

**COPPER COUNTRY COMMUNITY MENTAL HEALTH SERVICES BOARD**

Wednesday, April 24, 2024 5:00 PM

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

**MINUTES**

**CALL TO ORDER:** The meeting was called to order at 5:00 PM.

**PRESENT:** Richard Bourdeau, Roy Britz, Randy Eckloff, Gale Eilola, Barry Fink, Richard Herrala, Dr. Kathleen Johnson, Mike Koskinen, and Pat Rozich.

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

**ABSENT:** Katie Carlson-Lynch, Julie Farmer, and James Tervo.

Those in attendance stood for the Pledge of Allegiance.

**Approval of Agenda**

**MOTION:** by Mr. Koskinen, seconded by Mr. Bourdeau, that the Board approves the April 24, 2024 Agenda without any additions, deletions, or amendments, as presented. Motion carried unanimously.

**Approval of the March 27, 2024 Minutes**

**MOTION:** by Mr. Koskinen, seconded by Mr. Bourdeau, that the Board approves the March 27, 2024 meeting Minutes without any additions, deletions, or amendments, as presented. Motion carried unanimously.

**Treasurer's Report for March 2024**

**MOTION:** by Mr. Herrala, seconded by Mr. Eilola, that checks numbered 70732 to 71029 in the amount of \$3,768,660.68 and Combined Cash Investments Report for March 31, 2024 totaling \$10,092,250.71 are accepted and placed on file. YES: Bourdeau, Britz, Eckloff, Eilola, Fink, Herrala, Johnson, Koskinen, and Rozich.

**Comments from the Public**

There was no public present to comment.

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

**NorthCare Governing Board Meeting – April 10, 2024** – Mr. Rozich reviewed the NorthCare Governing Board report provided in the Board packet and noted some of the data reported. CEO, Megan Rooney, reported at the meeting that NorthCare is fully staffed for the first time ever.

**CMHA Annual Summer Conference – June 11<sup>th</sup> – 12<sup>th</sup>, 2024 – Grand Traverse Resort** – Mr. Rozich encouraged Board members to attend the Community Mental Health Association (CMHA) Annual Summer Conference. Angela Cline stated the deadline for the reduced hotel price ends on May 10<sup>th</sup>.

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

**Quality Improvement Program Report – 2<sup>nd</sup> Quarter FY 2024** – Mike Bach presented the Quality Improvement Program Report for the 2<sup>nd</sup> Quarter of FY 2024 and noted in the *Consumer Satisfaction Survey – Annual* section that question # 2 from the survey, “I am informed of my rights as a CMH service recipient”, received an overall satisfaction rate of 99.5%.

**Recipient Rights Advisory Committee Report – April 9, 2024** – Mike Bach presented the Recipient Rights Advisory Committee report and noted regarding investigations, that the agency is at 97% for action taken being completed by the time summary reports are sent out which is considered timely.

**FY 2024 New Contract – OnTran** – Mike Bach presented the FY 2024 new contract for OnTran, who provides transportation services in Ontonagon County, and stated the updated contract continues to give our consumers priority for transit but will be less costly.

**MOTION:** by Mr. Koskinen, seconded by Mrs. Fink, that the Board approves the *FY 2024 New Contract* for OnTran, as presented. Motion carried unanimously.

## **Updates**

**Job Openings Data** – Dawn Gibson reported the agency has hired a new Residential Team Leader (RTL), as a current RTL will be taking over the Residential Program Coordinator position. A Direct Care Staff (DCS) has been hired for the Supports Coordinator Assistant position in the Autism Program and there continues to be a significant number of full-time DCS openings. Other openings include a social worker and Secretary/Benefits Specialist positions at ACT, a Community Employment Coordinator, a mental health clinician in Outpatient, a Recipient Rights Advisor, and a nurse position. A new DCS training will be held in two weeks. Some staff are students who are graduating and leaving DCS positions open. The agency's Nursing Manager has put a lot of time and effort into working with the nursing program at Gogebic and the agency will be interviewing one of their graduates.

**Data on Access Screenings** – Leslie Griffith stated the access screeners and secretaries are doing well. The agency has been reviewing a lot of data and management meets with screeners and secretaries quarterly. From the *Quarterly Access Review* for the timeframe of January 1, 2024 to March 31, 2024, there were a total of 207 calls, 92 information only calls, 115 access screens were completed, 31 callers were referred to outside providers, and 84 intakes were scheduled. Leslie stated the call volume is decreasing and compared to NorthCare's 1<sup>st</sup> Quarter numbers, the agency has had more calls but less screens compared to NorthCare. From the *April Access Review*, there were a total of 41 calls, 18 informational only calls, with 15 of those being for OBRA assessments, 23 access screens, 7 callers were referred to outside providers, and 16 were scheduled for intakes.

