

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. 6th and 7th. 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. 29th. 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



TO: HealthWest Board Members
FROM: Janet Thomas, Board Chair, via Rich Francisco, Executive Director
SUBJECT: Full Board Meeting
November 17, 2023
376 E. Apple Ave., Muskegon, MI 49442
<https://healthwest.zoom.us/j/97691360092?pwd=dk9CRnVxUDdkbWtGRElZVCsydGdYdz09>
One tap mobile: (309)205-3325, 97691360092#

AGENDA

- | | | |
|---------|---|-------------|
| 1) | Call to Order | Action |
| 2) | Approval of Agenda | Action |
| 3) | Approval of Minutes | |
| | A) Approval of the Full Board Minutes of October 27, 2023
(Attachment #1 – pg. 1-5) | Action |
| 4) | Public Comment (on an agenda item) | |
| 5) | Committee Reports | |
| | A) Finance Committee
(Attachment #2 – pg. 6-9) | Action |
| 6) | Items for Consideration | |
| | A) Authorization to Approve proposed 2024 Meeting Schedule of the
HealthWest Board of Directors for the 2024 calendar year
(Attachment #3 – pg. 10) | Action |
| 7) | Old Business | |
| 8) | New Business | |
| 9) | Communication | |
| | A) Legislative Issues – Alan Bolter, CMHA Associate Director | Information |
| | B) SUD Presentation – Jennifer Stewart, SUD Quality Assurance
Manager | Information |
| | C) Employee Recognition
(Attachment #4 – pg.11) | Information |
| | D) Director’s Report – Rich Francisco, Executive Director
(Attachment #5 – pg. 12-13) | Information |
| 10) | Public Comment | Action |
| /hb 11) | Adjournment | |

Main Office

HEALTHWEST
FULL BOARD MINUTES

October 27, 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 8:01 a.m.

ROLL CALL

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

Members Absent: Charles Nash

Others Present: Rich Francisco, Holly Brink, Amber Berndt, Tasha Percy, Gina Post, Melina Barrett, Gary Ridley, Mickey Wallace, Matt Plaska, Suzanne Beckeman, Brandon Baskin, Stephanie Baskin, Brandy Carlson, Pam Kimble, Kim Huey, Christy LaDronka, Amanda Absher, Natalie Walther, Kim Davis, Linda Wagner, Jennifer Hoeker, Jason Bates, Chelsea Kirksey, Nate Kennert, Susan Plotts, Shannon Morgan,

Guests Present: Matt Farrar, Sara Hough, John Weerstra

MINUTES

HWB 14-B - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the minutes of the September 22, 2023 Full Board meeting as written.

MOTION CARRIED.

COMMITTEE REPORTS

Program Personnel Committee

HWB 1-P - It was moved by Mr. Hardy, seconded by Ms. Madison, to approve the minutes of the August 11, 2023 meeting as written.

MOTION CARRIED.

HWB 2-P - It was moved by Ms. Thomas, seconded by Mr. Hardy, to authorize the policy and procedural changes as described above and attached, effective October 27, 2023.

MOTION CARRIED.

HWB 3-P - It was moved by Mr. Hardy, seconded by Ms. Thomas, to authorize the policy and procedural changes as described above and attached, effective October 27, 2023.

MOTION CARRIED.

Recipient Rights Committee

HWB 4-R - It was moved by Ms. Madison, seconded by Ms. Thomas, to approve the minutes of the August 11, 2023 meeting as written.

MOTION CARRIED.

HWB 5-R - It was moved by Ms. Thomas, seconded by Ms. Madison, to approve the Recipient Rights Reports for August 2023 / September 2023.

MOTION CARRIED.

Finance Committee

HWB 6-F - It was moved by Mr. Hardy, seconded by Commissioner Nash, to approve the minutes of the September 15, 2023, meeting as written.

MOTION CARRIED.

HWB 7-F - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to approve expenditures for the month ending August 31, 2023, in the total amount of \$8,124,216.41.

MOTION CARRIED.

HWB 8-F - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to approve pay for a Butler Inclined Platform Lift up to \$29,490.00 to replace the current broken Inclined Platform Lift, by December 31, 2023.

MOTION CARRIED.

HWB 9-F - It was moved by Commissioner Hovey-Wright, seconded Mr. Hardy, to authorize HealthWest to approve signing single case agreements with various out of network hospitals in the amount of \$103,306.00 for psychiatric inpatient stays for HealthWest consumers.

MOTION CARRIED.

