

**HEALTHWEST**  
**FULL BOARD MINUTES**

**December 15, 2023**

**8:00 a.m.**

**376 E. Apple Ave.  
Muskegon, MI 49442**

**CALL TO ORDER**

The meeting of the Full Board was called to order by Chair Thomas at 8:00 a.m.

**ROLL CALL**

Members Present: Jeff Fortenbacher, Tamara Madison, Thomas Hardy, Kim Cyr, Marcia Hovey-Wright, Janet Thomas, Remington Sprague, MD, Cheryl Natte, Janice Hilleary

Members Absent: Charles Nash

Others Present: Rich Francisco, Holly Brink, Gina Post, Melina Barrett, Gary Ridley, Mickey Wallace, Christy LaDronka, Nate Kennert, Shannon Morgan, Gordon Peterman, Kelly Betts, Jackie Farrar, Latesha Johnson, Kristi Chittenden, Brandon Baskin, Cyndi Blair,

Guests Present: John Weerstra, Kristen Wade, Matt Farrar

**MINUTES**

HWB 34-B - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to approve the minutes of the November 17, 2023 Full Board meeting as written.

**MOTION CARRIED.**

**COMMITTEE REPORTS**

***Program Personnel Committee***

HWB 25-P - It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve the minutes of the October 13, 2023 meeting as written.

**MOTION CARRIED.**

***Recipient Rights Committee***

HWB 26-R - It was moved by Ms. Natte, seconded by Ms. Hilleary, to approve the minutes of the October 13, 2023 meeting as written.

**MOTION CARRIED.**

HWB 27-R - It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the Recipient Rights Reports for October 2023 / November 2023.

**MOTION CARRIED.**

***Finance Committee***

HWB 28-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the minutes of the November 9, 2023, meeting as written.

**MOTION CARRIED.**

HWB 29-F - It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve expenditures for the month ending October 31, 2023, in the total amount of \$6,503,484.

**MOTION CARRIED.**

HWB 30-F – Ms. Carlson, Chief Financial Officer, pulled the motion to be reviewed at County Board.

**MOTION PULLED.**

HWB 31-F - It was moved by Dr. Sprague, seconded by Mr. Hardy, to approve acceptance of the Substance Use Disorder Treatment and Recovery Transportation Services grant and the requirements with a total of \$199,659.00 effective November 1, 2023 through September 30, 2024.

**MOTION CARRIED.**

HWB 32-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to authorize the HealthWest Executive Director to sign a contract with The Indian Trails Camp Inc, dba IKUS to provide life enrichment services to eligible HealthWest consumers, at a cost not to exceed \$18,000.00 for FY2024.

**MOTION CARRIED.**

HWB 33-F- It was moved by Mr. Hardy, seconded by Dr. Sprague, to authorize the HealthWest Board of Directors to continue the contract with Core Solutions, Inc. with a total of \$63,000.00 effective October 1, 2023 through September 30, 2024.

**MOTION CARRIED.**

### **ITEMS FOR CONSIDERATION**

HWB 35-B - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, accept the immediate transfer of the Veteran's PSH grant from Community Encompass in the amount of \$42,905.38 through April 30, 2024.

**MOTION CARRIED.**

### **OLD BUSINESS**

Ms. Farrar, Manager of Procurement and Provider Network, discussed the contract agreement with Pathfinders.

### **NEW BUSINESS**

There was no new business.

### **COMMUNICATION**

- Mr. Wallace, DEI Director, presented his program overview presentation.
- Ms. Madison provided an update on behalf of the Consumer Advisory Council.
- Ms. Betts provided employee recognition on behalf of the Customer Service Department.

### **DIRECTOR'S COMMENTS**

#### **MDHHS Updates:**

- State Level update from QIC: Division of Contracts and Quality Management update Jackie Sproat. They are working with MPHl to update the quality program submitted per their requirement to CMS (Centers for Medicare and Medicaid). There is a survey that will be shared and will be open until

January 5<sup>th</sup> to offer input and respond to the survey link. The goal per Jackie Sproat is that a project plan will be completed and shared with everyone. The activities will include an analysis of the current MMBPIS (Michigan Mission Based Performance Indicator System) measure and will make recommendations after that. The goal is to have new measures by FY2026. TBD solutions will be assisting MDHHS in the process of reviewing these new measures.

- Attended the Improving Outcomes hosted by CMHA last week. There were additional HW staff in attendance, to continue being updated on the Finance, Provider Network, Quality, and Information Technology requirements as they are coming down from MDHHS. The most significant takeaway was a presentation from Megan Groen, Senior Deputy Director, BPHASA – Behavioral and Physical Health and Aging Services Administration. Their focus right now include:
  - Children’s service and the continuum of care related issues such as CSU (Crisis Stabilization Unit)
  - PRTF (Psychiatric Residential Treatment Facility) – step down from hospital setting
  - CTFC – Children’s Therapeutic Foster Care – Dashboard coming.
  - MiKidsNow and Mobile Crisis in Community
  - BH workforce shortages
  - CCBHC and additional demonstration sites.
  - Easing up on administrative burdens for PIHP/CMHSP and providers.

#### **Lakeshore Regional Entity updates:**

- Still working with the County on getting representation for the SUD Oversight Policy Board at the LRE. We only have one representative on the board, who is Marcia Hovey-Wright, and we need another representative for Muskegon County on that board.
- Had our finance ROAT meeting this past Monday, December 11<sup>th</sup> and some new data was presented by the LRE finance staff. They are seeing some dramatic decrease in revenue for November data as far as enrollment numbers. For DAB the prediction was about 70%. However, the numbers are turning up to be more around 76% drop in numbers. All other populations are also experiencing drops as well in TANF and HMP. The numbers vary across different PIHPs, so the reasons vary. Mary Dumas, LRE CEO stated that several PIHPs and CMHSP are already calling for a review of rates and to have updated rates to correct the understated rate projection that Milliman provided.
- The LRE will be presenting the LRE Compliance Plan to the LRE Board of Directors at the next meeting. However, there are some questions from the CMHSPs that need to be ironed out related to language and compliance expectations of the CMHSPs.
- The external audit for FY22 is currently ongoing at the LRE and is slated to be done at the end of December. This would allow us to get final numbers, so that we can cost settle with the LRE for this year.

