY CAROLINE LOPER.

MOTION CARRIES

COMMITTEE RECOMMENDATIONS – BOARD ACTION*

Personnel Committee: Ms. Sherman shared the minutes of the November 7 Personnel Committee Meeting. Mr. Babbitt shared the benefits package presented to the employees for the upcoming open enrollment period. NCCMH has elected to change benefits partners for the 2024 year from Priority Health to Blue Care Network.

Finance Committee Report: Mr. White reviewed the Statement of Cash on Deposit and Disbursements through October 31, 2023; Interim Financial Statements as of September 30,

2023 Revenue and Expense by Fund Source; Trending Revenue and Expenses as of September 30, 2023 and Preliminary NMRE Funding Source Report.

Mr. Ginop requested the financial reports be placed on file for audit.

PRESENTATIONS – There is no presentation this month

ACTION ITEMS WITHOUT COMMITTEE REVIEW: None

CHIEF EXECUTIVE OFFICER'S REPORT/COMMUNICATIONS

Mr. Babbitt referred to several items in his report. The CMHA Fall Conference was held in Traverse City October 22-24. Staff from NCCMH including Ms. Christie and Mr. Balberde presented on the Integrated Health Dashboard project. Approximately 30 individuals from other CMHSPs have reached out to Mr. Balberde for more information. Mr. Babbitt drew attention to a slide deck included in his report titled "Creating a Value-Added Role through Board Governance." He stated that he did not go to this presentation at the fall conference. He explained that if the board members thought this would be a valuable presentation, he would get in contact with the team that created it and see about scheduling them to present at a future meeting. Mr. Babbitt then presented Mr. Ginop a certificate of recognition from the CMHAM. Mr. Ginop was recognized at the Fall Conference for being on the NCCMH board for 40 years. Mr. Babbitt drew attention to two Day Program budget meetings he attended on November 3rd and 6th. FY24 marks the change from the COVID stability payments back to the fee for service model. Mr. Babbitt stated that there is currently an open issue with one of our providers due to disagreement with the FY24 rates. On November 9th he virtually attended the CMHA MichiCANS soft launch meeting. MDHHS is doing a reset with the program and NCCMH will participate to provide feedback. Mr. Babbitt drew attention to the MDHHS Medicaid RFP that went live on October 30. This bid is part of MIHealthyLife, an initiative launched in 2022 to strengthen Medicaid services through new Medicaid health plan contracts. He then drew attention to an article about the new CEO of McLaren Northern Michigan and gave an update on the Cheboygan Behavioral Health Center. The Justin A. Borra BHC in Cheboygan is now fully licensed, able to accept Medicaid, and currently has staff enough for 12 patients. NCCMH currently has 3 patients admitted at the inpatient facility. McLaren has gone to a centralized referral system for accepting patients.

QUALITY IMPROVEMENT UPDATE – Ms. Christie gave the quarterly QI update. In April all 6 of the county offices had "Happy or Not" kiosks installed. The agency has found that the satisfaction surveys from NMRE are not inclusive, and NCCMH wanted to get real time satisfaction data from clients as they are in the office. Clients are asked to read the current survey question on the Happy or Not screen and touch the corresponding smiley. If the client chooses a pink or red frown smiley face, there are clarifying follow up questions that clients can choose to type narrative input on if they wish. Quality staff have been trained in more effective methods of collecting information, as well as developing new questions that may be pertinent to the agency's current needs. From the month of April to September, questions were more generalized, to let clients get into the habit of providing input to the agency. Questions that have been asked include; How happy were you with your service(s) today -91.7% satisfaction. Rate your experience entering the clinic today – 96% satisfaction. And How helpful were services with making progress toward your goals- 96% satisfaction. From May through September 2023, the overall satisfaction score for all offices is 93.4%.

Since the introduction of the happy or not kiosks, 2 improvement actions were put into place based on narrative feedback including proper signage of accessible restrooms at the Gaylord

site and providing immediate education to NCCMH staff focusing on when and where to have client conversations, to ensure all clients in the reception area are comfortable with what they experience in more public areas.

Ms. Christie shared the performance indicator comparisons for the 3rd quarter of FY23. Of the 14 performance indicators, NCCMH is performing above the state average in 10 of them. Ms. Christie noted that due to the agency's performance in the request to intake and intake to first services performance indicators NCCMH is being approached by other CMHSPs who would like to model our process.

Through myStrength grant funds NCCMH has become more visible throughout our 6-county region. This quarter, methods of promotion included 17 billboards, radio ads during general times and specified Detroit Lions games, and television spots on UpNorthLive. At the end of September myStrength had 794 enrolled users, an increase from 766 in June. The number of new enrollees continues to grow every month and the overall number of informational calls to our access center have increased as well.

NORTHERN MICHIGAN REGIONAL ENTITY

Draft minutes of the October Board of Directors Meeting, September Operations Committee Minutes, and preliminary financials through September 30, 2023 were shared.

OLD BUSINESS – Mr. Babbitt gave an update on the Addis Road property that NCCMH used to lease as an AFC. Mr. Jacko cashed the settlement check that NCCMH sent along with the letter releasing NCCMH of liability if the check were cashed.

Mr. Babbitt shared the Kalkaska office draft land lease for the proposed new build. It is currently being reviewed by legal.

At the last meeting the Board decided to have a holiday luncheon ahead of the December 21st meeting. Ms. Rhue has been working with Palette Bistro and has finalized the menu. She explained that the agency would cover the cost of the board members attending, and if board members brought their spouses or partners, that they would have to cover the cost of their meal. Ms. Rhue is going to send out formal invitations in the next week.

NEW BUSINESS – No New Business

BOARD & STAFF COMMENTS – Ms. Wingo said that everyone did a great job on the board retreat presentations.

Mr. Ginop said he was happy to see nearly all board members at the retreat.

Ms. Sherman said it was very cohesive.

ADJOURNMENT

The meeting was adjourned at 3:18 PM by Board Chair Ed Ginop.


Ed Ginop, Board Chair