HWB 10-F- It was moved by Mr. Hardy, seconded Commissioner Nash, to authorize the HealthWest Board of Directors to accept the inpatient, partial hospitalization, and ECT rates negotiated by Lakeshore Regional Entity with the hospitals listed on Attachment A, effective October 1, 2023 through September 30, 2024.

MOTION CARRIED.

HWB 11-F - It was moved by Commissioner Nash, seconded by Commissioner Hovey-Wright, to authorize the HealthWest Board of Director to contract with those FY23 service vendors/providers listed in Attachment A with their individual projected expenditures for the time period effective October 1, 2023 through September 30, 2024.

MOTION CARRIED.

HWB 12-F - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to authorize HealthWest to approve Provider Relief Funds an amount not to exceed \$142,385.31. to providers listed on Attachment A, through funding provided by the LRE.

MOTION CARRIED.

HWB 13-F - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to authorize HealthWest to approve the projected expenditures for the vendor increases stated above with a total not to exceed \$340,000.00, effective October 1, 2022 through September 30, 2023.

MOTION CARRIED.

ITEMS FOR CONSIDERATION

HWB 15-B - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to authorize the approval of EOB 4392 to Moonyeen Lincoln with a total not to exceed \$7,440.70.

MOTION CARRIED.

HWB 16-B - It was moved by Mr. Hardy, seconded by Dr. Sprague, to authorize and approve the changes to the HealthWest Consumer Advisory Committee members, effective October 27, 2023.

MOTION CARRIED.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

- Ms. Carlson, Chief Financial Officer, shared her Finance Memo with the Board of Directors.
- Ms. Madison provided an update on behalf of the Consumer Advisory Committee.
- Ms. Betts shared the kudos letter being sent to staff for their great work.
- Ms. Plotts, Human Resources Manager, provided a presentation on behalf of the Human Resources Department.
- Ms. Kimble, Director of Quality Assurance, provided the QAPIP Update presentation.
- Mr. Plaska, Accreditation and Performance Improvement Manager, provided the Key Performance Indicators & Quality Performance presentation.

DIRECTOR'S COMMENTS

MDHHS Updates:

- The MichiCANS soft launch sites which HW is a part of is waiting on a response from the MDHHS leadership overseeing the effort. At the last Director's forum, it was brought to our attention that a memo was released adding scope to the soft launch sites to also screen for Kids in the foster care system. The original intent of the soft launch was to test for a replacement for the CAFAS and PECFAS, but the scope has changed. The soft launch sites got together over several meetings and with the assistance of CMHA to formulate a set of remarks and recommendations voicing our concerns to MDHHS. We are still waiting for that response. One of the recommendations the group had was for MDHHS to conduct a separate pilot and test to use the MichiCANS without the involvement of soft launch sites.
- The final rates and budget have been released by the LRE and Brandy our CFO has updated our Budget. Our revenue in FY24 will be up by about 10M. We were waiting on final numbers to make final decisions related to operations, and glad that we were finally able to determine what we can proceed with as far as budget items. This includes recommendations related to staff benefits among other things.

Lakeshore Regional Entity updates:

- LRE Wakely Study –The study was finally presented to the LRE board and the Wakely team made a recommendation to LRE board to support ISF funding at 35M which equals about 8% to 8.2%. There were various scenarios presented based on Milliman rates and anticipated rates, but Wakely recommended at least an average of the 50% probability for baseline and pessimistic scenarios. The LRE still has a question out to the state regarding the 7.5% number that we are supposed to have in ISF. The contract language changed in 2021 which now states that it PIHP's can keep 7.5% each year or per year. Prior to this the language read 7.5% cap. These are very different things. There are a couple of CMHSPS out there right now not giving back money to the state and keeping as much as 7.5% per year.

Executive Director activities CMH Level:

- Quality improvement training – KATA lean training ramping up and our quality improvement director is working on a regular schedule for training. We are pushing close to about 50 trained in KATA. I was approached by the LRE to include them in the KATA training if we were going to have more or even train them directly. Mary Dumas asked if their quality staff could be trained as well. Internally, KATA projects are on the rise and the quality team is looking at a methodology to prioritize these improvement projects.
- Our CMH organizational chart is continuing to change as we address some of the issues related to the high caseloads. The development of a 3rd MI team and Assessment Team should alleviate some of the case load numbers. I have asked Data Analytics to develop a report that allows HW to continue to monitor caseloads so that it is available for supervisors, managers, and directors to monitor this information more readily.
- Continuing to evaluate processes related to contracts, quality improvement structure development and identify areas for efficiencies.
- I wanted to give a “Shout out” to Heather Weigand, Christy LaDronka and Bruce Morningstar from Norton Shores Police for sharing our CIT program at the CMHA fall conference, which our board members attended this past Monday and Tuesday. I am sure they received several questions, after asking if they can copy and replicate what we have at HW. I know this because I received questions as well. Kudos to the 3 of them for a great presentation.
- Continuing to work on space consolidation and ensure that we are optimizing the space that we have. There is a plan to move some of our HR and Finance staff over to Marquette, and I am working with County leadership to accomplish this.
- The leadership team at HW is beginning to look more closely at our Turnover rate. Based on the information provided by Susan from HR, we are about 19.5% turnover rate. This equals to about 1% to about 2% monthly since October of last year. We currently have about 430 staff on average and had 84 separations for a variety of reasons.