#### **Executive Director activities CMH Level:**

- Thanks to the Quality Improvement team, the quality improvement plan draft has been completed. I have asked Pam Kimble, our QI Director, to bring that to the board as soon as it is final. The team has also been working on prepping and getting ready for our CARF and submitting our application in. The audit will be sometime around March/April.
- CIO position has been filled. I would like to introduce Kristi Chittenden (former IT director at Ottawa CMH). She comes with a wealth of knowledge in CMH IT, Financial analysis with a background in actuarial science and computer science. She is currently completing all the orientation requirements and training and has also started to get to know her staff and other teams in the agency. Just wanted to welcome and introduce her to the HW board.
- I have started evaluating the many processes associated with Fiscal and will meet with the Finance team regularly (weekly) to begin workflow documentation of critical processes. The goal is to look for opportunities for improvement in reporting, provider network monitoring, budget analysis and budget monitoring, etc. Thanks to Brandy and her staff.

- IT HealthWest reports improvements: Natalie and her team finalize and improved the Interactive Encounter/Services reporting for the agency. One-stop shop of all services reporting – this is ideal for determining how HW is doing as far as service delivery per program, per code, CCBHC, population, telehealth or not, etc. This will be a valuable tool for our directors and supervisors to gauge productivity.
- Training Team: Developed a dashboard of reports to determine Training compliance and how we are doing with training, again this is another tool to improve our numbers as far as completing training requirements and identifying areas for improvement; another useful tool for supervisors to use and encourage staff to view where training is at agency wide.

**On the Horizon:**

- Complete the move of HR and Finance staff by mid-January 2024 to Marquette and the County building there. I have developed the project plan and have started to coordinate the moves. Some of the HR staff have already started moving and the Finance staff will be next in line.

**AUDIENCE PARTICIPATION**

There was no audience participation.

**ADJOURNMENT**

There being no further business to come before the board, the meeting adjourned at 8:52 a.m.

Respectfully,

Janet Thomas  
Board Chair

/hb

***PRELIMINARY MINUTES***  
***To be adopted and approved at the Full Board Meeting of January 26, 2024***



**TO:** HealthWest Board Members  
**FROM:** Janet Thomas, Board Chair, via Rich Francisco, Executive Director  
**SUBJECT:** Full Board Meeting  
December 15, 2023  
376 E. Apple Ave., Muskegon, MI 49442  
<https://healthwest.zoom.us/j/97691360092?pwd=dk9CRnVxUDdkbWtGRElZVCsydGdYdz09>  
One tap mobile: (309)205-3325, 97691360092#

**REVISED AGENDA**

- |    |   |                    |
|----|---|--------------------|
| 1) | Call to Order   | Action             |
| 2) | Approval of Agenda  | Action             |
| 3) | Approval of Minutes   |                    |
|    | A) Approval of the Full Board Minutes of November 17, 2023<br>(Attachment #1 – pg. 1-3) | Action             |
| 4) | Public Comment (on an agenda item)  |                    |
| 5) | Committee Reports   |                    |
|    | A) Program Personnel<br>(Attachment #2 – pg. 4-6)                                       | Action             |
|    | B) Recipient Rights<br>(Attachment #3 – pg. 7-9)  | Action             |
|    | C) Finance Committee<br>(Attachment #4 – pg. 10-13)                                     | Action             |
| 6) | Items for Consideration   |                    |
|    | A) Approval of Veterans Permanent Supportive Housing Grant<br>(Attachment #5 – pg. 14)  | Action             |
| 7) | Old Business  |                    |
| 8) | New Business  |                    |
| 9) | Communication   |                    |
|    | <b>A) Program Overview – Mickey Wallace, DEI Director</b>                               | <b>Information</b> |
|    | B) Consumer Advisory Update – Tamara Madison, Member<br>(Attachment #6 – pg.15)         | Information        |
|    | C) Employee Recognition – Kelly Betts, Customer Service<br>(Attachment #7 – pg.16)      | Information        |

Main Office

D) Save The Date: CMHA Winter Conference  
(Attachment #8 – pg.17-22)

Information

E) Director's Report – Rich Francisco, Executive Director  
(Attachment #9 – pg. 23-24)

Information

10) Public Comment

11) Adjournment

Action

/hb

**HEALTHWEST**  
**FULL BOARD MINUTES**

**November 17, 2023**

**8:00 a.m.**

**376 E. Apple Ave.  
Muskegon, MI 49442**

**CALL TO ORDER**

The meeting of the Full Board was called to order by Chair Thomas at 8:00 a.m.

**ROLL CALL**

Members Present: Jeff Fortenbacher, Tamara Madison, Thomas Hardy, Kim Cyr, Marcia Hovey-Wright, Janet Thomas, Remington Sprague, MD, Cheryl Natte

Members Absent: Charles Nash, Janice Hilleary

Others Present: Rich Francisco, Holly Brink, Amber Berndt, Tasha Percy, Gina Post, Melina Barrett, Gary Ridley, Mickey Wallace, Matt, Suzanne Beckeman, Brandy Carlson, Pam Kimble, Christy LaDronka, Linda Wagner, Jennifer Hoeker, Nate Kennert, Shannon Morgan, Jennifer Stewart, Gordon Peterman,

Guests Present: Alan Bolter, John Weerstra, Angie Gasiewski, Mark Eisenbarth

**MINUTES**

HWB 23-B - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to approve the minutes of the October 27, 2023 Full Board meeting as written.

**MOTION CARRIED.**

**COMMITTEE REPORTS**

***Finance Committee***

HWB 17-F - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to approve the minutes of the October 20, 2023, meeting as written.

**MOTION CARRIED.**

HWB 18-F - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to approve expenditures for the month ending September 30, 2023, in the total amount of \$13,559,535.55.

**MOTION CARRIED.**

HWB 19-F - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to approve the above landlords for the HUD grant funding for Fiscal Year 2024, at a cost not to exceed the HUD approved dollars of \$236,948.

**MOTION CARRIED.**

HWB 20-F - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to authorize HealthWest to approve to sign a contract with Brightside Living LLC and Stephens Home, LLC to provide specialized residential services to eligible HealthWest consumers, at a cost not to exceed \$310,250.00 for FY2024.

**MOTION CARRIED.**

HWB 21-F- It was moved by Ms. Thomas, seconded by Mr. Hardy, to authorize the HealthWest to approve the projected expenditures for Harbor Hall, Ivy Rehab Michigan, LLC, and Pioneer Resources Inc. as stated above with a total not to exceed \$46,954.91, effective October 1, 2022 through September 30, 2023.

**MOTION CARRIED.**

HWB 22-F - It was moved by Mr. Hardy seconded by Commissioner Hovey-Wright, to approve Provider Relief Funds and a Single Case Agreement in the amount not to exceed \$312,082.34 to providers listed on Attachment A, through funding provided by the LRE.

