



MONROE COMMUNITY MENTAL HEALTH AUTHORITY

BOARD MEETING

November 15, 2023 – 5:00 p.m. / Aspen Room

Draft Agenda

BOARD VALUES:

- 1.1 Monroe Community Mental Health Authority exists so that individuals with severe and persistent mental illness and intellectual/development disabilities can live, work, and play in their communities to their fullest potential.
- 1.2 Monroe Community Mental Health Authority strives to be the provider of choice for Monroe County by offering the highest quality of treatment with positive measurable outcomes, while maintaining competitive rates with the State.
- 1.3 Monroe Community Mental Health Authority establishes and sustains a culture that values each staff member; holds staff to high standards; is fair and respectful; and values creativity and promotes collaborative thinking.
- 1.4 Monroe Community Mental Health Authority continues to establish collaborative community relationships that enable MCMHA to provide quality service to consumers.

BOARD RULES OF CONDUCT:

- a. Speak only after being acknowledged by the Chair and only to the Chair.
- b. Keep deliberation focused on the issue and don't make it personal.
- c. Divulge all pertinent information related to agenda items before action is taken.
- d. Seek to understand before becoming understood.
- e. Seek to do no harm.

CITIZEN RULES OF CONDUCT:

- a. In order for our Board to move efficiently through the meeting agenda, we ask that everyone present conduct themselves respectfully and with decorum. Anyone who chooses not to comply with this will be asked to leave the building.

MISSION STATEMENT:

Enrich lives and promote wellness.

VISION STATEMENT:

To be a valued/active partner in an integrated System of Care that improves the health and wellness of our community.

CORE VALUES:

Compassion, Authenticity, Trust, and Accountability.

	<u>Guide</u>
I. Call to Order	01 min
II. Roll Call	02 min
III. Pledge of Allegiance	02 min
IV. Motion to Adopt the Agenda as Presented	02 min
V. Motion to Approve the Minutes from the October 25, 2023 Board Meeting and waive the Reading Thereof	02 min
VI. Feedback Summary	02 min
VII. Citizen Comments	03 min/person
<i>"The Board will listen respectfully to any comments you would like to make but will not respond directly tonight. You can expect a follow up contact from the Executive Director or her representative within 24 hours if your comment is about a specific problem or complaint. Comments shall be limited to 3 minutes".</i>	
VIII. Presentations Recognitions, and Celebrations	20 min
a. CCBHC Finance	
IX. Board Committee Reports	05 min
a. Motion to Place on File All Written Committee Reports	
i. Clinical Operations	
ii. Executive	
b. Motion to Approve the 2024 Board of Directors Calendar (handout)	

X.	Items for Board Action	05 min
	a. Motion to Approve the Consent Agenda Less Item _____	
	i. No Contracts for November	
	b. Motion to Approve the Purchase of a 2024 Trailblazer at the Cost of \$30,909 for the Intensive Outpatient (IOP) Substance Abuse Program	
XI.	Authority and Regional Policy Review/Approval	00 min
	a. Motion to Approve the Authority Policy, Procedure, and Exhibits as Presented	
	i. Policy: N/A	
	ii. Procedure: N/A	
	iii. Exhibit: N/A	
	iv. Rescind: N/A	
	b. Motion to Approve the Regional Policies as Presented	
	i. Policy: N/A	
XII.	Relationship with the Region, County, and Others	05 min
	a. Regional Reports	
	i. Regional PIHP Board Meeting Minutes	
XIII.	Items from the Chief Executive Officer	25 min
	a. Financial Report	
	b. Chief Executive Officer's Report (<i>handout</i>)	
XIV.	New Business	00 min
XV.	Citizen Comments	03 min/person
XVI.	Announcements by Board Members	03 min/person
XVII.	Adjournment	01 min

The next regular scheduled meeting for the Monroe Community Mental Health Authority Board of Directors is on Tuesday, December 12, 2023 beginning at 5:00pm in the Aspen Room.

LG/dp 3:34 p.m.



**BOARD OF DIRECTORS REGULAR MEETING MINUTES
October 25, 2023**

Present: Michael Humphries, Chairperson; Susan Fortney, Vice Chairperson; Catherine Bernhold, Secretary; John Burkardt; Deb Staelgraeve; Chantele Steffens; Dawn Asper; Rebecca Pasko; Ken Papenhagen; Rebecca Curley; and Pam Ray

Excused: LaMar Frederick

Absent:

Staff: Lisa Graham

Guests: 10 guests attended

I. CALL TO ORDER

The Board Chairperson, Mike Humphries, called the meeting to order at 5:05 p.m.

II. ROLL CALL

Roll Call confirmed a quorum existed.

III. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Mike Humphries.

IV. CONSIDERATION TO ADOPT THE DRAFT AGENDA AS PRESENTED

Mike Humphries introduced Courtney Kissel, Dykema, as a guest at the Board table.

Mike Humphries commented that tonight will be the last time that an MCMHA Board Meeting will be available to attend by Zoom. Beginning next month, the Crossroads Clubhouse Supervisor, Stephan Pietszak, will be filming the meetings and posting to U-tube and Facebook.

Richard Carpenter, Chief Financial Officer, could not be in attendance this evening due to a family emergency. Moving forward, Rehmann will have representation at all Board Meetings. Either Richard or Ken Melvin.

On the agenda, Mike requested to remove Deb Staelgraeve and Chantele Steffens from the motion under Section IX. b. 2.

Ken Papenhagen moved to adopt the draft amended agenda as presented. Pam Ray supported. Motion carried unanimously.

V. CONSIDERATION TO APPROVE THE MINUTES FROM THE SEPTEMBER 27, 2023 BOARD MEETING AND WAIVE THE READING THEREOF

Dawn Asper moved to approve the minutes from the September 27, 2023 Board Meeting and waive the reading thereof. Rebecca Curley supported. Motion carried unanimously.

VI. FEEDBACK SUMMARY

Mike Humphries reviewed feedback from the September 27, 2023 Board Meeting.

VII. CITIZEN COMMENTS

There were no citizen comments.

VIII. PRESENTATIONS, RECOGNITIONS, AND CELEBRATIONS

- a. **CCBHC: We got It. Now, what do we do with it?** – Lisa Graham presented what a Certified Community Behavioral Health Clinic (CCBHC) is, what the nine core CCBHC services are, how CCBHC funding is received, and what the next steps are now that Monroe CMH has achieved CCBHC Certification as of October 1, 2023.

IX. BOARD COMMITTEE REPORTS

a. Motion to Place on File All Written Reports

Ken Papenhagen moved to place on file all written reports. Pam Ray supported. Motion carried unanimously.

Written reports on file: Business Operations, Bylaws & Policy, Clinical Operations, and Executive.

b. Motion to Create a Community Relations Ad-hoc Committee

Mike Humphries moved to create a Community Relations Ad-hoc Committee. Dawn Asper supported. Discussion followed. Roll call: In favor: Pasko, Ray, Burkardt, Curley, Humphries, Fortney, Bernhold, Steffens, Asper, Papenhagen, and Staelgraeve; motion carried unanimously.

c. Appoint Rebecca Pasko, Susan Fortney, and Dawn Asper as Community Relations Ad-hoc Committee members

Mike Humphries appointed Rebecca Pasko, Susan Fortney, and Dawn Asper as Community Relations Ad-hoc Committee members.

d. Appoint of Rebecca Pasko as Chair of the Community Relations Ad-hoc Committee

Mike Humphries appointed Rebecca Pasko as the Chair of the Community Relations Ad-hoc Committee.

X. ITEMS FOR BOARD ACTION

- a. **Motion to Approve the Consent Agenda Less Item _____**
 - i. Administrative Contracts as Presented
 - ii. Service Contracts as Presented

Mike Humphries advised the Board that the Iris Telehealth Contract was pulled at the Business Operations Committee and is not to be included in tonight's consent agenda.

Pam Ray moved to approve the consent agenda as presented. Catherine Bernhold supported. Discussion followed. Roll call: In favor: Pasko, Ray, Burkardt, Curley, Humphries, Fortney, Bernhold, Steffens, Asper, Papenhagen, and Staelgraeve; motion carried unanimously.

b. Motion to Approve the Purchase of Three (3) 2024 Chevrolet Trax from Allen in Monroe at the Total Cost of \$69,540

John Burkardt moved to approve three (3) 2024 Chevrolet Trax from Allen in Monroe at the total cost of \$69,540. Ken Papenhagen supported. Discussion followed. Roll call: In favor: Pasko, Ray, Burkardt, Curley, Humphries, Fortney, Bernhold, Steffens, Asper, Papenhagen, and Staelgraeve; motion carried unanimously.

c. Motion to Approve up to Three Board Members to Attend the FY2024 Winter, Spring, and Fall CMHAM Conferences and the National Council NATCON24 Conference

Dawb Asper moved to approve up to three Board Members to attend the FYU2024 Winter, Spring, and Fall CMHAM Conferences and the National Council NATCON24 Conference. John Burkardt supported. Discussion followed. Roll call: In favor: Pasko, Ray, Burkardt, Curley, Humphries, Fortney, Bernhold, Steffens, Asper, Papenhagen, and Staelgraeve; motion carried unanimously.

d. Motion to Approve a Stipend for the October 17, 2023 and the November 8, 2023 Benesh Building Tour

Susan Fortney moved to approve a stipend for the October 17, 2023 and the November 8, 2023 Benesh Building Tour. Rebecca Pasko supported. Roll call: In favor: Pasko, Ray, Burkardt, Curley, Humphries, Fortney, Bernhold, Steffens, Asper, Papenhagen, and Staelgraeve; motion carried unanimously.

e. Motion to Approve a Stipend for the October 26, 2023 CCBHC Ribbon Cutting Ceremony

John Burkardt moved to approve a stipend for the October 26, 2023 CCBHC Ribbon Cutting Ceremony. Catherin Bernhold supported. Roll call: In favor: Pasko, Ray, Burkardt, Curley, Humphries, Fortney, Bernhold, Steffens, Asper, Papenhagen, and Staelgraeve; motion carried unanimously.