**Data on Medicaid Redeterminations** – Leslie Griffith stated there are three individuals for the month of April that do not have Medicaid yet. Eight individuals lost their Medicaid benefits and the agency is working with them to get it back or to screen them to see if they can be seen off the waiting list. The waiting list dropped from 21 individuals to 18 individuals in the last month.

**Conflict-Free Access and Planning Update** – Mike has sent an update to our Senator and State Representative to update them on Conflict-Free Access and Planning (CFAP). He shared language from CMHA with them that does not support CFAP.

**Protocall Update** – Protocall is the company who is now handling the agency's after-hours crisis calls. There were 87 calls made in March. 94% of calls were answered within 30 seconds with a 2.2% abandonment rate, which is when a caller hangs up due to no answer. Mike stated he will continue to give the Board data on this.

**May 3<sup>rd</sup> Training: Four Principles that Management Will Be Working with Supervisors On** - The management team meets every Monday and are planning to help supervisors help staff by using four principles that they would like to model to supervisors. It is designed so that it is not adding to job tasks and focuses on helping staff to prioritize, become more efficient, streamline processes, etc.

- 1) All staff should leave work each day with a sense of achievement of our mission.
- 2) Supervisors should use objective performance expectations for staff evaluation and empower staff to take ownership of reaching performance goals.
- 3) We adhere to all laws, policies and procedures, but always look for ways to improve efficiency.
- 4) Staff should be empowered to present possible solutions to supervisors rather than just report problems.

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

**Baraga & Ontonagon Centers Sidewalk & Concrete Work Bid Results** – Susan Serafini presented bid results for sidewalk and concrete work at the Baraga and Ontonagon County centers. Management is recommending the low bid from Red Ridge Contracting in Dollar Bay at \$28,773.

**MOTION:** by Mr. Herrala, seconded by Mr. Eilola, that the Board accepts the recommendation of the low bid from Red Ridge Contracting in the amount of \$28,773 for sidewalk and concrete work at the Baraga and Ontonagon County centers, as presented. Motion carried unanimously.

**Baraga Center Carpet Bid Results** – Susan Serafini presented bid results to replace carpet at the Baraga County center. Management is recommending the low bid from L'Anse Furniture Mart at \$22,695.

**MOTION:** by Mr. Herrala, seconded by Mr. Eilola, that the Board accepts the recommendation of the low bid from L'Anse Furniture Mart in the amount of \$22,695 to replace carpet at the Baraga County center, as presented. Motion carried unanimously.

**Financial Statements for March 2024** - Susan Serafini reviewed the Revenues and Expenditures by funding source report as of March 31, 2024. Healthy Michigan continues to be extremely underfunded. The agency will cost settle with NorthCare in the next few months and will have almost \$2,000,000 in savings to use this year. All other funding sources are doing well, and the agency is doing better compared to the same time last year. Susan reviewed the Balance Sheet as of March 31, 2024. The total cash at the end of March 2024 was \$10,092,250.71 which is a decrease of \$76,471.01 compared to the end of February 2024 at \$10,168,721.72. There are no areas of concern. The total net income of all funds through March 2024 is \$942,816 compared to February 2024 of \$800,848 which is an increase of \$141,968. The General Fund is reporting net income of \$726,318 which is an increase of \$89,834 compared to February 2024 of \$636,484. The agency is reporting a

small loss in the Equipment fund which is due to the timing of submitting mileage logs. Susan reviewed the General Fund's Income Statement. The revenues would have a variance of 50% to be right on budget and are 1.5% over budget. The Rice Memorial Clinic Foundation contributed some funds not included in the original budget to help with group home projects and interest rates continue to be high. Expenditures are under budget by 1.7%. The Board thanked Susan for her report.

### **Finance Committee Meeting Report – April 24, 2024**

Dr. Kathleen Johnson stated the Finance Committee met tonight and reviewed the Anderson, Tackman, & Co., PLC FY 2023 Financial Statements Report. There were no findings and the agency had an unqualified audit.

**MOTION:** by Mrs. Fink, seconded by Mr. Herrala, that the Board accepts the Anderson, Tackman, & Co., PLC FY 2023 Financial Statements Report, as presented. Motion carried unanimously. YES: Bourdeau, Britz, Eckloff, Eilola, Fink, Herrala, Johnson, Koskinen, and Rozich.

### **Old / New Business**

There was no old or new business to report.

### **Adjournment**

**MOTION:** by Mr. Bourdeau, and adjourned by the Vice Chairperson, that the meeting of the Copper Country Community Mental Health Services Board adjourn. The meeting adjourned at 5:40 PM.

Submitted by,

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Pat Rozich, Board Vice Chairperson

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Michael Koskinen, Board Secretary

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