**MOTION CARRIED.**

### **ITEMS FOR CONSIDERATION**

HWB 24-B - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to authorize and approve the above proposed 2024 Meeting Schedule of the HealthWest Board of Directors for the 2024 calendar year.

**MOTION CARRIED.**

### **OLD BUSINESS**

There was no old business.

### **NEW BUSINESS**

There was no new business.

### **COMMUNICATION**

- Mr. Bolter, CMHA Associate Director, presented Legislative Issues to the Board of Directors.
- Ms. Stewart, SUD Quality Assurance Manager, provided the SUD Update Presentation.

### **DIRECTOR'S COMMENTS**

#### **MDHHS Updates:**

- MichiCANS soft launch sites update. After several meetings with CMHA and our soft launch site partners and communicating our soft launch preferences to MDHHS, MDHHS has agreed to our requests and are willing and working with us to figure this out. I did send an email notification to MDHHS confirming that HealthWest will continue to work with MDHHS on the soft launch of MichiCANS.
- CMHA Improving outcomes conference for staff will be Dec. 6<sup>th</sup> and 7<sup>th</sup>. We have staff from Finance, Provider Network, Quality improvement attending this conference. This conference is where the MDHHS level changes are shared and discussed, as these affect CMHSPs operations.

#### **Lakeshore Regional Entity updates:**

- Risk Management Strategy (RMS) – Stacia presented the Risk Management Strategy Report to the LRE board, which is due to MDHHS on Dec. 3. LRE aggregated the spending plans from each of the CMHSPs and used that information to develop the RMS. The RMS is a point in time evaluation of risk for the region and may change as the year goes on.
- LRE has also posted for a vacant Clinical Manager.



**Executive Director activities CMH Level:**

- Meeting with Dr. Selmon at Muskegon Community College and meeting with FQHCs – Muskegon Family Care and Hackley Community Care. We have discussed opportunities for space utilization at MCC. Trinity Health is vacating a 9-room office space, that can be potentially used for an integrated health setting. I am conducting some network adequacy analysis, feasibility study, and discussing internally at HW to see if expanding services in the area would be beneficial for HW and the community. I am looking at our 834-enrollment data and income levels from Census to see who in the area we are serving and who else we can reach. In addition, I am also exploring a pathway-to-employment partnership with MCC such as DSP (Direct Service Provider program already in place in Ottawa and GRCC) and Social Work paths for students possibly.
- The CIO position is getting filled. An offer was made and accepted by Kristi Chittenden (IT director at Ottawa). She comes with a wealth of knowledge in CMH IT, Financial analysis with a background in actuarial science and computers science. Her anticipated start date will be Nov. 29<sup>th</sup>. At that point, I will be transitioning some of the projects in the works for IT such as Contract Logix, Phone system upgrade, eFAX solution review, etc.
- Started evaluating the many processes associated with Fiscal and will meet with our Finance team regularly (weekly) to begin workflow documentation of critical processes. The goal is to look for opportunities for improvement in reporting, provider network monitoring, budget analysis and budget monitoring, etc.

**On the Horizon:**

- Focus will be on Fiscal services team process improvement as we flowchart the various process that Fiscal does.
- CARF preparation is underway and will likely happen in April timeframe of 2024.
- Annual Needs Assessment needs to be completed by end of February, so our QI team is already looking at that.

**AUDIENCE PARTICIPATION**

Mr. John Weerstra from the community spoke of some concerns he has encountered.

**ADJOURNMENT**

There being no further business to come before the board, the meeting adjourned at 9:04 a.m.

Respectfully,

Janet Thomas  
Board Chair

/hb

***PRELIMINARY MINUTES***  
***To be adopted and approved at the Full Board Meeting of December 15, 2023***

**HEALTHWEST**

**PROGRAM AND PERSONNEL COMMITTEE REPORT TO THE BOARD**

**via Cheryl Natte, Committee Chair**

1. The Program Personnel Committee met on December 1, 2023
- \* 2. It was recommended, and I move, to approve the minutes of the October 13, 2023 meeting as written.

/hb

**HEALTHWEST**

**PROGRAM/PERSONNEL MEETING MINUTES**

**December 1, 2023  
8:00 a.m.**

**376 E. Apple Ave.  
Muskegon, MI 49442**

**CALL TO ORDER**

The regular meeting of the Program/Personnel Committee was called to order by Chair Natte at 8:00 a.m.

**ROLL CALL**

Members Present: Cheryl Natte, Janet Thomas, Tamara Madison, Thomas Hardy, Janice Hilleary

Staff Present: Holly Brink, Gina Post, Shannon Morgan, Amber Berndt, Rich Francisco, Linda Wagner, Gary Ridley, Melina Barrett, Kristi Chittenden, Nate Kennert, Brandy Carlson, Tasha Percy, Jennifer Hoeker

Guests Present: Kristen Wade

**MINUTES**

It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve the minutes of the October 13, 2023 meeting as written.

**MOTION CARRIED.**

**PUBLIC COMMENT (ON AN AGENDA ITEM)**

There was no public comment.

**ITEMS FOR CONSIDERATION**

There was no items for consideration.

**OLD BUSINESS**

There was no old business.

**NEW BUSINESS**

There was no new business.

## **COMMUNICATION**

There was no communication.

## **DIRECTOR'S COMMENTS**

Executive Director, Rich Francisco, provided an update:

Compliance Committee – There has been an increase in cases this year by a significant amount. Our compliance officer, Linda Closz, reports that we have had 32 cases so far this year compared to 3 last year. Cases all vary, mostly stemming from contractual services and contract compliance. Some were discovered from the LRE audit, and some were internal staff filing rights and compliance complaints. Linda is tracking and ensuring that these issues are addressed and resolved.

Assessment Team and MI Team 3 updates - MI Team 3 anticipates being up and running on Dec. 11<sup>th</sup> and the assessment team is conducting interviews to fill 5 open assessor positions. There are internal and external applicants.

UM Steering Committee - Had our UM Steering Committee yesterday (chaired by Carrie Crummett). The work has begun to better structure this committee. The group decided more could be done to identify areas for improvement in HW overall by looking at certain types of data. The UM committee is now defining a matrix of reports and looking at a variety of data, such as Crisis Residential Unit data, Spend down data, High Utilizers to ED data, Local Psychiatric and State psychiatric utilization data to start.