On the horizon:

- Continue to review Organizational Chart and evaluate programmatic level need.
- Continue to work on improvements in various areas of the agency from administration to clinical processes.
- Upcoming meetings with various agencies in the community and looking for opportunities to partner. Recently met with Muskegon Family Center and looking forward to having a second meeting. I am also scheduled this coming week with Muskegon Community College as well.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 9:16 a.m.

Respectfully,

Janet Thomas
Board Chair

/hb

PRELIMINARY MINUTES
To be adopted and approved at the Full Board Meeting of November 17, 2023

HEALTHWEST

FINANCE COMMITTEE REPORT TO THE BOARD

via Jeff Fortenbacher, Committee Chair

1. The Finance Committee met on November 9, 2023
- * 2. It was recommended, and I move to approve the minutes of the October 20, 2023, meeting as written.
- * 3. It was recommended, and I move to approve expenditures for the month ending September 30, 2023, in the total amount of \$13,559,535.55.
- * 4. It was recommended, and I move 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.
- * 5. It was recommended, and I move 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.
- * 6. It was recommended, and I move to approve 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.
- * 7. It was recommended, and I move 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.

/hb

HEALTHWEST

FINANCE COMMITTEE MEETING MINUTES

Thursday, November 9, 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

Committee Members Absent: Remington Sprague, M.D

Also Present: Rich Francisco, Holly Brink, Shannon Morgan, Gina Post, Brandy Carlson, Gary Ridley, Melina Barrett, Tasha Percy, Justine Belvitch, Jennifer Hoeker, Suzanne Beckeman, Stephanie Baskin, Gordon Peterman, Anissa Goodno

Guests: Angie Gasiewski

MINUTES

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.

ITEMS FOR CONSIDERATION

A. Approval of Expenditures for September 2023

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

B. Monthly Report from the Chief Financial Officer

Ms. Carlson presented the September report, noting an overall cash balance of \$5,669.964.11 as of September 30, 2023.

C. FY23 Actual and Projected Expenditures

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

D. Finance Update Memorandum

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

E. Authorization HUD Grant Funding Payments

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

F. Authorization to Contract with Brightside Living, LLC and Stephens Home LLC

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

G. Authorization to Approve Projected Expenditures

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

H. Authorization to Approve Provider Relief Funds and Single Case Agreements

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

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

There was no communication.

DIRECTOR'S COMMENTS

Rich Francisco, Executive Director, provided his Director's Report:

- Update from the CEO ops meeting yesterday: The LRE is working on a Risk Management Strategy, that is due to MDHHS on Dec. 13th. This Risk Management Strategy considers the LRE's budget, along with each of the CMHSP spending plan. Now that we have received final revenue from the MDHHS and the LRE, the projected budget has been shared, the CMHSPs updated their spending plans accordingly. Network 180 submitted a deficit budget of 6.9M which put the region at risk. All other CMHs presented a balanced budget with HW projecting a surplus of about 4.6M. N180 cannot submit a spending plan in the red and so is being asked by the LRE to relook at their budget.
- Internally: I have asked Fiscal to begin scheduling process improvement meetings. We will be using the KATA framework to find opportunities for improvement. Brandy and I will be working with the team to begin reviewing the various process related to our finance processes from Claims to provider network monitoring (monitoring report from data team) and

education and training for internal staff on their individual budgets. The fiscal team is on their way towards this and has now provided reports at the program level and team level. The fiscal team has also met and presented this report for team and program input as well.

- I have also invited Alan Bolter, Associate Director from CMHA – who will be attending our next full HW board meeting. He will be presenting on and updating the board on all the Legislative activities that impact CMHS and PIHPs.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:32 a.m.

