

COPPER COUNTRY COMMUNITY MENTAL HEALTH SERVICES BOARD

Wednesday, January 31, 2024 4:00 PM

Rice Memorial Center
901 W. Memorial Drive
Houghton, MI 49931

MINUTES

CALL TO ORDER: The meeting was called to order at 3:56 PM.

PRESENT: Roy Britz, Randy Eckloff, Gale Eilola, Julie Farmer, Barry Fink, Richard Herrala, Mike Koskinen, and Pat Rozich.

OTHERS: Mike Bach, Dawn Gibson, Leslie Griffith, Eliza Richard, Susan Serafini, and Angela Cline.

ABSENT: Richard Bourdeau, Katie Carlson-Lynch, Dr. Kathleen Johnson, and James Tervo.

Those in attendance stood for the Pledge of Allegiance.

Approval of Agenda

MOTION: by Mr. Koskinen, seconded by Mr. Herrala, that the agenda be approved with no additions, deletions, or amendments, as presented. Motion carried unanimously.

Approval of Minutes of December 13, 2023 Meeting Minutes

MOTION: by Mr. Koskinen, seconded by Mr. Herrala, that the Minutes of the December 13, 2023 meeting be approved with no additions, deletions, or amendments, as presented. Motion carried unanimously.

Treasurer's Report for November & December 2023

MOTION: by Mr. Herrala, seconded by Mr. Eilola, that checks numbered 69786 to 70032 in the amount of \$1,629,288.78 and Combined Cash Investments Report for November 30, 2023 totaling \$11,570,398.90 and that checks numbered 70033 to 70235 in the amount of \$1,574,461.95 and Combined Cash Investments Report for December 31, 2023 totaling \$11,906,455.79 are accepted and placed on file. YES: Britz, Eckloff, Eilola, Farmer, Fink, Herrala, Koskinen, and Rozich.

Comments from the Public

There was no public in attendance.

Chairperson's Report: Pat Rozich, Vice Chairperson, presented the Chairperson's report.

Great Lakes Rural Mental Health Association Conference Update – This item has been tabled due to the Chairperson's absence.

Director's Report: Mike Bach, Executive Director, presented the Director's report.

Taryn Mason, The Institute Director, Presentation – Taryn Mason, the Institute Director, presented to the Board including a history of the Institute, the Fit Together program, health and nutrition programs in schools, and medication review training for veteran CCMHS staff.

FY 2024 Contracts – Mike Bach reviewed the FY 2024 contract renewal for Turning Leaf Behavioral Health for an individual who is moving from another contract AFC home to semi-independent living at Turning Leaf Behavioral Health.

MOTION: by Mr. Koskinen, seconded by Mr. Eilola, that the Board approves the FY 2024 contract renewal for *Turning Leaf Behavioral Health*, as presented. Motion carried unanimously.

Quality Improvement Program Report – 1st Quarter FY 2024 – Mike Bach presented the Quality Improvement Program Report for the 1st Quarter of FY 2024 and noted the improvement in medication errors.

FY 2023 Annual Report – Leslie Griffith presented the FY 2023 Annual Report and stated the report will be sent out this week to the agency's stakeholders and other community partners.

FY 2023 Customer Satisfaction Survey Report – Mike Bach presented the FY 2023 Customer Satisfaction Survey Report and reported that the overall customer satisfaction rate for FY 2023 was 97.3% which is an increase from 87.8% in FY 2022. The overall satisfaction rate from the recovery survey is 76.1% which is a decrease from 81.5% in FY 2022. One area lower in satisfaction from last year is for children but there are not always comments provided and Management will look into how to address this. The agency is also looking for ways to increase the number of completed and returned surveys. The survey is also available on the agency's website.

Recipient Rights Annual Report 2023 – Mike Bach presented the Recipient Rights Annual Report 2023 and stated the agency served 1,010 individuals. There were a total of 89 complaints resulting in 81 allegations. There were 74 investigations with 51 of those being substantiated. There were 7 interventions with 1 of those being substantiated. The agency and Recipient Rights Office have worked on improving timeliness and have been meeting timelines 100% of the time for the past five months.

Recipient Rights Advisory Committee Meeting Report – January 9, 2024 – There were no questions or comments regarding the report.