XI. AUTHORITY AND REGIONAL POLICY REVIEW/APPROVAL

a. Motion to Approve the Authority Policy, Procedure, and Exhibits as Presented

- i. Policy:
- ii. Procedure:
- iii. Exhibit:
 - i. Rescind:

There were no local policies to approve in October.

b. Motion to Approve the Regional Policies as Presented

- i. Policy:

There were no regional policies to approve in October.

XII. RELATIONSHIP WITH REGION, COUNTY, AND OTHERS

- a. Regional Reports
 - i. Regional PIHP Board Meeting Minutes – Minutes were included in the packet.

XIII. ITEMS FROM THE CHIEF EXECUTIVE OFFICER

- a. Financial Report – Lisa Graham commented on the July financials. Richard Carpenter expects to have fiscal year numbers completed by January and will be able to present the first few months of CCBHC.

- b. Chief Executive Officer's Report: Lisa Graham presented the Fiscal Year 2023 Outcomes Report highlighting accomplishments against the five areas of the Strategic Plan: Recruit and Retain Qualified Staff; Assure Competent and Accountable Leadership; Responsive and Reliable Community Partner; Financial Strategy Supports MCMHA Mission; and Services Meet the Needs of the Consumer. The next step is to develop a Fiscal Year 2024 Strategic Plan and will include enhancing quality metrics, an MCMHA dashboard, expansion of crisis services, implementation of additional Evidence Based Practices (EBPs), first impressions, and an emphasis on engagement.

John Burkardt congratulated Lisa and her team on the retention of staff. This is something to be very proud of.

Pam Ray commented that it makes her proud to see what the agency has accomplished and requested the outcomes and accomplishments to be made aware to the community.

XIV. NEW BUSINESS

- a. Board Holiday Dinner – the Board Holiday Dinner is an event for Board Members and the Executive Leadership Team. The Holiday event will take place on Friday, December 1, 2023 at the Monroe Golf and Country Club beginning at 6:30pm. An invitation will be sent requesting your RSVP or Regrets. Entrée selections will be sent to those that RSVP mid-November. As a reminder, the Board Holiday Dinner event is not a sponsored agency event and is at the cost of the attendee.

XV. CITIZEN COMMENTS

Mike Humphries commented on the Citizen Rule of Conduct.

Darla Myers, Monroe Board of Public Schools, gave congratulations on the amazing list of accomplishments in FY2023 and reminded the Board that we are here because we care about what is happening in the community and with mental health. Darla sits on the Community Coalition and commented that under Lisa's leadership, and other members of the team, has brought some great resources. Darla is happy to be a part of the Community Coalition and will share MCMHAs accomplishments with the community.

Rebecca Turner, Catholic Charities, congratulated the Board on achieving CCBHC Certification. Rebecca sits on the Community Coalition and commented that the leadership team is outstanding. Monroe CMH has a very welcoming environment and I look forward to working with Monroe CMH.

XVI. BOARD ANNOUNCEMENTS

Rebecca Pasko questioned when the Board's feedback summary will be for review in the Board Bylaw's Committee. Lisa Graham commented a feedback tool will be sent to the Bylaw's and Policy Committee by November 2nd for review.

Pam Ray commented on the passing and celebration of life of a consumer.

Chantele Steffens congratulated Lisa Graham on everything that has been accomplished and commented on the Consumer Advisory Committee Open House last week.

John Burkardt commented on a Choir Concert taking place at the Monroe County Community College on Monday, October 30th and attending the CMHAM Fall Conference.

Susan Fortney commented on enjoying the Benesh Building tour. The staff at Crossroads Clubhouse provided a delicious lunch.

Dawn Asper is looking forward to sitting on the Community Relations Committee.

Ken Papenhagen commented, good job everyone.

Deb Staelgraeve commented on how nice the accomplishments were laid out.

Becca Curley congratulated all staff on the accomplishments for this last year and those at the Benesh Building. We have a great springboard for moving forward.

Mike Humphries commented he is proud of the entire organization and to achieve the CCBHC Certification. Looking forward to seeing everyone at the CCBHC Ribbon Cutting Ceremony.

Catherine Bernhold commented that Section 1 and Section 2 of the Board Governance Policy Manual will be sent to the full Board for review and feedback.

XVII. ADJOURNMENT

Catherine Bernhold moved to adjourn the meeting. John Burkardt supported.

Mike Humphries adjourned the meeting at 6:26pm.

Submitted by,

Catherine Bernhold
Board Secretary

LG/dp 10/31/23



BOARD CLINICAL OPERATIONS COMMITTEE
Wednesday, November 1, 2023
5:00pm

MAJOR COMMITTEE RESPONSIBILITIES

- Review and monitor the Strategic Plan of the Authority as it relates to Clinical Programs and Psychological Services.
- Review and make recommendations to the full Board regarding Clinical Programs and Psychological Services.

COMMITTEE MEMBERS

Susan Fortney, Chair; Rebecca Curley; Rebecca Pasko; Deb Staelgraeve; Chantele Steffens; and Michael Humphries (Ex-Officio).

DRAFT MINUTES

I. CALL TO ORDER

Susan Fortney called the meeting to order at 5:02pm. Susan Fortney, Deb Staelgraeve, Chantele Steffens, Susan Fortney, Rebecca Curley, Rebecca Pasko, Lisa Graham, and Bridgitte Gates were present. Mike Humphries and Crystal Palmer were excused.

II. CHIEF CLINICAL OFFICER UPDATE

a. Clinical Update - Attachment A

1. Lisa Graham presented the clinical report highlighting the topics: Staffing; Community Outreach; Finance; Call Volume; and Crisis Mobile Report.

- i. Staffing: We are doing well hiring clinical staff right now. One area we are struggling is with therapists. HR is working with two different companies to contract until we can hire full-time. The biggest barrier to hiring therapists is to be onsite. We would like our therapists to be in the building at least 3-5 days. We have incentives to offer, and we are doing everything as far as advertising that we can do.
- ii. Community Outreach: At the last Community Coalition Meeting, the YMCA requested to be part of the Universal Referral Form. This is working out really well for our community partners.
- iii. Finance: Working with the Monroe County Sheriff's office to get the contract renewed between Monroe County and MCMHA to sustain the funding for the in-jail clinician and jail diversion peer support positions.
- iv. Call Volume: Bridgitte Gates commented that we found out that under the missed and abandoned calls that 8x8 was not calculating the call correctly for 10 seconds or less. Our IS Team manually fixed 8x8 to get more accurate reporting and removed those calls.
- v. Crisis Mobile Report: Lisa Graham presented the Crisis Mobile Report and commented on what all is included within a 30-minute response time. Lisa offered to provide "A Day in the Life for Mobile Crisis" Presentation to provide further education on Crisis Mobile. The committee requested to have the presentation added to the parking lot. Susan Fortney requested to know that out of the referrals made, how many are coming to MCMHA.

b. Operations Update

1. Bridgitte Gates presented the Operations Report highlighting the topics: Customer Services; External Provider Performance Indicator Survey; October Grievances; Customer Satisfaction Survey; 3rd Quarter Peer Report; and Pulse for Good Kiosk data.
 - i. The 3rd Quarter Peer Report is data collected from 100 agencies. Out of those 100 agencies, MCMHA's group ranking was third for overall satisfaction.

III. CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC (CCBCH)

- a. Lisa Graham commented that an update for CCBHC was provided at the October 26th Ribbon Cutting Ceremony. Crystal Palmer included information in her Clinical Report as well. As of last week, we have 900 potentials identified and have enrolled 500 of those. We are working hard to get consumers enrolled into CCBHC.

IV. INFORMATIONAL ITEMS

- a. FY2022-FY2024 Strategic Plan – Lisa Graham presented the FY2023 Strategic Plan Outcomes at the last Clinical Operations Committee meeting and commented that we need to start developing the Strategic Plan for FY2024. Lisa asked if the committee had any ideas about starting this process and what role, if any, they could play in providing feedback for the Strategic Plan.
 1. Susan Fortney stated that she does not feel like the committee needs to be directly involved and would like to have Lisa bring the Strategic Plan to the committee and then discuss.
 2. Rebecca Pasko asked what the development process looks like.
 - i. Lisa Graham commented that the process in developing the FY2024 Strategic Plan will include reviewing data from the County Health Improvement Plan, the Annual Submission, the Community Coalition, local and State, and looking to see what we know are gaps and what our needs are in the agency. Knowing what the Board expects for your Ends Policies is important as this directs the development of the Strategic Plan and tells the CEO what to accomplish. The Board is currently reviewing their Board Ends Policies and will determine what is important. In the past, our outcomes have been around five specific areas: Staff Recruitment & Retention; Consumer Outcomes; Leadership; Finance; and Efficient Processes.
 3. Chantele Steffens would like to see what will be under the psychosocial rehabilitation services for the Strategic Plan.