Respectfully,

Jeff Fortenbacher
Committee Chair

/hb

PRELIMINARY MINUTES
To be approved at the Finance Meeting on
December 8, 2023

REQUEST FOR HEALTHWEST CONSIDERATION AND AUTHORIZATION

COMMITTEE Full Board	BUDGETED	NON-BUDGETED	PARTIALLY BUDGETED																																																				
REQUESTING DIVISION Administration	REQUEST DATE November 17, 2023		REQUESTOR SIGNATURE Rich Francisco, Executive Director																																																				
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>																																																							
Approval of the 2024 HealthWest Board of Muskegon County Meeting Schedule is being requested. Meetings will be held as follows:																																																							
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:25%;"><u>Program/Personnel Committee</u></th> <th style="width:25%;"><u>Recipient Rights Committee</u></th> <th style="width:25%;"><u>Finance Committee</u></th> <th style="width:25%;"><u>Full Board</u></th> </tr> </thead> <tbody> <tr> <td>**</td> <td>**</td> <td>January 19, 2024</td> <td>January 26, 2024</td> </tr> <tr> <td>February 9, 2024</td> <td>February 9, 2024</td> <td>February 16, 2024</td> <td>February 23, 2024</td> </tr> <tr> <td>**</td> <td>**</td> <td>March 15, 2024</td> <td>March 22, 2024</td> </tr> <tr> <td>April 12, 2024</td> <td>April 12, 2024</td> <td>April 19, 2024</td> <td>April 26, 2024 ***</td> </tr> <tr> <td>**</td> <td>**</td> <td>May 17, 2024</td> <td>May 31, 2024 *</td> </tr> <tr> <td>June 14, 2024</td> <td>June 14, 2024</td> <td>June 21, 2024</td> <td>June 28, 2024</td> </tr> <tr> <td>**</td> <td>**</td> <td>July 19, 2024</td> <td>July 26, 2024</td> </tr> <tr> <td>August 9, 2024</td> <td>August 9, 2024</td> <td>August 16, 2024</td> <td>August 23, 2024</td> </tr> <tr> <td>**</td> <td>**</td> <td>September 13, 2024*</td> <td>September 20, 2024*</td> </tr> <tr> <td>October 11, 2024</td> <td>October 11, 2024</td> <td>October 18, 2024</td> <td>October 25, 2024</td> </tr> <tr> <td>**</td> <td>**</td> <td>November 15, 2024</td> <td>November 22, 2024</td> </tr> <tr> <td>December 6, 2024 *</td> <td>December 6, 2024 *</td> <td>December 13, 2024 *</td> <td>December 20, 2024 *</td> </tr> </tbody> </table>				<u>Program/Personnel Committee</u>	<u>Recipient Rights Committee</u>	<u>Finance Committee</u>	<u>Full Board</u>	**	**	January 19, 2024	January 26, 2024	February 9, 2024	February 9, 2024	February 16, 2024	February 23, 2024	**	**	March 15, 2024	March 22, 2024	April 12, 2024	April 12, 2024	April 19, 2024	April 26, 2024 ***	**	**	May 17, 2024	May 31, 2024 *	June 14, 2024	June 14, 2024	June 21, 2024	June 28, 2024	**	**	July 19, 2024	July 26, 2024	August 9, 2024	August 9, 2024	August 16, 2024	August 23, 2024	**	**	September 13, 2024*	September 20, 2024*	October 11, 2024	October 11, 2024	October 18, 2024	October 25, 2024	**	**	November 15, 2024	November 22, 2024	December 6, 2024 *	December 6, 2024 *	December 13, 2024 *	December 20, 2024 *
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*Due to holiday or event ** Only meets even numbered months *** Annual Meeting																																																							
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>																																																							
I move to approve the above proposed 2024 Meeting Schedule of the HealthWest Board of Directors for the 2024 calendar year.																																																							
COMMITTEE DATE November 17, 2023	COMMITTEE APPROVAL _____ Yes _____ No _____ Other																																																						
BOARD DATE November 17, 2023	BOARD APPROVAL _____ Yes _____ No _____ Other																																																						



HealthWest Employee Recognition / Feedback from Consumers:

- **Consumer reached out to Customer Service via phone:**

Customer Service had a conversation with a guardian who said you were doing great with her daughter. She further stated, "Rachel looks out for my daughters' interests and gets her the help required".

Main Office

376 E. Apple Ave. | Muskegon, MI 49442 | P (231) 724-1111 | F (231) 724-3659

HealthWest.net



MEMORANDUM

Date: November 17, 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:

- 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. 6th and 7th. 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. 29th. 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.