Would like to introduce Kristi Chittenden our new CIO. Kristi started this past Wednesday, 11/29. She is starting to be involved in some meetings, has been meeting staff, and is beginning to complete some on-boarding trainings. Kristi will be completing her full orientation this coming Monday.

## **AUDIENCE PARTICIPATION**

There was no audience participation.

## **ADJOURNMENT**

There being no further business to come before the board, the meeting adjourned at 8:05 a.m.

Respectfully,

Cheryl Natte  
Program/Personnel Committee Chair

CN/hb

***PRELIMINARY MINUTES  
To be approved at the Program/Personnel Committee Meeting on  
February 9, 2023***

**HEALTHWEST**  
**RECIPIENT RIGHTS ADVISORY COMMITTEE**  
**REPORT TO THE BOARD**

**via Thomas Hardy, Committee Chair**

1. The Recipient Rights Advisory Committee met on December 1, 2023.
- \* 2. It was recommended, and I move, to approve the minutes of the October 13, 2023 meeting as written.
- \* 3. It was recommended, and I move, to approve the Recipient Rights Reports for October 2023 / November 2023.

/hb

**HEALTHWEST**

**RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES**

**Friday, December 1, 2023  
8:00 a.m.  
376 E. Apple Ave., Muskegon, MI 49442**

**CALL TO ORDER**

The regular meeting of the Recipient Rights Advisory Committee was called to order by Chair Hardy at 8:06 a.m.

**ROLL CALL**

Members Present: Janet Thomas, Tamara Madison, Cheryl Natte, Thomas Hardy, Janice Hilleary

HealthWest Staff Present: Holly Brink, Gina Post, Shannon Morgan, Amber Berndt, Rich Francisco, Linda Wagner, Gary Ridley, Melina Barrett, Kristi Chittenden, Nate Kennert, Tasha Percy, Brandy Carlson, Jennifer Hoeker

Guest Present: Kristen Wade,

**APPROVAL OF MINUTES**

It was moved by Ms. Natte, seconded by Ms. Hilleary, to approve the minutes of the October 13, 2023 meeting as written.

**MOTION CARRIED.**

**ITEMS FOR CONSIDERATION**

**A. *Motion to Accept Recipient Rights Reports for October 2023 / November 2023***

It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the Recipient Rights Reports for October 2023 / November 2023.

**MOTION CARRIED.**

For the months of October 2023 / November 2023, there were 108 HealthWest and 26 provider employees trained:

Rights Updates HealthWest	92
Rights Updates Provider	1
New Employee Training HealthWest/Contracted	14
New Employee Training Provider	25
SUD Recipient Rights Orientation Employee	1
SUD Recipient Rights Orientation Provider	0

For the months of October 2023 / November 2023 there were 614 incident reports and 28 rights allegations.

Statistical data showing type and code was provided in the enclosed report.

There were a total of 3 deaths reported in October 2023 / November 2023.

**OLD BUSINESS**

There was no old business.

**NEW BUSINESS**

There was no new business.

**COMMUNICATIONS**

Recipient Rights Officer, Linda Wagner, provided training on Dignity & Respect, and Mental Health Services Suited to Condition.

**DIRECTOR'S COMMENTS**

There was no Director's Comments.

**AUDIENCE PARTICIPATION / PUBLIC COMMENT**

There was no audience participation.

**ADJOURNMENT**

There being no further business to come before the committee, the meeting adjourned at 8:25 a.m.

Respectfully,

Thomas Hardy  
HealthWest Rights Advisory Committee Chair

TH/hb

***PRELIMINARY MINUTES  
To be approved at the Rights Advisory Committee Meeting of  
February 9, 2023***

**HEALTHWEST**

**FINANCE COMMITTEE REPORT TO THE BOARD**

**via Jeff Fortenbacher, Committee Chair**

1. The Finance Committee met on December 8, 2023
- \* 2. It was recommended, and I move to approve the minutes of the November 9, 2023, meeting as written.
- \* 3. It was recommended, and I move to approve expenditures for the month ending October 31, 2023, in the total amount of \$6,503,484.
- \* 4. It was recommended, and I move to approve acceptance of the Substance Use Disorder Treatment and Recovery Transportation Services grant and the requirements with a total of \$199,659.00 effective November 1, 2023 through September 30, 2024.
- \* 5. It was recommended, and I move the HealthWest Executive Director to sign a contract with The Indian Trails Camp Inc, dba IKUS to provide life enrichment services to eligible HealthWest consumers, at a cost not to exceed \$18,000.00 for FY2024.
- \* 6. It was recommended, and I move to approve the HealthWest Board of Directors to continue the contract with Core Solutions, Inc. with a total of \$63,000.00 effective October 1, 2023 through September 30, 2024.

/hb



**HEALTHWEST**

**FINANCE COMMITTEE MEETING MINUTES**

**Friday, December 8, 2023**

**8:00 a.m.**

**CALL TO ORDER**

The regular meeting of the Finance Committee was called to order by Committee Chair Fortenbacher at 8:00 a.m.

**ROLL CALL**

Committee Members Present: Jeff Fortenbacher, Janet Thomas, Thomas Hardy, Commissioner Marcia Hovey-Wright, Commissioner Charles Nash, Remington Sprague, M.D

Also Present: Holly Brink, Shannon Morgan, Gina Post, Brandy Carlson, Gary Ridley, Melina Barrett, Tasha Percy, Jennifer Hoeker, Suzanne Beckeman, Gordon Peterman, Cyndi Blair, Amber Berndt, Nate Kennert, Michael Pyne

Guests: Angie Gasiewski, John Weerstra

**MINUTES**

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the minutes of the November 9, 2023, meeting as written.

**MOTION CARRIED.**

**ITEMS FOR CONSIDERATION**

A. Approval of Expenditures for October 2023

It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve expenditures for the month ending October 31, 2023, in the total amount of \$6,503,484.

**MOTION CARRIED**

B. Monthly Report from the Chief Financial Officer

Ms. Carlson presented the October report, noting an overall cash balance of \$9,040,853.80. as of October 31, 2023.

C. FY23 Actual and Projected Expenditures

Ms. Carlson presented the October report for the Board review.

D. Finance Update Memorandum

Ms. Carlson presented the Finance Update Memorandum for the Board review.

E. Authorization to Contract with iCIMS

Ms. Carlson, Chief Financial Officer, pulled motion to be reviewed at County Board

**MOTION PULLED**

**F. Authorization to Accept Substance Use Disorder Treatment and Recovery Transportation Grant**

It was moved by Dr. Sprague, seconded by Mr. Hardy, to approve acceptance of the Substance Use Disorder Treatment and Recovery Transportation Services grant and the requirements with a total of \$199,659.00 effective November 1, 2023 through September 30, 2024.