V. PARKING LOT

- a. A Day in the Life for Mobile Crisis Presentation – Lisa Graham
- b. FY2022 CMHPSM Annual Submission
- c. Engagement Strategy – Chantele Steffens

VI. **ADJOURNMENT**

The meeting adjourned at 6:25pm. The Board Clinical Operations Committee's next meeting is scheduled for **Wednesday, December 6, 2023** at 5pm in the Aspen Room.

Respectfully submitted,

Susan Fortney (sp)

Susan Fortney
Clinical Operations Chairperson

11/8/23

BOARD CLINICAL OPERATIONS COMMITTEE MEETING Attachment A

Clinical Updates – November 1, 2023

STAFF

Strategic Plan Goal 1: Recruit and Retain Qualified Staff and Competent Provider Staffing that Meets the Needs of our Community.

The Clinical Department still has vacancies and continues to recruit vacant positions. We have the following vacancies as of October 26th:

- Access Program Supervisor
- Access Screener ***
- ACT Therapist
- Case Service Manager - Adult
- Case Service Manager - Behavioral Health Treatment
- Behavioral Health Treatment Program Supervisor – Internal Transfer
- Children's Therapist/Case Manager
- Crisis Mobile Response Clinician***
- Crisis Mobile Response Clinician***
- Crisis Mobile Response Peer***
- Evaluation & Admission Specialist (backfilling Maxim position)
- Home Based Clinician
- Infant Mental Health Specialist
- Outpatient Therapist
- Peer Support Specialist (FT)
- Peer Support Specialist (PT)
- UM/UR Specialist*** - Internal Transfer
- Youth Peer Support Specialist (specialty population position requiring a person between the ages of 18-26 with lived first or secondary experience with a mental health disorder)

***New positions due to Certified Community Behavioral Health Clinic (CCBHC) funding.

Currently, MCMHA is in the process of developing an Omnibus Budget Reconciliation Act (OBRA) Assessor position that was approved by the Michigan Department of Health and Human Services due to the number of individuals being placed in a nursing facility in Monroe County. This position is currently with the Union for review. It is expected that the position will be posted in November. This position is for an LLP due to the need to complete psychosocial assessments for the I/DD population.

The Access Screener is a new created position for the Access Department as a bachelor level screener. With the transition to CCBHC, we recognize that the responsibilities in Access will increase, so this screener will allow for a slight restructuring in process and aid in streamlining the intake process for someone to enter into services initially.

LEADERSHIP

Strategic Plan Goal 2: Assure Competent and Accountable Leadership

As a learning organization, also dedicated to building leaders, we will be providing additional leadership training for all clinical leadership along with other new leaders within the organization. We look forward to this opportunity to support leadership development as we continue to grow our leader regarding communication, building relationships, accountability, etc. ***This meets objective #3 Leadership will provide consistent and accurate communication under “Develop and Implement a Strategic Communication Plan with Input from Staff.”***

COMMUNITY OUTREACH

Strategic Plan Goal 3: Serve as a Responsive and Reliable Community Partner

Universal Referral

MCMHA continues to utilize the Universal Referral Form program which allows some of our community partners the opportunity to have a quick and easy way to refer individuals they encounter that they believe to be in need. There have been 14 referrals which include both law enforcement and community partners. Future reporting will allow us to report on the outcomes of all referrals received.

We did extend the Universal Referral program to the Monroe Housing Commission after a meeting with them on 10/5/23 and then a follow up in person training on the form by the Access supervisor the following week.

Collaborations/Partnerships

Monroe Community Mental Health Authority (MCMHA) continues to be involved in the Opioid Task Force which meets monthly with many different partners from around the community. MCMHA has also been participating in an Opioid Task Force Workgroup as an extension of the group to aid in developing the workplan for the group as well as developing action plans for the community.

MCMHA met with Central Dispatch and the Director of Public Safety on 9/28/23 right before launching Crisis Mobile 24/7 to discuss implementation and determine process for law enforcement deploying our team.

MCMHA participated in the Opioid Drug Overdose Training that was held at Monroe County Community College (MCCC). MCMHA hosted a table and participated in networking with other providers and community members.

Although the Crisis Mobile Response Supervisor has not officially transferred yet, she has already participated in two (2) separate meetings with two (2) different communities in Michigan about how they run their Crisis Mobile Response services to gather ideas and brainstorm with.

BOARD CLINICAL OPERATIONS COMMITTEE MEETING Attachment A

Clinical Updates – November 1, 2023

MCMHA participated in a meeting with the ProMedica Monroe Inpatient Psychiatric Unit and their new contract provider, Signet, who is contracted to help them maximize their services and help them run more efficiently. Many thoughts and ideas were shared about gaps in services and ways in which the partnership can be expanded.

MCMHA provided two (2) trainings to two (2) separate Sheriff Deputy groups on 10/17/23 and 10/19/23 in an effort to educate about the 24/7 services of Crisis Mobile Response, what their purpose is, when it would be appropriate to call, etc.

MCMHA hosted a meeting with the Monroe County Probate Judges, MCMHA Prescribers, and ProMedica Monroe Prescribers and administrators to work on finding a common procedure and understanding of the implementation and continuation of Assisted Outpatient Treatment (AOTs) and pick up orders. There will be more meetings with this group to follow.

Case Service Managers from the Child and Family Department hosted an information and education booth at the RAW Recovery Picnic in late September. Several pamphlets and mental health information booklets were distributed.

Opportunity Center at the ALCC

Monroe Community Mental Health Authority (MCMHA) continues to partner with the Opportunity Center at the ALCC by placing peers' services within the center on a consistent schedule. Certified Peer Support Specialists/Parent Support Partners meet individuals at the Center on Mondays, Wednesdays, and Thursdays from 12-4pm for anyone interested. These days had the highest volume of contacts and services. Appointments will be continuously monitored, and availability will be increased if the need changes.

The peers continue to assist in linking and coordinating services which includes engaging those who need community mental health services or those involved in community mental health services. In September, we provided 5 1:1 meetings. The peers also engaged in 9 programs/activities within the Opportunity Center.

These items meet objective #3 Increase/Improve Community Presence under "create and implement a strategic community presence plan for each event."

Mental Health First Aid (MHFA)

Monroe Community Mental Health Authority (MCMHA), in partnership with Monroe City Police, (Chaplin Edwards), provided a two-day Mental Health First Aid training to nine (9) staff members of Monroe County Opportunity Program on October 6th and October 9th. Staff members from their front desk and front lines attended this skill-based training. Participants learn how to identify, approach, and support individuals with mental health and substance use challenges. ***This meets objective #2 Community Outreach which is under Mental Health First Aid (MHFA) Trainings.***

BOARD CLINICAL OPERATIONS COMMITTEE MEETING Attachment A

Clinical Updates – November 1, 2023

FINANCE

Strategic Plan Goal 4: Develop and Implement a Stable yet Agile Financial Strategy that Supports MCMHA’s Mission

MCMHA is working with the Monroe County Sheriff’s office to get the contract renewed between Monroe County and MCMHA to sustain the funding for the in-jail clinician and jail diversion peer support positions.

This item meet objective #2 Identify and Accomplish Diversified Revenue Streams to Create Capacity for Prevention and Outreach under “apply for funding through community, state and federal grant programs.”

SERVICES

Strategic Plan Goal 5: At All Levels of the Organization, Services Provided Meet the Needs of the Customer

Crisis Mobile Response Team

As of 10/1/23, MCMHA will have seven (7) Crisis Mobile Response Team Staff. We have two (2) more who have accepted positions and have start dates of 10/30/23 and 11/6/23. We potentially have a peer support specialist starting on 10/30/23 if she can make the remaining shift work with her schedule. If all these pending hires work out, then the team will be fully staffed by 11/13/23. The main focus will be training these staff as we are committed to quality 24/7 coverage. As a reminder, the shifts are as follows:

	# Of Staff	Shift	Work Days
A-shift	1 Clinician; 1 Peer	Shift 7am - 8:30pm	Sat, Sun, Mon
B-Shift	1 Clinician; 1 Peer	Shift 7pm - 8:30am	Sat, Sun, Mon
C-Shift	1 Clinician; 1 Peer	Shift 8am- 6:30pm (Tuesday till 6pm)	Tue, Wed, Thu, Fri
D-Shift	1 Clinician; 1 Peer	Shift 2pm- 11:30pm (Tuesday till 11pm)	Tue, Wed, Thu, Fri
E-shift	1 Clinician; 1 Peer	Shift 11pm- 9:30am (Tuesday till 9am)	Tue, Wed, Thu, Fri

As previously stated, we have hired an internal transfer for the position of Crisis Mobile Response Team Supervisor who will bring a wealth of knowledge and experience in crisis to the position. The Crisis Mobile Response Team continues to receive great feedback on responses from the community and law enforcement.

Please see the attached report (Attachment #1) regarding September data from the Crisis Mobile Response Team.

Developing and implementing a crisis mobile response team meets objective #1 Enhance Programs for Highly Vulnerable Populations under “mobile crisis unit.”

BOARD CLINICAL OPERATIONS COMMITTEE MEETING Attachment A

Clinical Updates – November 1, 2023

Peer Groups/Groups

Depression and Anxiety Group

This group has completed its sessions early due to the therapist being on medical leave. The group had low attendance during active sessions of two (2) to four (4) individuals participating. New groups will be in development over the next two (2) months and will restart in the new year.

Crossroad Clubhouse

As previously stated, the Crossroad Clubhouse had one (1) staff, one (1) member colleague and the Adult Department Director attending a 2-week Clubhouse training at Independence Center in St. Louis, Missouri in September. Therefore, Clubhouse will be Initiating the action plan completed at the 2-week comprehensive training.

