



**BOARD OF DIRECTORS REGULAR MEETING MINUTES
May 18, 2022**

Present: Michael Humphries, Chairperson; Susan Fortney, Vice Chairperson; Sandy Libstorff, Secretary; John Burkardt; Jim Neumann (arrived at 5:18pm); Catherine Bernhold; Randy Richardville, Chantele Steffens; Gloria Rafko; Pam Ray; and LaMar Frederick

Excused: Dawn Asper

Staff: Lisa Graham

Guests: 16 guests attended in person, 12 by Zoom

I. CALL TO ORDER

The Board Chairperson, Michael Humphries, called the meeting to order at 5:02 p.m.

II. ROLL CALL

The Roll Call confirmed a quorum existed.

III. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Michael Humphries.

IV. CONSIDERATION TO ADOPT THE DRAFT AGENDA AS PRESENTED

Randy Richardville moved to adopt the draft agenda as presented. Catherine Bernhold supported. Motion carried unanimously.

V. CONSIDERATION TO APPROVE MINUTES

LaMar Frederick moved to approve the minutes of the April 27, 2022 Regular Meeting and the May 4, 2022 Board Workshop and waive the reading thereof. John Burkardt supported. Discussion followed:

Pam Ray commented that the statement "Are we asking the right questions? How are things hitting us out of the blue that we are not receiving a hint that there is a problem" was not included in the May 4, 2022 Board Workshop minutes. Randy Richardville requested to amend the motion to include the amendment to the May 4, 2022 Board Workshop Minutes.

LaMar Frederick moved to approve the minutes of the April 27, 2022 Regular Meeting and the amended May 4, 2022 Board Workshop and waive the reading thereof. John Burkardt supported. Motion carried unanimously.

VI. FEEDBACK SUMMARY

Feedback summary for April was reviewed.

VII. CITIZEN COMMENTS

There were no citizens comments.

VIII. ELECTION OF OFFICERS

Dawn Pratt, Nominating Committee, took the Chair.

Election of Chairperson:

The Nominating Committee recommended Mike Humphries for Board Chairperson. Mike Humphries accepted.

Nominations were opened to the floor for Board Chairperson. Hearing no further nominations, nominations were closed.

LaMar Frederick moved to cast a unanimous vote for Mike Humphries as Board Chairperson. Randy Richardville supported. Discussion followed. Roll call: In favor: Burkardt, Frederick, Bernhold, Steffens, Richardville, Ray, Rafko, Libstorff, Fortney, and Humphries; opposed: none; motion carried unanimously.

Dawn Pratt announced Mike Humphries as the Board Chairperson for 2022-2023.

Election of Vice Chairperson:

The Nominating Committee recommended Susan Fortney for Board Vice Chairperson. Susan Fortney accepted.

Nominations were opened to the floor for Board Vice Chairperson. Hearing no further nominations, nominations were closed.

Pam Ray moved to cast a unanimous vote for Susan Fortney as Board Vice Chairperson. Chantele Steffens supported. Roll call: In favor: Burkardt, Frederick, Bernhold, Steffens, Richardville, Ray, Rafko, Libstorff, Fortney, and Humphries; opposed: none; motion carried unanimously.

Dawn Pratt announced Susan Fortney as the Board Vice Chairperson for 2022-2023.

Election of Secretary:

The Nominating Committee recommended Sandy Libstorff for Board Secretary. Sandy Libstorff accepted.

Nominations were opened to the floor for Board Secretary. Hearing no further nominations, nominations were closed.

Gloria Rafko moved to cast a unanimous vote for Sandy Libstorff as Board Secretary. Mike Humphries supported. Roll call: In favor: Burkardt, Frederick, Bernhold, Steffens, Richardville, Ray, Rafko, Libstorff, Fortney, and Humphries; opposed: none; motion carried unanimously.

Dawn Pratt announced Sandy Libstorff as the Board Secretary for 2022-2023.

Mike Humphries took the Chair, thanked the Nominating Committee, and congratulated the new officers.

Jim Neumann arrived at 5:18pm.