**MOTION CARRIED**

**G. Authorization to Contract with The Indian Trails Camp, Inc**

It was moved by Mr. Hardy, seconded by Dr. Sprague, to authorize the HealthWest Executive Director to sign a contract with The Indian Trails Camp Inc, dba IKUS to provide life enrichment services to eligible HealthWest consumers, at a cost not to exceed \$18,000.00 for FY2024.

**MOTION CARRIED**

**H. Authorization to Continue Contract with Core Solutions, Inc.**

It was moved by Mr. Hardy, seconded by Dr. Sprague, to authorize the HealthWest Board of Directors to continue the contract with Core Solutions, Inc. with a total of \$63,000.00 effective October 1, 2023 through September 30, 2024.

**MOTION CARRIED**

**OLD BUSINESS**

There was no old business.

**NEW BUSINESS**

There was no new business.

**COMMUNICATIONS**

There was no communication.

**DIRECTOR'S COMMENTS**

Ms. Carlson shared Rich Francisco's Director's Report:

- The finance team is now running the monthly budget reports for each of the programs and teams. Brandy and her staff will be meeting regularly with teams to discuss individual budgets. This is new for staff supervisors, managers and directors and allows for more staff input into the budget and budget process. This monthly meeting will also allow for staff to eventually monitor and manage their individual budget as well.
- I have been planning and coordinating the move of HealthWest finance staff along with HW HR staff with the County. We want to ensure that when our staff is slated to move to Marquette, they will have the space and resources needed to access all HealthWest resources on our network. The goal is to complete moves by January or February, and this can be a staggered move. This will be a significant savings on rent and space.
- The finance team is getting ready for the HealthWest finance audit with Roslund, Prestage and Co. The single audit will take place on December 18<sup>th</sup> and 19<sup>th</sup>.

- Lastly, just an FYI. Muskegon County has agreed to drop the lawsuit against the LRE now that we have received the secondary payment into a separate account at the County. The funds will be available for use in May 2024. Network 180, our partner, have already dropped their lawsuit with the LRE, so we are following suit and doing the same. Our order to dismiss includes a “Tolling agreement for any applicable statute of limitations that could bar the refiling allowing us to refile the case if needed before June 7, 2024, in case that the LRE claws the funds prior to May 24,2024.
- I apologize for not being there in person as I am attending the Improving Outcomes conference for CMHA in Troy, MI.

**AUDIENCE PARTICIPATION**

There was no audience participation.

**ADJOURNMENT**

There being no further business to come before the committee, the meeting adjourned at 8:24 a.m.

Respectfully,

Jeff Fortenbacher  
Committee Chair

/hb

**PRELIMINARY MINUTES**  
**To be approved at the Finance Meeting on**  
January 19, 2024

## REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

<b>COMMITTEE</b>	<b>BUDGETED</b>	<b>NON BUDGETED</b> X	<b>PARTIALLY BUDGETED</b>
<b>REQUESTING DIVISION</b> Care Coordination	<b>REQUEST DATE</b> December 15, 2023		<b>REQUESTOR SIGNATURE</b> Brandon Baskin, Care Coordination Manager
<b><u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u></b>			
<p>HealthWest Board authorization is requested to accept the immediate transfer of the Veteran's PSH (Permanent Supportive Housing) grant from Community Encompass. Community Encompass, formerly the HARA (Housing Assessment Resource Agency), has announced the decision to dissolve the organization leaving the Veteran's PSH grant needing a local agency to manage the remainder of the grant cycle.</p> <p>HealthWest was awarded the Veteran's PSH grant when it was up for reallocation earlier this fall, with a date effective of May 1, 2024 through April 30, 2025.</p> <p>Reported financials to date: \$42,905.38 remaining in this grant cycle. Currently serving 3 individuals for a monthly leasing total of \$2022.00. This grant can serve up to 6 chronically homeless individuals and/or families with a Veteran's preference through April 30, 2024.</p> <p>This grant aligns with the other 4 HUD PSH grants HealthWest currently maintains.</p>			
<b><u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u></b>			
<p>I move to authorize the HealthWest Board to accept the immediate transfer of the Veteran's PSH grant from Community Encompass in the amount of \$42,905.38 through April 30, 2024.</p>			
<b>COMMITTEE DATE</b> December 15, 2023	<b>COMMITTEE APPROVAL</b> _____ Yes    _____ No    _____ Other		
<b>BOARD DATE</b> December 15, 2023	<b>BOARD APPROVAL</b> _____ Yes    _____ No    _____ Other		



*The Consumer Advisory Committee met on December 13, 2023*

- 1) Discussed the areas the Committee would like to focus on for FY24.
  - Advocate and speak for those who do not have a voice.
  - Increased participation at events such as Health Wellness Recovery Picnic (HWR), Walk a Mile, and Suicide Prevention Walk.
  - To be informed and educated on programs offered at HealthWest.
  - Provide feedback and advise on topics introduced by the Performance Improvement Committee.
  - Build Consumer Advisory Membership by engaging others to attend.
- 2) The Committee Chair will be appointing members to a nominations committee and a special projects committee during the February meeting.
- 3) The committee members were asked if they were interested in being interviewed during the CARF survey.
- 4) Started discussion on potential policy changes involving officers and term limits, in an effort to improve leadership development. According to the existing policy, the changes will be voted on at the next committee meeting and will be brought to the Board of Directors for approval.
- 5) The Juvenile Justice team gave a short presentation on their program. Some challenges faced are a lack of resources for the youth, violence, and boredom. This program has a partnership with the Muskegon Family Court, which pays for a Family Mentor staff as well as supporting the youth who enter the Juvenile Detention Center when their Medicaid is cut off.

**Main Office**

376 E. Apple Ave. | Muskegon, MI 49442 | P (231) 724-1111 | F (231) 724-3659  
[HealthWest.net](http://HealthWest.net)



## **HealthWest Employee Recognition / Feedback from Consumers:**

- **Customer service received a phone call on Tuesday following the Smart Recovery Group held on Tuesdays at 11 am.**

*Direct Quote: “This is the best smart recovery I’ve ever been to”.  
The caller identified the facilitator as Marjory Erdman.*

*Keep up the GREAT work Marjory!!!!!!*

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[HealthWest.net](http://HealthWest.net)

# CMHA Annual Winter Conference

# Sparking Change

**February 6 & 7, 2024**  
**Radisson Plaza Hotel**  
**Kalamazoo, Michigan**

**Pre-Conference institutes:**  
**February 5, 2024**

# EDUCATIONAL SESSIONS

This conference will be in-person only. There will be no virtual option for attendees.