A new member orientation process was completed and there were three (3) new referrals to the Clubhouse in the past week in October.

The Clubhouse has several upcoming events:

- The multimedia team will begin filming MCMHA board meetings beginning in November.
- Clubhouse will discuss changing clubhouse hours to 8:00am-4:00pm with the staff and union. This item will need to be negotiated with Human Resources and the union.
- The Clubhouse will have an employment celebration/dinner on 10/23/23 3:30-5:00 pm.
- The formal application for Accreditation review will be completed in November and submitted for a visit expected to occur in early 2024.
- The Clubhouse Director and member colleague will be attending the USA Clubhouse Conference in Salt Lake City, Utah on October 26th through 28th. Funding for all training and conferences has been acquired through State grant allocations.
- A meeting will be scheduled with Monroe Public Schools to discuss Transitional Employment placement.
- The Clubhouse will be open on Thanksgiving and Christmas day from 10am-2pm.
- Membership will vote on innings and outings for November.

No new updates regarding the Clubhouse Report Card for the month of September. Additional updates will be provided during the December meeting.

Benesh Expansion

The data provided below identifies the individuals zip codes who were scheduled at the Benesh building. It should be noted that the information includes all appointments whether they were held in-person or virtually.

BOARD CLINICAL OPERATIONS COMMITTEE MEETING Attachment A

Clinical Updates – November 1, 2023

Zip Code	Location	April	May	June	July	August	September	Total
48103	Ann Arbor	0	0	1	0	0	0	1
48105	Ann Arbor	0	1	0	0	0	0	1
48117	Carleton	1	4	2	3	5	2	17
48131	Dundee	4	3	2	0	1	1	11
48133	Erie	5	1	1	0	3	3	13
48135	Garden City	1	0	0	0	0	0	1
48140	Ida	0	0	0	1	0	0	1
48144	Lambertville	2	0	0	0	4	1	7
48145	LaSalle	1	1	0	0	0	0	2
48157	Luna Pier	0	1	1	0	0	0	2
48159	Maybee	0	3	2	0	1	0	6
48160	Milan	5	2	1	0	2	1	11
48161	Monroe	23	44	42	40	45	36	230
48162	Monroe	11	34	28	20	20	24	137
48164	New Boston	0	0	1	0	0	1	2
48166	Newport	7	18	12	9	7	4	57
48177	Samaria	1	0	0	0	0	0	1
48179	South Rockwood	1	1	0	0	3	0	5
48182	Temperance	6	8	6	1	6	2	29
49267	Ottawa Lake	1	0	0	0	0	0	1
49270	Petersburg	8	1	1	3	2	0	15
Total		77	122	100	77	99	75	550

Below a table is provided indicating out of the total number appointments scheduled each month, how many of those appointments were in-person at the Benesh Building; and out of all appointments scheduled, whether in-person or virtual, how many were kept.

	% Appointments in Office	% Kept Appointments (in-person/virtual)
April	45%	58%
May	55%	67%
June	58%	56%
July	66%	58%
August	70%	43%
September	69%	53%

Behavioral Health Home

As of September 2023, 101 individuals have been enrolled into the Behavioral Health Home (BHH) program. The Adult MI Case Management Team will continue to identify and enroll individuals into the program with a new goal of 150 to be reached by June 2024.

BOARD CLINICAL OPERATIONS COMMITTEE MEETING Attachment A

Clinical Updates – November 1, 2023

Jail Misdemeanor IOP Program

The Jail Misdemeanor IOP program continues to increase the number of enrollees and services provided. Below is data provided for September 2023:

- # assessed and enrolled: 6
- # of discharges: 4 successful
- # currently in the program: 17
- # denied due to ICE/Marshall: 0
- # denied due to not interested: 1
- # denied due to not being in jail: 27
- # denied out of county: 0

Training

The Children's Home-based Therapist attended the 35th Annual Home-based Conference on October 12-13, 2023. Staff were able to attend multiple training courses required for child specific training hours were available. Staff attended breakout sessions on family systems, adolescent development, and mental health challenges for Michigan youth. Social work required training hours in ethics and pain management credits were also offered.

Certification

Two (2) staff continue in the State of Michigan Parenting Through Change Training Cohort. PTC is the Evidenced Based group delivery model of Parent Management Training-Oregon Model (PMTO). PTC/PMTO are tailored parenting methods for serious behavior problems for youth from preschool through adolescence. Parents receive education about emotional regulation, positive parenting practice, and learn new skills to increase effective parenting in the home. This training started 9/12/2023.

Certified Community Behavioral Health Clinic (CCBHC)

As previously stated, MCMHA will be a part of the Michigan Department of Health and Human Services (MDHHS) CCBHC Demonstration Project beginning October 1, 2023. This status will allow MCMHA to expand the population served. ***Therefore, this allows us to meet/exceed objective #3 for Improve Integration of Physical and Behavioral Health Care and Overall Wellness Services under "access benefits of certified community behavioral health clinic (CCBHC) vs. health home certification and make recommendation."***

The CCBHC Program Director started on October 9, 2023. CCBHC Program Director and MCMHA clinical staff have been working diligently to create efficient and effective processes to enroll members as soon as possible and connect members with timely services. CCBHC Program Director and other staff will continue to work on the CCBHC work plan to meet the requirements of the demonstration project. Upcoming areas of focus include the development of a data collection plan, implementation of evidence-based practices (EBPs), i.e., Zero Suicide & Air Traffic Control, and continuing outreach to expand access to services. As of 10/23/2023 899 potential members have been identified as CCBHC eligible, of which 490 have been enrolled through the Waiver Support Application (WSA).

BOARD CLINICAL OPERATIONS COMMITTEE MEETING Attachment A

Clinical Updates – November 1, 2023

MISCELLANEOUS

Call Volume Data

Below is the call volume data through September 2023.

	December-22	January-23	February-23	March-23	April-23	May-23	June-23	July-23	August-23	September-23
Incoming Calls	3522	4136	3948	4256	3594	4195	4195	3859	4528	4254
Incoming calls minus abandon calls	3177	3789	3639	3932	3346	3900	3914	3615	4195	3957
Calls Answered	3100	3761	3575	3911	3279	3904	3915	3609	4221	3921
Missed/Abandoned Calls	434	386	380	353	322	297	283	258	333	338
Abandoned Calls	345	347	309	324	248	295	281	244	333	297
% incoming calls answered	88%	91%	91%	92%	91%	93%	93%	94%	93%	92%
% incoming calls answered minus abandon calls	90%	92%	92%	92%	93%	93%	93%	94%	93%	93%

Key: Abandoned means that no one was on the other line when the call was answered.

Missed is someone calls in and the call wasn't answered as staff could have been on their phones taking care of others. Duplication of missed and abandoned.

As stated previously, MCMHA is setting an internal goal of 95% of calls answered. MCMHA's average response to incoming calls answered (minus the abandon calls) is 92.5% over the last 10 months. At this time, we are continuing to work with the 8x8 administration to address our concerns about the fidelity of the data.

Select Month:: 2023 - 09

(1) ▾



Monroe County CMH Mobile Crisis Utilization Report

Number of encounters, Number of Follow Ups:

Month	Initial or Follow Up...	#	%
2023 - 09	Follow-Up	16	57.14%
2023 - 09	Initial	12	42.86%

1 - 2 / 2 < >

Month	Contact Type	Hours
2023 - 09	Indirect Contact (Phone/Email/Other)	0
2023 - 09	Contact Attempt	1.25
2023 - 09	Face-To-Face	17

1 - 3 / 3 < >

Total Mobile Crisis Deployments

28

Month...	Contact Type	#	%
2023 - 09	Indirect Contact (Phone/Email/Other)	0	0%
2023 - 09	Contact Attempt	11	39.29%
2023 - 09	Face-To-Face	17	60.71%

1 - 3 / 3 < >

Average Face-to-Face Interaction Time

1.13

Month	Avg F2F Contact
2023 - 09	1.13

1 - 1 / 1 < >

Select Month:: 2023 - 09

(1) ▾

Time of Calls from Law Enforcement

Time of day of calls:

Hour ▾	# Calls from Law Enforcement
00:00	1
01:00	0
02:00	0
03:00	0
04:00	0
05:00	0
06:00	0
07:00	0
08:00	0
09:00	2
10:00	1
11:00	2
12:00	0
13:00	0
14:00	1
15:00	1
16:00	2
17:00	0
18:00	0
19:00	0
20:00	0
21:00	0
22:00	0
23:00	2

Day	# Calls from Law Enforcement
Sunday	4
Monday	6
Tuesday	6
Wednesday	4
Thursday	8
Friday	5
Saturday	7

Length of time to respond from time of call to arriving on scene:

Average Response Time (Minutes)