IX. RECOMMENDATION TO CMHPSM BOARD

The Nominating Committee recommended Jim Neumann for appointment to the CMHPSM Board of Directors for a three-year Term beginning July 1, 2022 through June 30, 2025. Jim Neumann accepted.

Catherine Bernhold moved to recommend appointment for Jim Neumann to serve on the Community Mental Health Partnership of Southeast Michigan (CMHPSM) Board of Directors for a three-year term beginning July 1, 2022 through June 30, 2025. Randy Richardville supported. Roll call: In favor: Burkardt, Frederick, Neumann, Bernhold, Steffens, Richardville, Ray, Rafko, Libstorff, Fortney, and Humphries; opposed: none; motion carried unanimously.

Dawn Pratt announced Jim Neumann as the new CMHPSM Board Representative.

X. BOARD COMMITTEE REPORTS

a. **Business Operations, Clinical Operations, and Executive Committee Monthly Meeting Schedule Change**

Starting in June the Clinical Operations will be meeting the 1st Wednesday of each month from 5-6pm, Business Operations will meet the 3rd Wednesday from 5-6pm, and the Executive Committee will meet the 3rd Wednesday from 6-7pm.

Jim Neumann commented that the Board Bylaws and Policy Committee did meet in May. Minutes will be included in the June Board Packet. The Board Bylaws and Board Governance Policy Manual were sent to the full Board for review/feedback and only one response was received. Randy Richardville commented that Susan Fortney and himself sat on the PIHP Bylaws Committee and requested to add a topic to the Board Bylaws and Policy Committee agenda for an update on what is happening at the PIHP.

XI. ITEMS FOR BOARD ACTION

a. **Motion to Approve the Consent Agenda Less Item _____**

Pam Ray moved to approve the Consent Agenda as presented. Catherine Bernhold supported. Roll call: In favor: Burkardt, Frederick, Neumann, Bernhold, Steffens, Richardville, Ray, Rafko, Libstorff, Fortney, and Humphries; opposed: none; motion carried unanimously.

Items approved: Administrative Contracts as Presented

b. **Motion to Approve up to Three Board Members to Attend the CMHAM Summer Conference Beginning June 6th through June 8th 2022**

Jim Neuman moved to approve up to three Board Members to attend the CMHAM Summer Conference beginning June 6th through June 8th 2022. Pam Ray supported. Roll call: In favor: Burkardt, Frederick, Neumann, Bernhold, Steffens, Richardville, Ray, Rafko, Libstorff, Fortney, and Humphries; opposed: none; motion carried unanimously.

XII. RELATIONSHIP WITH THE REGION, COUNTY, AND OTHERS

a. **Motion to Approve the Regional Policies as Presented**

- i. Claims Policy
- ii. CMHPSM Regional Consumer Appeals Policy
- iii. Culturally and Linguistically Relevant Services Policy
- iv. Financial Fraud Abuse Policy
- v. Service Verification Policy
- vi. Utilization Management and Review Policy

Jim Neumann moved to approve the Regional Policies as presented. Catherine supported. Discussion followed. Motion carried unanimously.

LaMar Frederick suspended regular order of business to pull ahead Citizen Comments before Closed Session.

XIII. CITIZEN COMMENTS

There were no citizen comments.

XIV. CONSIDERATION TO GO INTO CLOSED SESSION FOR PURPOSES OF REVIEWING A WRITTEN PRIVILEGED AND CONFIDENTIAL OPINION OF LEGAL COUNSEL PURSUANT TO SECTION VIII (h) OF THE OPEN MEETINGS ACT

Mike Humphries addressed those in attendance, commenting, the Board has been presented with something we are taking incredibly seriously. We are being intentionally deliberate to do things the right way as there is a lot of misunderstanding of what the Board can and cannot do.

LaMar Frederick moved to go into Closed Session for the purposes of reviewing a written privileged and confidential opinion of legal counsel pursuant to Section VIII (h) of the Open Meetings Act. Pam Ray supported. Discussion followed. LaMar called the question. Roll call: In favor: Burkardt, Frederick, Neumann, Bernhold, Richardville, Ray, Fortney, and Humphries; opposed: Steffens, Rafko, and Libstorff; motion carried.

The Board went into Closed Session at 5:56pm.