## TWO PRE-CONFERENCE INSTITUTES:

**Monday, February 5, 2024**

**1:00pm – 4:00pm**

**Radisson Plaza Hotel**

### **Separate Registration Fee:**

- Member Fee: \$49 per person. Fee includes materials and refreshments.
- Non-Member Fee: \$59 per person. Fee includes materials, refreshments.

### **Pre-Conference Institute #1: Unwinding Medicaid Data: A Real-Time 50-State Assessment as Redeterminations Approach the Midpoint**

- Qualifies for 3 Related MCBAP Education Contact Hours

– *Sukey Barnum, Principal, HMA, Columbus, Ohio*

On November 13, 2023, HMA released a report showing actual state-by-state Medicaid beneficiary disenrollment figures to date, compared to state-by-state modeled projections made earlier this summer. The report was authored by multiple HMA colleagues along with Katherine Hempstead from the Robert Wood Johnson Foundation. States have 14 months starting no later than March 2023 to complete Medicaid eligibility redeterminations. Updated data and projections from the HMA model will be available.

### **Pre-Conference Institute #2: Taking Care of the Caregiver: Transforming Suffering into Happiness**

- Qualifies for 3 CE Hours for Social Work + Related MCBAP Education Contact Hours

– *Randy Wolbert, MSW, Zen Roshi, DBT Consultant and Zen Teacher, Empty Cloud Sangha*

Zen simply means meditation. Zen as a practice has many physical and psychological benefits including engendering wisdom and compassion. It is frequently incorporated into many types of CBT practices including Relapse Prevention and DBT. Clinicians who practice have clients get better faster and report a much greater sense of personal wellbeing. This Institute will help you develop or sustain your own personal mindfulness practice. Objectives: 1. List at least three benefits of regular mindfulness practice. 2. Describe how suffering can be transformed into happiness. 3. Develop a plan for initiating or sustaining a practice.



# KEYNOTES:

## **Keynote: A National Trends Perspective**

- Qualifies for 1 CE Hour for Social Work + Related MCBAP Education Contact Hour

– *Chuck Ingoglia, MSW, President and CEO, The National Council for Mental Wellbeing*

Chuck Ingoglia will provide an overview of national policy - where we are, what is new and what might be expected in the coming months. Objectives: 1. Describe several major federal policy changes that have occurred or are expected and are related to the delivery of mental health and Substance Use Disorder Treatment. 2. Identify several new federal behavioral health initiatives. 3. Discuss the future of federal policy changes related to tele-health, competition, and value-based care within our sector.

## **Keynote: Suicide Prevention Across Michigan**

- Qualifies for 1 CE Hour for Social Work + Related MCBAP Education Contact Hours

– *Lindsay DeCamp, MHA, State Suicide Prevention Coordinator, Michigan Department of Health and Human Services*

– *Kristen Smith, PhD, LMSW, PRiSMM Program Coordinator, Michigan Department of Health and Human Services*

– *Rachel Zaguskin, MPH, MBA, 988 Program Coordinator, Michigan Department of Health and Human Services*

– *Leo Nouhan, JD, Board of Directors and Conference Coordinator at Kevin's Song; Board Member, With One Voice*

– *Michael Pyne, BSW, Outreach and Prevention Supervisor, HealthWest; Board Member, With One Voice*

Suicide prevention efforts within the Michigan Department of Health and Human Services (MDHHS) and across Michigan have grown significantly over the past several years. This keynote will provide an overview of suicide prevention efforts taking place statewide to reach Michiganders across the lifespan to decrease suicide attempts and deaths. This keynote will highlight the work being done at MDHHS, Kevin's Song and With One Voice.

## **Keynote: The Value of Inclusion: Working Together to Make Meaningful Integration a Reality for All People with Intellectual and Developmental Disabilities**

- Qualifies for 1 CE Hour for Social Work + Related MCBAP Education Contact Hours

– *Sheryl A. Stumbaugh, LMSW, QIDP, Community Resource Specialist and Advocate, Disability Network Eastern Michigan*

– *Dr. Yasmina Bouraoui, MPH, DrPH, Executive Director, Michigan Developmental Disabilities Council*

People with intellectual and developmental disabilities (ID/DD) have the expectation and right to be fully integrated in their communities. The Home and Community Based Services (HCBS) waiver program was created to facilitate community integration. However, not all people with ID/DD who want to live in the community have access to the services they need to live independent and self-determined lives. The Michigan Developmental Disabilities Council is a federally funded organization with the role of advocating for self-determination and inclusion for people with ID/DD in all aspects of community living (including housing, education, employment, and other aspects). The council works to empower people with ID/DD, including those receiving Medicaid, to expand their choice, decision-making, self-direction, and autonomy through advocacy, systems change, and capacity building. Current initiatives include efforts to improve access to and the quality of home and community-based services for people with developmental disabilities.

Understanding the role of collaboration and coordinated strategies between community and state-wide partners, including the role of the Council, is essential to ensuring that all people with intellectual and developmental disabilities are able to live in their communities, have full access to the services they need, and lead independent and self-determined lives.

## **Keynote: Mother of Five Shares her Journey Alongside Autism: From Diagnosis Day to Life After High School**

- Qualifies for 1 Related MCBAP Education Contact Hour

– *Carrie Cariello, Autism Advocate, Writer, and Blogger*

Carrie Cariello and her husband, Joe, have five children. From the time their second son, Jack, was born, he was different. He did not talk, babble, or coo. He did not point. He did not have things like joint attention or gross motor skills or eye contact. What he did have, Joe and Carrie eventually learned, was Autism. Raising five children would be challenge enough for most parents, but when one of them has been diagnosed with autism spectrum disorder, life becomes a bit more chaotic, a lot more emotional, and full of fascinating glimpses into a unique child's different way of thinking. Carrie invites us to take a peek into exactly what it takes to get through each day juggling the needs of her whole family. Through hilarious mishaps and honest insights, she shows us the beauty and wonder of raising a child who views the world through a different lens, and how ultimately autism changed her family for the better. Carrie shares with us how she and her husband show Jack that he is not alone, that there are others who know, understand, and love him for exactly who he is. Jack is nineteen now and lives in a supported residential space with forty-four other neurodiverse students. Jack takes classes at a nearby college and is making the smallest steps toward independence. Carrie Cariello is the author of [What Color Is Monday, How Autism Changed One Family for the Better](#), [Someone I'm With Has Autism](#), and her latest book, [Half My Sky](#). She is a regular contributor to the Huffington Post, TODAY Parents, the TODAY Show, Parents.com, Love What Matters, and Grown and Flown. She has been interviewed by NBC Nightly News and has a TEDx talk.