31.83

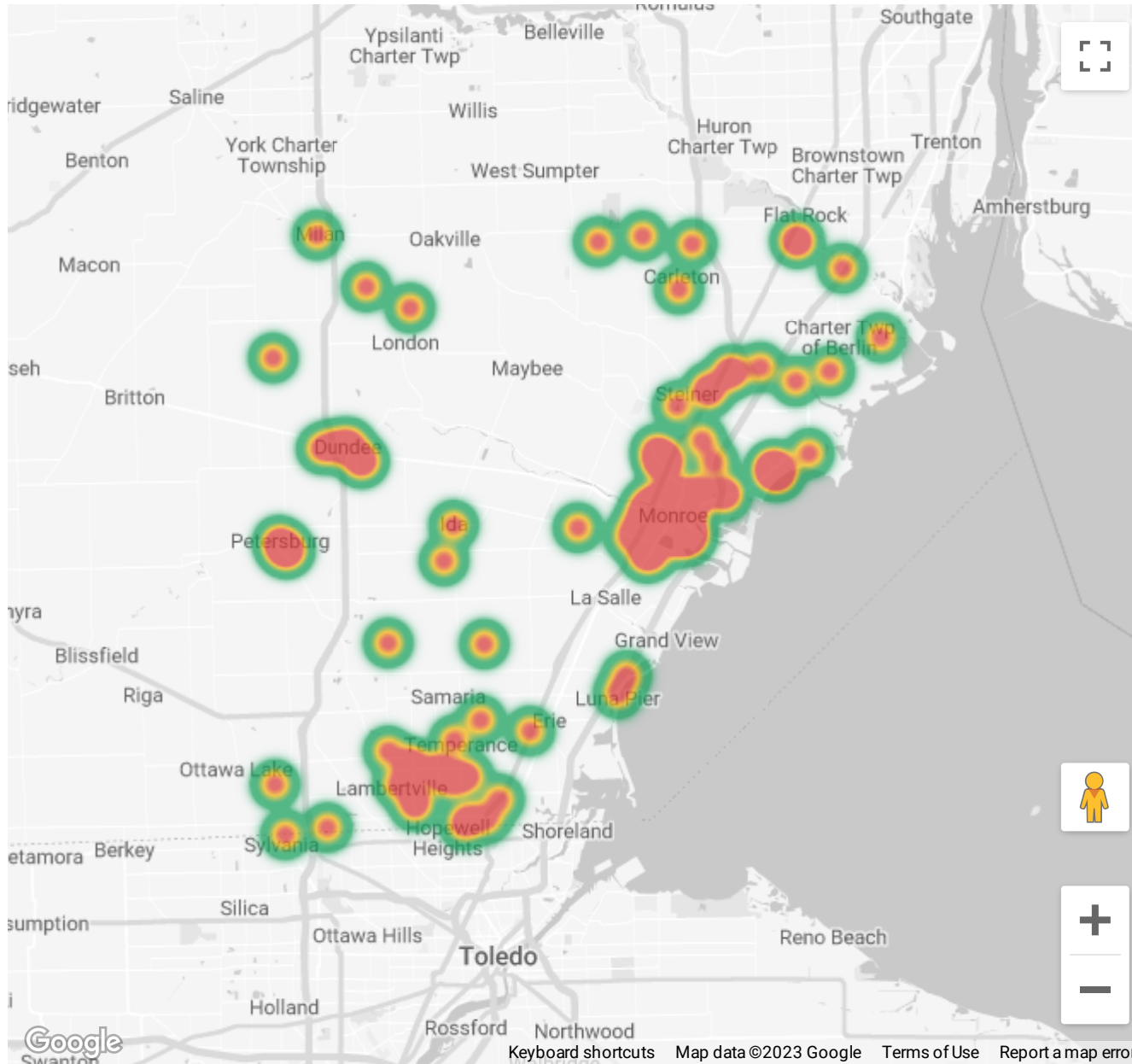
Month	Avg. Response Time ▾
2023 - 09	31.83

Select Month:: 2023 - 09


(1) ▾

Location

Mapping of locations deployed to:



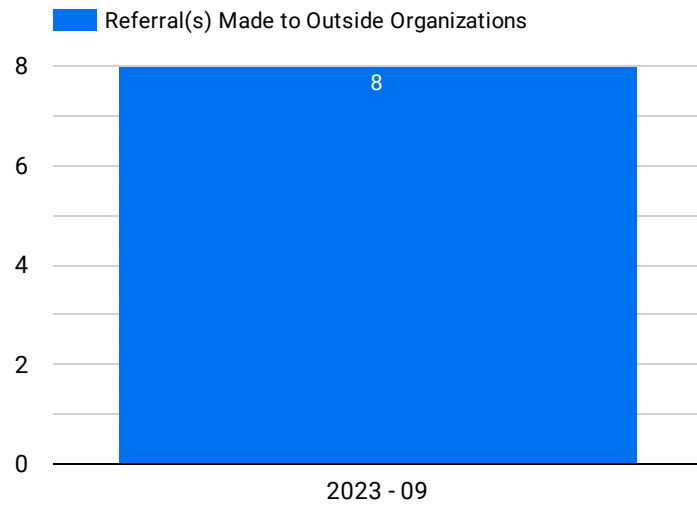
Month	Zipcode	#	%
2023 - 09	48182	3	16.67%
2023 - 09	48160	1	5.56%
2023 - 09	48173	0	0%
2023 - 09	48166	1	5.56%
2023 - 09	48117	1	5.56%
2023 - 09	48134	0	0%
2023 - 09	48161	9	50%
2023 - 09	48162	3	16.67%

call_Address 0  1

Select Month:: 2023 - 09

(1) ▾

Number of referrals made and where they were referred to:



Month ① ▲	Referred to: ② ▲
2023 - 09	CMH
2023 - 09	Family Counseling and Shelter Services
2023 - 09	N/A
2023 - 09	Promedica hospital
2023 - 09	Promedica monroe
2023 - 09	St. Joes
2023 - 09	St. Joes Monroe
2023 - 09	U of M Hospital

Select Month:: 2023 - 09

(1) ▾

Where Referrals are Coming From:

Month / # Calls	
Deployed by:	2023 - 09
Monroe County Sheriff's Dept.	6
ACCESS	4
Monroe City Police	2
Police Mental Health Referral	0
CMH	0
Mobile Crisis Follow Up	0
Self	0

Select Month:: 2023 - 09

(1) ▾

Number of Narcan Kits Distributed:

Narcan Kits Distributed

1

Number of calls per population - Race

			Month / # / %
			2023 - 09
Race		#	%
White		9	75%
Black or African American		3	25%

Select Month:: 2023 - 09

(1) ▾

Number of calls per population - Age

			Month / # / %
			2023 - 09
Age		#	%
0 to 9		0	0%
10 to 17		0	0%
18 to 28		2	16.67%
29 to 39		5	41.67%
40 to 50		3	25%
51 to 61		1	8.33%
62 to 72		0	0%
73 to 83		1	8.33%
84 to 94		0	0%
95 +		0	0%
Not Collected		0	0%



Director of Operations report – November 1st, 2023

Customer Services:

- Newsletter – mailed/Webpage
- Grievance data attached – 10 grievances for October
- CCBHC Ribbon cutting event on 10/26

Kiosks –

- For month of October comment from Tell us about your below average experience in lobby were:
 - The person I was meeting with was late, I hope you guys can do better. Question asked what do you wish was here?
 - Food machine
 - I love this place it is very cool for me. S.B.
 - A traveling nurse
 - Dr. G is amazing
 - Lots of heart emojis

External Provider Performance Indicator survey results:

- Qtr 4 Performance External providers (attached)
- Annual Provider consumer satisfaction survey (attached)

Quarter 1 Grievances FY 23/24 (October)

4 grievances regarding request for new prescriber

- Request from male to female – granted
- Req for new prescriber – pending
- Req for new prescriber, need face to face appointments – pending
- Wanting prescriber to make her son compliant with medications – team meeting

4 grievances requesting new Case Managers

- 1 request withdrawn
- 2 requests granted (separate CSMS)
- 1 request denied due to consumer engagement

1 grievance regarding case closure– case to remain open

1 grievance regarding building atmosphere – posters and flags – addressed by DEI committee

MCMHA Performance Indicator Survey: External Providers

FY 2023 Q4: July 1, 2023 – September 30, 2023

Surveyed Providers		Retention	Training Compliance
# Sent Out	# Responses	Average Staff Retention	Average Training Compliance
35	32	88.6%	98.9%

Greatest Challenges

Category	# of Providers
Staffing and Retention	13
Competitive Pay Rates	4
Scheduling Issues, both staff and consumer	3
Training Compliance	1
Repairs needed	2
Preparing for remodeling	1
Consumer engagement	3

Greatest Successes

Category	# of Providers
Staffing and Retention	10
Ability to help more consumers	8
Consumer Successes	5
Consumer satisfaction	2
CARF Accreditation	2
More frequent site visits	1
Past consumers returning to services	1