The Board went into Open Session at 8:23pm.

Mike Humphries thanked those in attendance for their patience while in Closed Session as the Board spent a lot of time working on some difficult subjects.

Board Members shared their appreciation for staff and their support to resolve issues of concern.

Mike Humphries followed up with accountability, and that the Board has made it very clear that we are holding ourselves accountable for this. The Board will take necessary action and it may make staff happy or unhappy. The Board will hold themselves accountable and take action to live up to the accountability. The items of concern will take some time to be resolved.

Lisa Graham commented that she is ready to take the information received in the form of a letter to the Board and report out at the Board Clinical Operations Committee. Lisa encouraged staff to attend to here of the issues being addressed, how they are being resolved, how we are measuring the solution and if it is working. We will continue to work through the issues until the Board and staff are satisfied.

XV. CITIZEN COMMENTS

Kellie Rutledge, MCMHA, asked how committees are going to give outcomes on trust and how that will be measured.

Tara King, MCMHA, asked if there has been thought of a contingency plan if staff turnover is experienced.

Unidentified MCMHA staff, how are we going to know about the change, how is it going to be communicated?

Kayla Szatkiewicz, MCMHA, asked how will I get to hear about changes and not through whispers?

Emily Schott, MCMHA, commented that we don't want to have change for the sake of change.

Unidentified MCMHA staff, commented that staff are so burnt out by high caseloads and there is no time to participate in committees which needs to be taken into consideration.

Mike Humphries responded to citizen comments by encouraging staff to attend meetings, review Zoom recordings, and read meeting minutes for information.

XVI. ANNOUNCEMENTS BY BOARD MEMBERS

Chantele Steffens commented that she hears what staff are saying, that they have expectations that are reasonable and as a Board Member will hold those expectations accountable. We have a lot of work to do, your voices have been heard.

Chantele asked what is the current structure if a staff has ideas to share?

Lisa Graham responded that there are several platforms in place for staff feedback, such as: Performance Improvement Committees; a group called Best of Monroe (BOM) that was created where they started off as a performance improvement committee and morphed into an Advisory Council to provide feedback on initiatives; a monthly Labor Management Meeting where staff can bring issues of concern to their union representative for discussion; and a monthly Executive Director Question & Answer Forum where staff are updated on current events and what was reported out at the previous Board Meeting and asks for feedback. Lisa has requested Best of Monroe to review the platforms currently in place for effectiveness or if staff are choosing to not use the platforms then what is the best way to get staff feedback.

Jim Neumann commented he's been around CMH for 26 years and is very encouraged with the Board he sits with now. They are dedicated, sincere and competent individuals. There are too many people out there depending on us. Don't throw in the towel, we are going to resolve issues of concern.

Pam Ray thanked everyone for coming and for the letter. I have been associated with this agency for 40 years. Case managers are the heart of this agency and rescued my daughter and gave her a wonderful life. I've been a Board Member for 20 years. We took a hard look at ourselves tonight. We need to ask more appointed questions. I hope that everyone is patient and that we all work through this together. I would like nothing more to see fully staffed case managers as they are the heart and soul of this agency.

Gloria Rafko commented that there have been a lot of ups and downs and thanked staff for attending the meeting and to continue to attend to be informed.

Sandy Libstorff thanked everyone for attending and commented that there are 3 items she had requested to be put on the Clinical Operations Committee agenda but that she will not be able to attend the next two meetings.

Randy Richardville commented that he thinks this is the right team and just need to get back on track.

Susan Fortney commented that it took a lot of courage to bring forward issues of concern to the Board. For me, this started tonight and hope we can continue the journey.


Mike Humphries echoed Board member comments. Thanked everyone for attending. Someone used the words "keeping us informed". Attend Board Meetings to stay informed, be the citizen that stands up and states your worries about consumers. We need to hear that.

The board has reaffirmed that we speak as one Board and will not individually address the issues at hand.

XVII. ADJOURNMENT

Jim Neumann moved to adjourn at 9:09pm. LaMar Frederick supported. Motion carried unanimously.

Submitted by,


Sandy Libstorff
Secretary

LJ/dp 5/25/22