## WORKSHOPS:

- Cops, Clinicians, and Crisis Intervention: A Collaborative Approach to Crisis Intervention Teams (CIT) and Co-Responder Initiatives
- Michigan’s CCBHC Demonstration – Where We’ve Been and Where We Are Now
- Medications for Opioid Use Disorder Implementation in Jail Settings – Learning Collaborative Opportunity
- Vulnerable Population Spotlight: Developing a Greater Understanding of the Experiences of Refugee’s and an overview of Refugee’s Social Determinants of Health.
- Living your Best Life
- Boardworks: Public Policy
- Crisis Response Evaluations and Field Research: The State of Michigan's Crisis Services
- The Importance of Trauma-Informed Care in Partial Hospital Programs
- Community College Consortium - Direct Care Workers
- Expanding Children's Behavioral Health in Michigan: An Overview of the MDHHS Bureau of Children's Coordinated Health Policy & Supports
- Diary of a Schizophrenic
- Using AI to Improve the Patient and Provider Experience in Outpatient Behavioral Health Service Delivery
- Crisis to Care: A Crisis/Access Continuum of Care Model in Urban and Rural Communities
- The Michigan Child and Adolescent Needs and Strengths Tool (MichiCANS)
- Boardworks: Leadership – Legal
- Michigan Prevention & Wellness Model
- Catching Hope: Hope Givers, Hope Receivers and Hope Stealers
- SAFER (Situational Awareness for Emergency Responders)
- Updates on Behavioral Health Homes & Opioid Health Homes
- Person-Centered Practice Learning Community: Using Charting the LifeCourse Framework to improve person-centered planning.
- How Your Future Could Include Employment: A Presentation about Individualized Employment and How Youth Can Lead the Way
- Life is Not Over at Disability

## CONTINUING EDUCATION

**Social Workers:** If you attend the Pre-Conference Institute (2/5/24) and the entire Main Conference (2/6/24-2/7/24), you qualify for **12 CE Hours for Social Work**. The “Pre-Conference Institute # 2” on 2/5/24 qualifies for **3 CE Hours** for Social Work. The “Main Conference” course (2/6/24-2/7/24) qualifies for a maximum of 9 Continuing Education Hours. The Community Mental Health Association is an approved provider with the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC 060818. Qualifies as “face-to-face (in-person) education.”

**Substance Use Disorder Professionals:** CMHA is approved by Michigan Certification Board for Addiction Professionals (MCBAP). CMHA maintains the responsibility for the program and content. Substance Use Disorder Professionals participating in the “Pre-Conference Institute #1 or #2 on 2/5/24 qualifies for 3 CE hours. Substance Use Disorder Professionals participating in the Annual Winter Conference (2/6/24-2/7/24) may receive a maximum of **10** contact hours. If you attend the Pre-Conference Institute (2/5/24) and the entire Main Conference (2/6/24-2/7/24), you qualify for **13** CE Hours. It is important that attendees keep a copy of the conference program brochure containing the workshop descriptions along with their attendance record form.

**Certificate Awarded:** At the conclusion of this conference, turn in your Certificate of Attendance form to the CMHA Staff to be approved. You will turn in the top sheet & retain the bottom sheet which serves as your certificate. No other certificate will be given.

**Certificate Issued by:** Christina Ward, Director of Education & Training, [cward@cmham.org](mailto:cward@cmham.org); 517-374-6848.

**Grievance:** If you have any issues with the way in which this conference was conducted or other problems, you may note that on your evaluation or you may contact CMHA 517-374-6848 or through our webpage at [www.cmham.org](http://www.cmham.org) for resolution.

# CONFERENCE REGISTRATION

## REGISTRATION FEES (per person)

Pre-Conference Institutes: Monday, February 5, 2024, from 1:00pm – 4:00pm The Pre-Conference Institutes fee includes materials and refreshments. – Pre-Conference Institute #1: Unwinding Medicaid Data: A Real-Time 50-State Assessment as Redeterminations Approach the Midpoint – Pre-Conference Institute #2: Taking Care of the Caregiver: Transforming Suffering into Happiness	<b>MEMBER</b>	<b>NON-MEMBER</b>
	<b>\$49</b>	<b>\$59</b>

The Main Conference registration fee provides you with a program packet, admission to all keynote sessions, all workshops, 2 breakfasts, 2 lunches, and all breaks.

	Member Early Bird	Member After 1/19/24	Non-Member Early Bird	Non-Member After 1/19/24
<b>Full Conference</b>	<b>\$423</b>	<b>\$463</b>	<b>\$505</b>	<b>\$554</b>
<b>One Day</b>	<b>\$328</b>	<b>\$368</b>	<b>\$392</b>	<b>\$440</b>

## SCHOLARSHIPS AVAILABLE

*A limited number of scholarships are available to individuals who receive services and their families.*

*Conference scholarships will cover conference registration fees only.*

*Consumers who serve as CMH board members are not eligible.*

*Deadline to request scholarship: Friday, January 12, 2024.*

*To request a scholarship form, contact Chris Ward at [cward@cmham.org](mailto:cward@cmham.org) or 517-237-3143*

**EARLY BIRD DEADLINE: FRIDAY, JANUARY 19, 2024**

**CONFERENCE REGISTRATION DEADLINE: 3:00PM ON THURSDAY, FEBRUARY 1, 2024**

## PAYMENT METHODS AND CANCELLATION INFORMATION

- Payment will be required prior to attendance.
- Payment methods are available in advance and onsite: credit card, check or exact cash.
- If payment has not been received, fees will be collected at registration the day of the event unless alternate arrangements are pre-approved by CMHA.
- Purchase Orders are not considered payment.
- All No Shows will be billed the full amount.

**To Pay by Check:** Make payable to CMHA and mail to 507 S. Grand Avenue, Lansing, MI 48933

**Cancellation Policy:** Substitutions are permitted at any time. No-shows will be billed at the full training rate. Cancellations must be received in writing at least 10 business days prior to the conference for a full refund less a \$25 administrative fee. If cancellation is received less than 10 business days prior to the training, no refund will be given. Please notify [apiesz@cmham.org](mailto:apiesz@cmham.org) if you cannot attend the conference.