Updates

Focus of Rural and Frontier Task Force - Mike Bach provided an update on the focus of the Rural and Frontier Task Force and stated the task force has met with Kristen Jordan from the Michigan Department of Health and Human Services (MDHHS) and they have begun building a relationship and receiving input from her.

- **Conflict Free Access and Planning:** Continues to be discussed and the caucus will continue to work on this.

Job Openings - Dawn Gibson reported all therapist positions in Outpatient have been filled and a tentative offer has been made to one of the agency's staff who is in an intern position and receiving their licensure in the spring, as an intake worker/community clinician. There have been large numbers of new staff in the new staff trainings and if everyone stays with the agency, it could help to alleviate many of the short-staffed group homes. The agency continues to have a Masters level clinician opening at ACT and are looking for a Board-

Certified Behavior Analyst (BCBS) in the Autism program to be on-site. Due to position movements, retirement, and changes in Administration, there is an opening in the Human Resources department. The agency is looking for a nurse and two Training/Prevention Specialists at the Institute. There are five full-time openings in the group homes compared to 18 openings previously.

Data on Access Screenings – The agency is doing their own access screenings for the first time in nineteen years, rather than through NorthCare Network. Leslie Griffith stated the agency is releasing monthly summaries of the access data initially and then will move to quarterly summaries. Leslie reviewed the access summary handout with the Board. She has been receiving positive feedback from screeners, secretaries, and community members. Management will keep the Board updated.

Data on Medicaid Redeterminations – The number of individuals on Medicaid grew during COVID but now that the Public Health Emergency has ended, Medicaid redeterminations are being done and some individuals will no longer be eligible which affects funding. Also, some CCMHS consumers who should be on Medicaid may have not reapplied, moved out of the area, etc. Leslie stated she reviews two different reports and talks to supervisors throughout the month. She reviews each month, for that month, who is due for redetermination. The agency already has 44% of its consumers who have secured their Medicaid for next year. So far for FY 2024, the agency has served 65 individuals off the General Fund waiting list.

Retention Efforts: Mentor Methods Training for Group Home Staff – The agency has recently hired many Direct Care Staff (DCS) and the agency wants to be sure to retain them. Mentor Methods training is a new class developed by Training and Prevention Coordinator, Niki Reich, at the Institute aimed toward veteran staff and Residential Team Leaders (RTLs) to try to help new DCS develop and learn the skills they need to continue being part of our team. The first two-hour class will be held on February 13th with 1-2 follow-up meetings. Staff will be given a short questionnaire to help evaluate this.

Data on Multi-Day Crisis Assessments in the ER – Mike reviewed the handout, “*Acute Inpatient Psychiatric Hospitalization*” regarding multi-day stays in an emergency room and it provides some of the reasons psychiatric hospitals give our agency as to why they will not take an individual. In the 1st Quarter of FY 2024, four individuals waited two or more days in the ER. The data will fluctuate and the Board will continue to be updated. Some of the things the agency is doing to try to address this is sending a Case Manager to the hospital to talk to the individual, hospital staff, or family, increase services if the individual is already in services, talk with family members, make medication changes, work with the ER doctors and nurses, and safety plan if the individual has stabilized during their stay.

Julie Farmer left the meeting at 4:59 PM.

CMHA Legislation and Policy Committee Updates

- **Certified Community Behavioral Health Clinics (CCBHCs):** Included in the meeting packet was a handout about CCBHCs and a letter from Centra Wellness Network CEO, Chip Johnston, to Representative Curtis VanderWall regarding his opposition to House Bill 5371 and 5372. The point of his letter is to give CMHs more funding to provide services to the mild to moderate.
- **House Bill 4801 (Nursing and Social Worker Requirements in AFCs):** These requirements are unfeasible and this part of the bill has been removed.

- **House Bill 4693 (Remote Participation in CMH & PIHP Meetings):** Alan Bolter, CMHA Associate Director, is hoping for a vote prior to summer.

Management Vision for 2024: *Supporting Staff to Work Efficiently* – Management is helping staff to work more efficiently, collecting data in key areas to monitor for efficiency, such as providing services to consumers, and helping staff understand what objective measures they must meet.