Supported Employment

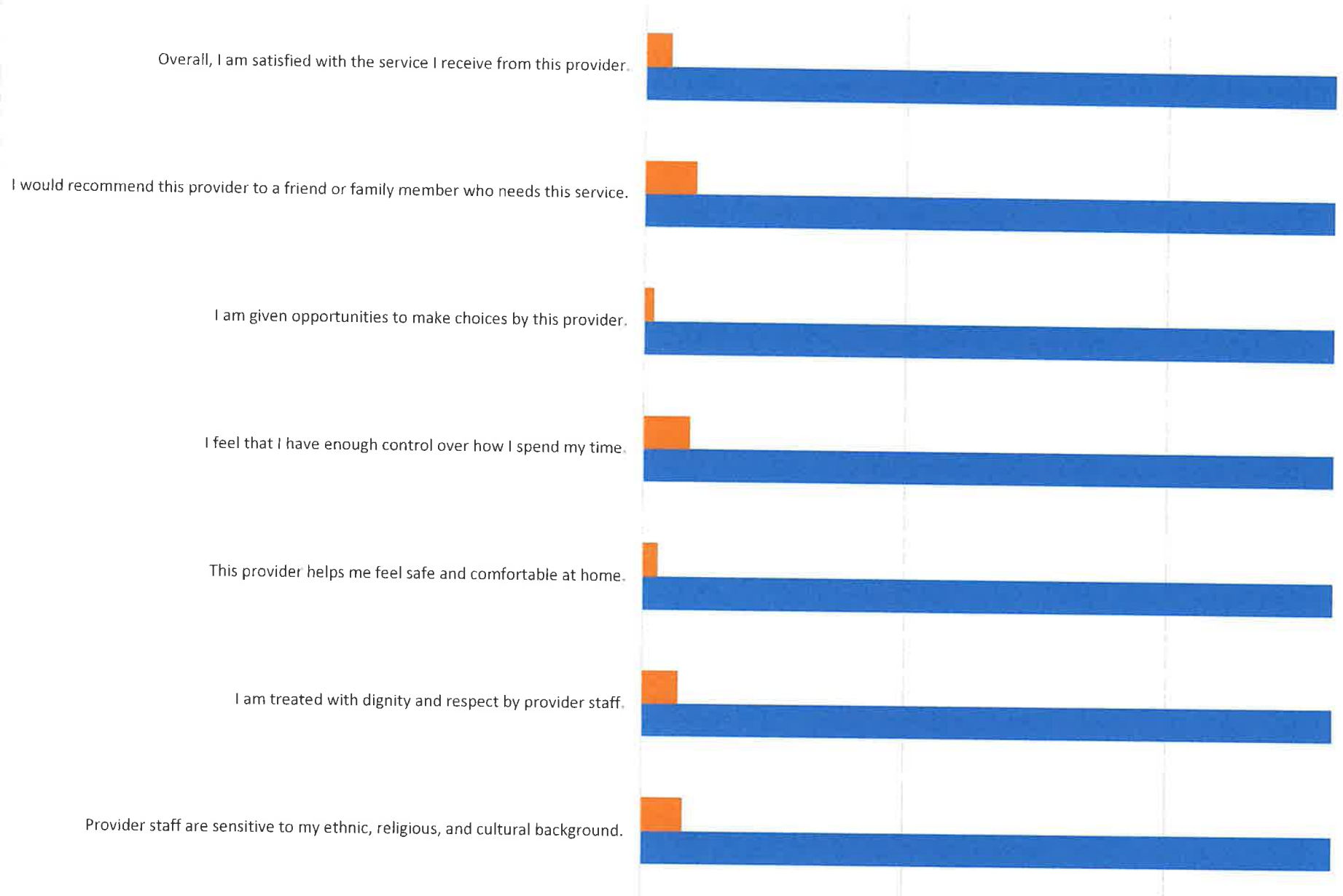
Number of Providers	Number of Supported Employment Consumers	Consumers at Least 6 Months Employed
1	6	5

Drop-In Center

Number of Providers	Average Daily Attendance	Average Meals Per Day
2	30	0

The supported employment provider that responded was Life Enrichment Academy, and drop-in center providers that responded were New Directions and Goodwill.

FY 2023 Consumer Satisfaction Survey

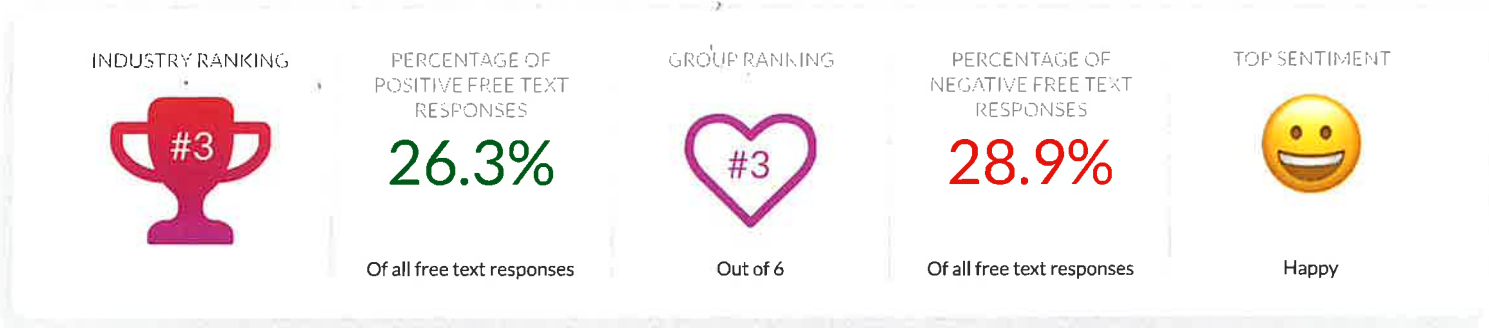


Q3 PEER REPORT

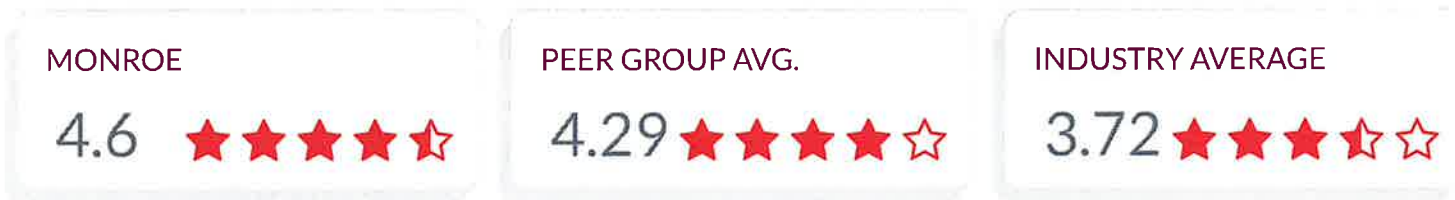
Monroe

Showing Results from Jul 1, 2023 - Oct 1, 2023

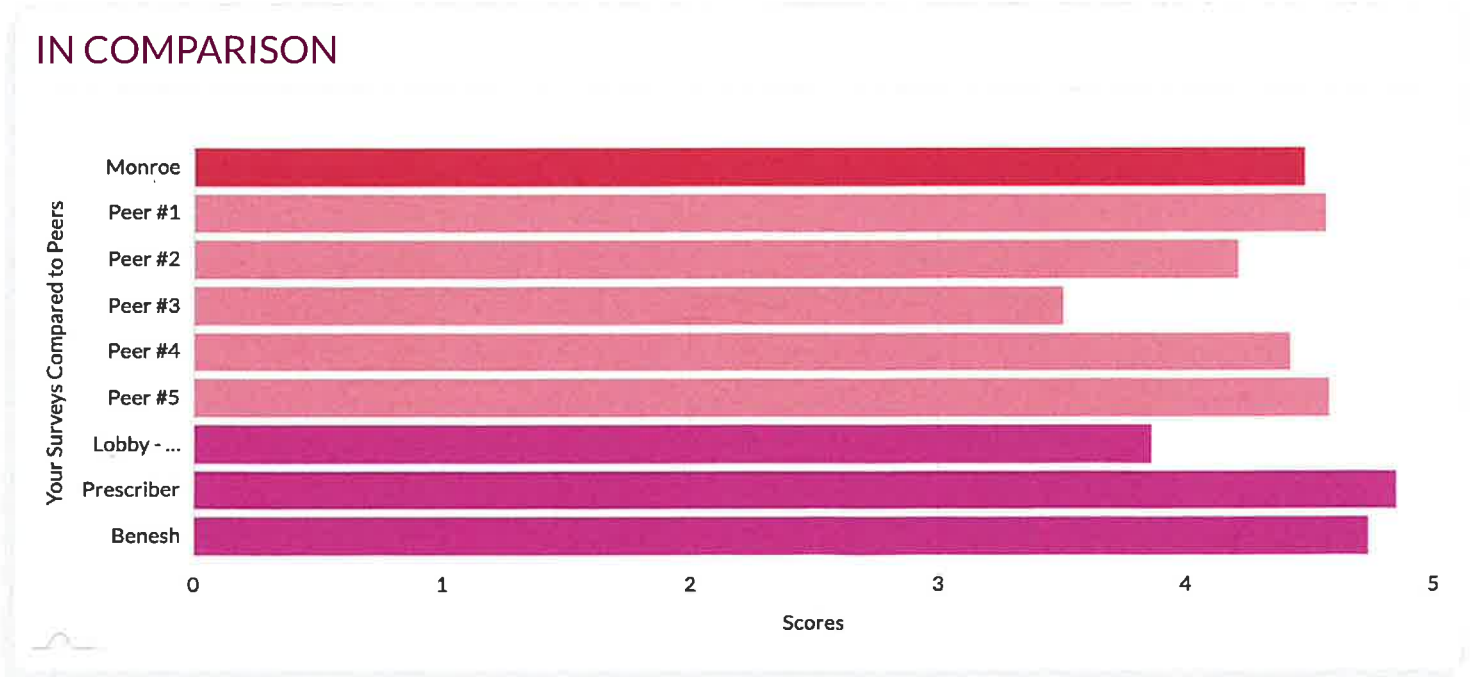
AT A GLANCE:



OVERALL SATISFACTION



IN COMPARISON



STAFF

MONROE

4.72 ★★★★★

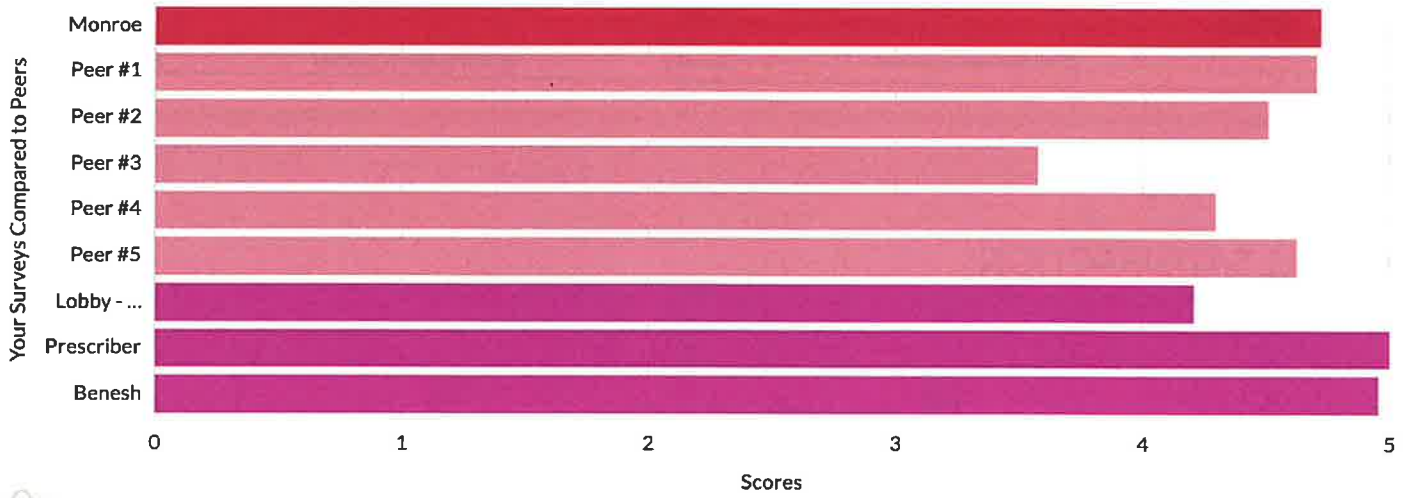
PEER GROUP AVG.

4.34 ★★★★★

INDUSTRY AVERAGE

4.18 ★★★★★

IN COMPARISON



SAFETY

MONROE

4.75 ★★★★★

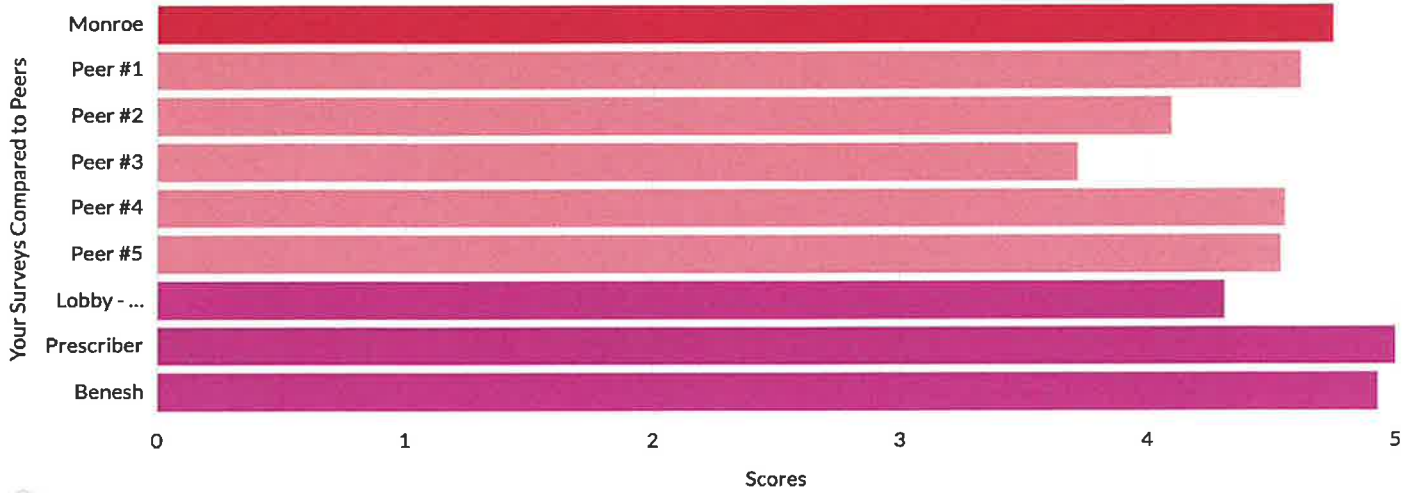
PEER GROUP AVG.

4.3 ★★★★★

INDUSTRY AVERAGE

3.43 ★★★★★

IN COMPARISON



FACILITY

MONROE

4.5 ★★★★★

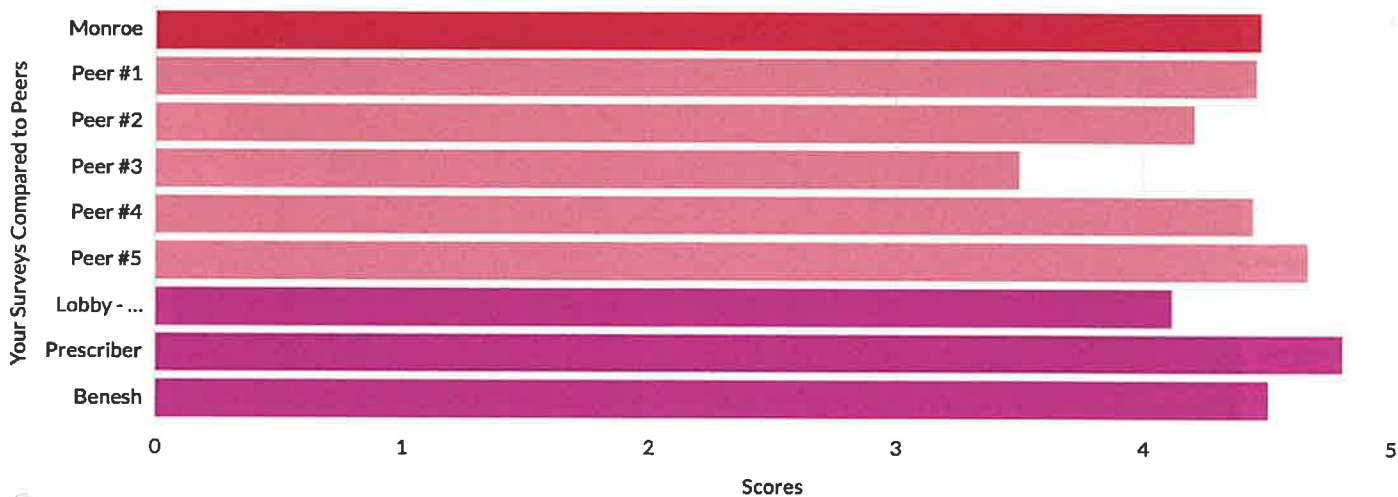
PEER GROUP AVG.

4.25 ★★★★★

INDUSTRY AVERAGE

3.17 ★★★★★

IN COMPARISON



PULSE FOR GOOD DATA

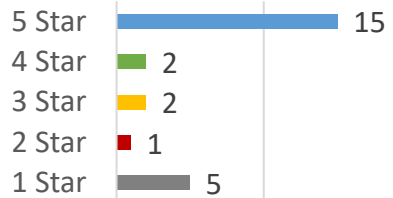
October 2023 / Location - Lobby Kiosk



Overall Rating: 4.28

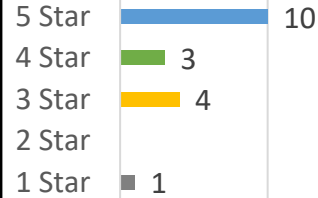
How was your visit?

25 Responses / 3.84 Rating



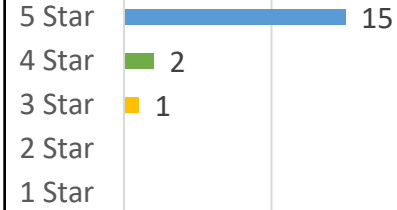
Do you think this agency is a safe place to be?

18 Responses / 4.22 Rating



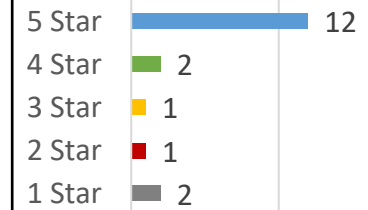
How clean was it?

18 Responses / 4.72 Rating



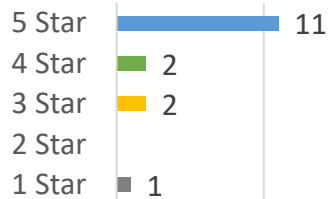
How respectful was the staff?

18 Responses / 4.17 Rating



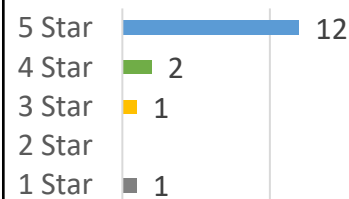
How satisfied were you with scheduling your appointment?

16 Responses / 4.38 Rating



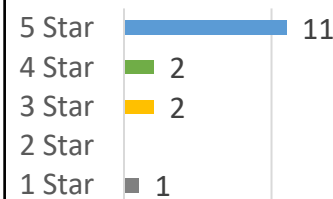
How well did the appointment time work for you?