**Evaluation:** There will be an opportunity for each participant to complete an evaluation of the course and the instructor. If you have any issues with the way in which this conference was conducted or other problems, you may note that on your evaluation of the conference or you may contact CMHA at 517-374-6848 or through our website at [www.cmham.org](http://www.cmham.org) for resolution.

# HOTEL INFORMATION

**Radisson Plaza Hotel & Suites, 100 W. Michigan Ave., Kalamazoo, MI 49007**

**2024 Room Rates:**      **Standard Room: \$135 plus taxes (Single/Double/Triple/Quad)**  
                                 **Concierge Room: \$160 (Single/Double)**

When making your reservations, you will be charged a one-night NON-REFUNDABLE deposit.

**Cancellation Deadline:** If a guest does not arrive for their reservation, he/she will be billed for one nights' room rate plus applicable taxes, provided that the reservation is not canceled prior to 4 p.m. Eastern Standard Time one day prior to the date of arrival.

**Parking:** Discounted rate for self-parking of \$5 per night/car for *overnight hotel guests*. Parking for *non-hotel guests* will be discounted at \$10 per day/car.

**Hotel Check In:** 4 p.m.      **Hotel Check Out:** Noon

## To Make Your Reservations at the Radisson Plaza Hotel:

**Phone Reservations:** (269) 343-3333 and connect with either the reservations team or the front desk.

- Reservations team is available M-F 8 a.m. - 5 p.m. EST; the front desk team will manage requests outside of those times.

- For discounted rates, guests need to mention "CMHA Winter Conference."

[Book Your Hotel Reservation Online](#)

**Deadline for Reduced Rate:** January 14, 2024, or until the room block fills.

# CONFERENCE REGISTRATION OPENS ON THURSDAY, DECEMBER 14, 2023.



## MEMORANDUM

Date: December 15, 2023

To: HealthWest Board of Directors

CC: Mark Eisenbarth, Muskegon County Administrator  
 Matt Farrar, Muskegon County Deputy Administrator  
 Angie Gasiewski, Muskegon County Accounting Manager

From: Rich Francisco, Executive Director

Subject: **Director's Update**

### MDHHS Updates:

- State Level update from QIC: Division of Contracts and Quality Management update Jackie Sproat. They are working with MPHI to update the quality program submitted per their requirement to CMS (Centers for Medicare and Medicaid). There is a survey that will be shared and will be open until January 5<sup>th</sup> to offer input and respond to the survey link. The goal per Jackie Sproat is that a project plan will be completed and shared with everyone. The activities will include an analysis of the current MMBPIS (Michigan Mission Based Performance Indicator System) measure and will make recommendations after that. The goal is to have new measures by FY2026. TBD solutions will be assisting MDHHS in the process of reviewing these new measures.
- Attended the Improving Outcomes hosted by CMHA last week. There were additional HW staff in attendance, to continue being updated on the Finance, Provider Network, Quality, and Information Technology requirements as they are coming down from MDHHS. The most significant takeaway was a presentation from Megan Groen, Senior Deputy Director, BPHASA – Behavioral and Physical Health and Aging Services Administration. Their focus right now include:
  - Children's service and the continuum of care related issues such as CSU (Crisis Stabilization Unit)
  - PRTF (Psychiatric Residential Treatment Facility) – step down from hospital setting
  - CTFC – Children's Therapeutic Foster Care – Dashboard coming.
  - MiKidsNow and Mobile Crisis in Community
  - BH workforce shortages
  - CCBHC and additional demonstration sites.
  - Easing up on administrative burdens for PIHP/CMHSP and providers.

### **Lakeshore Regional Entity updates:**

- Still working with the County on getting representation for the SUD Oversight Policy Board at the LRE. We only have one representative on the board, who is Marcia Hovey-Wright, and we need another representative for Muskegon County on that board.
- Had our finance ROAT meeting this past Monday, December 11<sup>th</sup> and some new data was presented by the LRE finance staff. They are seeing some dramatic decrease in revenue for November data as far as enrollment numbers. For DAB the prediction was about 70%. However, the numbers are turning up to be more around 76% drop in numbers. All other populations are also experiencing drops as well in TANF and HMP. The numbers vary across different PIHPs, so the reasons vary. Mary Dumas, LRE CEO stated that several PIHPs and CMHSP are already calling for a review of rates and to have updated rates to correct for the understated rate projection that Milliman provided.
- The LRE will be presenting the LRE Compliance Plan to the LRE Board of Directors at the next meeting. However, there are some questions from the CMHSPs that need to be ironed out related to language and compliance expectations of the CMHSPs.
- The external audit of for FY22 is currently ongoing at the LRE and is slated to be done at the end of December. This would allow us to get final numbers, so that we can cost settle with the LRE for this year.

### **Executive Director activities CMH level:**

- Thanks to the Quality Improvement team, the quality improvement plan draft has been completed. I have asked Pam Kimble, our QI Director, to bring that to the board as soon as it is final. The team has also been working on prepping and getting ready for our CARF and submitting our application in. The audit will be sometime around March/April.
- CIO position has been filled. I would like to introduce Kristi Chittenden (former IT director at Ottawa CMH). She comes with a wealth of knowledge in CMH IT, Financial analysis with a background in actuarial science and computer science. She is currently completing all the orientation requirements and training and has also started to get to know her staff and other teams in the agency. Just wanted to welcome and introduce her to the HW board.
- I have started evaluating the many processes associated with Fiscal and will meet with the Finance team regularly (weekly) to begin workflow documentation of critical processes. The goal is to look for opportunities for improvement in reporting, provider network monitoring, budget analysis and budget monitoring, etc. Thanks to Brandy and her staff.
- IT HealthWest reports improvements: Natalie and her team finalize and improved the Interactive Encounter/Services reporting for the agency. One-stop shop of all services reporting – this is ideal for determining how HW is doing as far as service delivery per program, per code, CCBHC, population, telehealth or not, etc. This will be a valuable tool for our directors and supervisors to gauge productivity.
- Training Team: Developed a dashboard of reports to determine Training compliance and how we are doing with training, again this is another tool to improve our numbers as far as completing training requirements and identifying areas for improvement; another useful tool for supervisors to use and encourage staff to view where training is at agency wide.

### **On the horizon:**

- Complete the move of HR and Finance staff by mid-January 2024 to Marquette and the County building there. I have developed the project plan and have started to coordinate the moves. Some of the HR staff have already started moving and the Finance staff will be next in line.