Finance Director's Report: Susan Serafini, Finance Director, presented the Finance Director's Report.

Susan Serafini stated Anderson, Tackman & Co., PLC completed the agency's audit and the preliminary results were that there were no findings or adjustments. Susan reviewed the Revenues and Expenditures by funding source report as of December 31, 2023. Due to the end of the Public Health Emergency and the work done by staff to ensure consumers are maintaining their benefits, there is a surplus in Medicaid. Healthy Michigan is running at a small deficit of \$11,794.74 and the December payment was \$75,000, which is more than October or November's payment, so adjustments have been made. The General Fund and Local dollars are doing very well for the 1st Quarter of FY24. Susan reviewed the Balance Sheet as of December 31, 2023. The total cash at the end of December 2023 was \$11,906,455.79, which is an increase of \$336,056.89 compared to the end of November 2023 of \$11,570,398.90. The total net income of all funds through December 2023 is \$526,051 compared to November 2023 of \$311,837 which is an increase of \$214,214. The General Fund is reporting net income of \$368,655 which is an increase of \$170,796 compared to November 2023 of \$197,859. Susan reviewed the General Fund's Income Statement. The revenues would have a variance of 25% to be right on budget. Revenues are 1/8% over budget as interest rates continue to be high. Expenditures are under budget by 1.5%. Adult community inpatient is under budget however, children's community inpatient is over budget. There is \$2,000,000 coming from Medicaid savings last year to spend this year. The Board thanked Susan for her report.

Building & Grounds Committee Meeting Report – January 31, 2024

Mr. Britz presented the Building and Grounds Committee meeting report and stated the committee reviewed a list of FY 2024 maintenance projects for group homes and office buildings. The total estimate of all maintenance projects for the office buildings is \$145,000 and the total estimate of all maintenance projects for the group homes is \$45,000. Mr. Britz stated the Building and Grounds committee recommend to the full Board to approve the FY 2024 maintenance projects.

MOTION: by Mr. Koskinen, seconded by Mrs. Fink, that the Board accepts the recommendation of the Building and Grounds committee to approve the FY 2024 maintenance projects for office buildings and group homes, as presented. Motion carried unanimously.

Executive Committee Meeting Report – January 31, 2024

Mr. Rozich, Committee Chairperson, presented the Executive Committee meeting report and stated the Executive Committee met to discuss the agenda item, *One-Time Pay Adjustment FY 2023*. Excess funds are available and Management has proposed using those funds to provide a one-time pay adjustment to all staff working at the time of the payout, both union and non-union, following the Anderson, Tackman, & Co., PLC financial audit and closing. There are a total of 207 employees that will receive the pay adjustment. The percentage given to 125 bargaining unit employees is approximately 19.5% of their salary and to 82 non-bargaining unit employees is approximately 16.5% of their salary. Mr. Rozich stated the Executive Committee recommends to the full Board the approval of the One-Time Pay Adjustment for FY 2023.

MOTION: by Mr. Herrala, seconded by Mr. Eckloff, that the Board accepts the recommendation of the Executive Committee to approve a One-Time Pay Adjustment for FY 2023 to all Agency staff working at the time of the payout, both union and non-union, following the Anderson, Tackman, & Co., PLC financial audit and closing, as presented. Motion carried unanimously.

Mr. Rozich stated the Executive Committee met to discuss a second agenda item, *Human Resources Aide Reclassification*. Historically there have been two full-time positions in the Human Resources department and the agency has since reactivated the Human Resources Aide position. Additional duties have been added to the Aide position and its salary level has changed. Mr. Rozich stated the Executive Committee recommends to the full Board the approval of the Human Resources Aide reclassification from an L2 to L6 pay classification.

MOTION: by Mr. Eilola, seconded by Mr. Herrala, that the Board accepts the recommendation of the Executive Committee to approve the Human Resources Aide reclassification from an L2 to L6 pay classification, as presented. Motion carried unanimously.


Old / New Business

There was no old or new business to note.

Adjournment

The meeting was declared adjourned by the Vice Chairperson at 6:23 PM.

Submitted by,



Pat Rozich, Board Vice Chairperson



Michael Koskinen, Board Secretary