16 Responses / 4.50 Rating



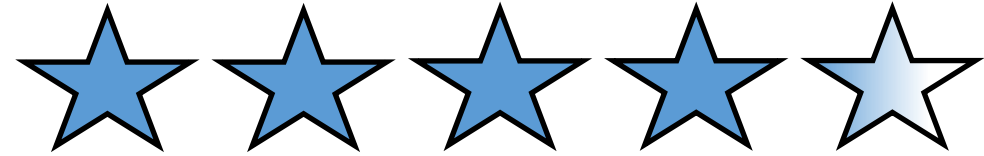
How convenient is our location?

16 Responses / 4.38 Rating



PULSE FOR GOOD DATA

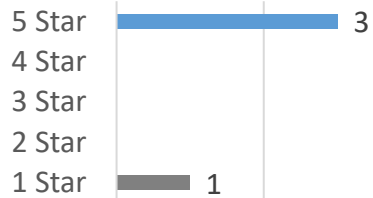
October 2023 / Location – Prescriber Kiosk



Overall Rating: 4.50

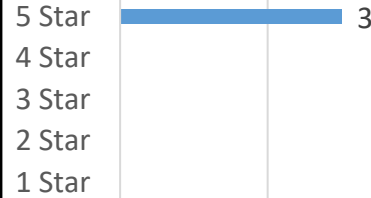
How was your visit?

4 Responses / 4.00 Rating



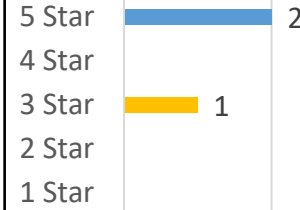
Do you think this agency is a safe place to be?

3 Responses / 5.00 Rating



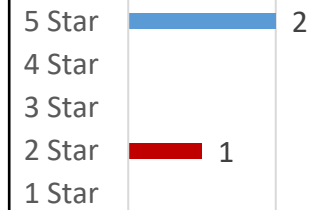
How clean was it?

3 Responses / 4.33 Rating



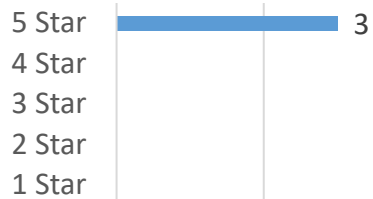
How respectful was the staff?

3 Responses / 4.00 Rating



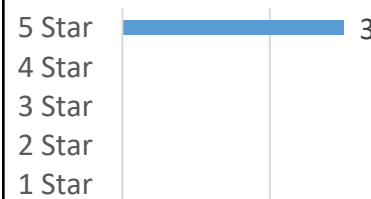
How satisfied were you with scheduling your appointment?

3 Responses / 5.00 Rating



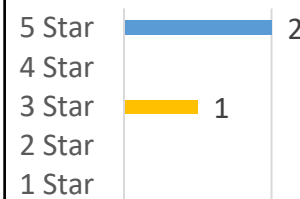
How well did the appointment time work for you?

3 Responses / 5.00 Rating



How convenient is our location?

3 Responses / 4.33 Rating



PULSE FOR GOOD DATA

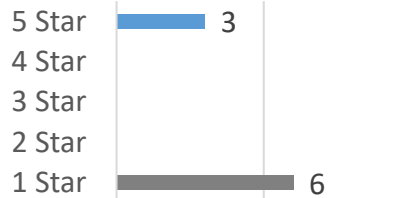
October 2023 / Location - Benesh Kiosk



Overall Rating: 4.33

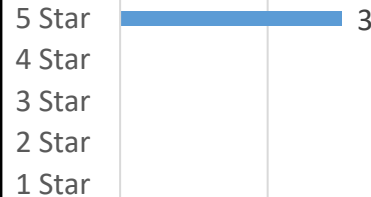
How was your visit?

9 Responses / 2.33 Rating



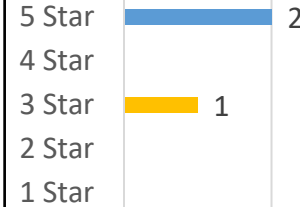
Do you think this agency is a safe place to be?

3 Responses / 5.00 Rating



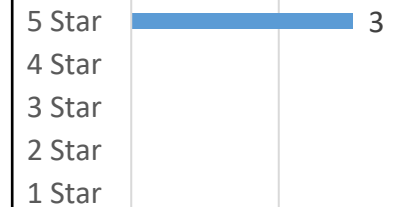
How clean was it?

3 Responses / 4.33 Rating



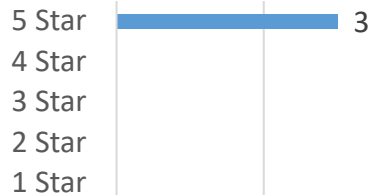
How respectful was the staff?

3 Responses / 5.00 Rating



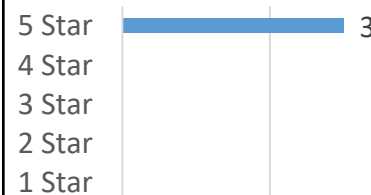
How satisfied were you with scheduling your appointment?

3 Responses / 5.00 Rating



How well did the appointment time work for you?

3 Responses / 5.00 Rating



How convenient is our location?

3 Responses / 5.00 Rating





BOARD EXECUTIVE COMMITTEE
Wednesday, November 8, 2023
4:30pm

MAJOR COMMITTEE RESPONSIBILITIES

1. Form agenda for monthly meetings.
2. Monitor long term effectiveness of the Board and Board Committees.

COMMITTEE MEMBERS

Mike Humphries, Chair
Susan Fortney, Vice Chair
Catherine Bernhold, Secretary

I. CALL TO ORDER

Mike Humphries called the meeting to order at 4:37pm. Susan Fortney, Catherine Bernhold, Mike Humphries, and Lisa Graham were present.

II. REVIEW OF THIS MONTH'S BOARD MEETING

- a. Board Agenda – Reviewed
- b. Presentation – CCBHC Finance Presentation

III. ITEMS FOR DISCUSSION

- a. **2024 Calendar** – The 2024 Board of Directors Calendar will be provided as a handout at the Board Table for review and approval.
- b. **December Board Meeting** – Reminder that the December Board Meeting is scheduled for Tuesday, December 12, 2024 at 5:00pm in the Aspen Room.

IV. ACTION ITEMS FOR FUTURE BOARD MEETING AGENDA

- a. Nov – N/A
- b. Dec – N/A
- c. Jan – Recipient Rights Annual Report

V. AJOURNMENT

The meeting adjourned at 4:47pm.

VI. NEXT MEETING

The Next Meeting of the Executive Committee is scheduled for **Wednesday, December 6, 2023** at 6:00pm.

Respectfully submitted,

Mike Humphries (dp)

Mike Humphries
Board Chairperson

11/8/23

Board Action Request:

ACTION REQUESTED:

Approval to purchase one (1) vehicle.

Background:

Monroe County awarded MCMHA \$164,796 as part of the Monroe County Use of Opioid Settlement Funds Plan of Implementation Funding Agreement. That award includes \$36,000 to purchase a vehicle to be used in the Intensive Outpatient Substance Abuse Program.

MCMHA procured three bids, as follows:

Friendly Ford - 2024 Edge - \$40,505

Monroe Dodge - 2023 Jeep Cherokee - \$38,290

Allen Chevrolet - 2024 Trailblazer - \$30,909

RECOMMENDATION:

To purchase the 2024 Trailblazer at \$30,909 for use in the IOP Substance Abuse Program.

**COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEAST MICHIGAN
SPECIAL BOARD MEETING MINUTES
October 25, 2023**

Members Present for In-Person Quorum: Judy Ackley, LaMar Frederick, Bob King, Mary Pizzimenti, Mary Serio, Annie Somerville, Holly Terrill

Members Not Present For In-Person Quorum: Patrick Bridge, Rebecca Curley, Molly Welch Marahar, Rebecca Pasko, Alfreda Rooks, Ralph Tillotson

Staff Present: Kathryn Szewczuk, Stephannie Weary, James Colaianne, Matt Berg, Nicole Adelman, Connie Conklin, Stacy Pijanowski, CJ Witherow, Lisa Graham, Nicole Phelps

Guests Present:

- I. Call to Order
Meeting called to order at 6:00 p.m. by Vice-Chair J. Ackley.
- II. Roll Call
 - Quorum confirmed.
- III. Consideration to Adopt the Agenda as Presented
Motion by M. Serio, supported by M. Pizzimenti, to approve the agenda
Motion carried
- IV. Audience Participation
 - None
- V. Old Business
 - None
- VI. New Business
 - a. Board Action: FY2018-2019 Deficit Resolution
Motion by J. Ackley, supported by M. Serio, to approve the CMHPSM's participation in the MDHHS proposed one-time exception plan sent to the CMHPSM on September 29, 2023
Motion carried
Roll Call Vote
Yes: Ackley, Frederick, King, Pizzimenti, Serio, Sommerville, Terrill
No:
Absent: Bridge, Curley, Welch Marahar, Pasko, Rooks, Tillotson
- VII. Reports to the CMHPSM Board
 - None
- VIII. Adjournment
Motion by H. Terrill, supported by M. Serio, to adjourn the meeting
Motion carried

CMHPSM Mission Statement

Through effective partnerships, the CMHPSM shall ensure and support the provision of quality integrated care that focuses on improving the health and wellness of people living in our region.

- The meeting adjourned at 6:34 p.m.

Rebecca Pasko, CMHPSM Board Secretary

DRAFT

CMHPSM Mission Statement

Through effective partnerships, the CMHPSM shall ensure and support the provision of quality integrated care that focuses on improving the health and wellness of people living in our region.