

HEALTHWEST
FULL BOARD MINUTES

January 25, 2024

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, Thomas Hardy, Kim Cyr, Marcia Hovey-Wright, Janet Thomas, Remington Sprague, MD, Janice Hilleary, John Weerstra

Members Absent: Charles Nash, Tamara Madison, Cheryl Natte

Others Present: Rich Francisco, Holly Brink, Gina Post, Melina Barrett, Christy LaDronka, Shannon Morgan, Gordon Peterman, Latesha Johnson, Kristi Chittenden, Brandy Carlson, Matt Plaska, Pam Kimble, Amber Berndt, Jeremy LaDronka, Jennifer Stewart

Guests Present: Mark Eisenbarth, Angela Gasiewski

MINUTES

HWB 45-B - It was moved by Mr. Hardy, seconded by Ms. Hilleary, to approve the minutes of the December 15, 2023 Full Board meeting as written.

MOTION CARRIED.

COMMITTEE REPORTS

Finance Committee

HWB 36F - It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the minutes of the December 8, 2023, meeting as written.

MOTION CARRIED.

HWB 37F - It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve expenditures for the month ending November 31, 2023, in the total amount of \$7,716,758.53.

MOTION CARRIED.

HWB 38F – It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to approve continuation of the contracts with Byerly Enterprises LLC, Slim Haven LLC, to provide services to eligible HealthWest consumers and Relias Learning to HealthWest at a cost not to exceed the approved caps for the vendors of \$223,086.79 for FY2024.

MOTION CARRIED.

HWB 39F - It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the increases in projected expenditures as stated for Stephens Home LLC, totaling \$246,700.00 effective December 29, 2023 through September 30, 2024.

MOTION CARRIED.

HWB 40F - It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to authorize the rate increases to the Mental Health Network Providers, effective January 1, 2024, at a cost not to exceed \$35,108,212.50 FY24.

MOTION CARRIED.

HWB 41F- It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to authorize the HealthWest Executive Director to sign single case agreements with *out of* network providers in the amount of \$46, 160.00 for services for HealthWest consumers.

MOTION CARRIED.

HWB 42F- It was moved by Mr. Hardy, seconded by Ms. Thomas, to authorize the HealthWest Executive Director to sign a contract with Stars Behavioral Health Group, Inc. to provide consultation, training, mentoring, and technical assistance to two site-based trainers to HealthWest Supervisors, at a cost not to exceed \$12,495.00 effective January 1, 2024 through December 31, 2024

MOTION CARRIED.

HWB 43F- It was moved by Mr. Hardy, seconded by Ms. Thomas, to authorize HealthWest to approve the projected expenditure and funding sources for Life Align as stated, with a total not to exceed \$140,844.00, effective October 1, 2023 through September 30, 2024.

MOTION CARRIED.

HWB 44F- It was moved by Ms. Thomas, seconded by Mr. Hardy, to authorize the HealthWest Executive Director to sign a contract with Organic Care, LLC to provide specialized residential services to eligible HealthWest consumers, at a cost not to exceed \$182,250.00 for FY2024.

MOTION CARRIED.

ITEMS FOR CONSIDERATION

There was no items for consideration.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

- Ms. LaDronka, Access Service Manager, presented his program overview presentation.
- Mr. Plaska, Quality Assurance, presented MMCPIS Performance Data.

DIRECTOR'S COMMENTS

Mr. Francisco, Executive Director, presented his Formal Director's report.

MDHHS Updates:

- Director's forum updates: Attended 1/24/2024.

- Gov. Whitmer presented the State of state address 1/24/2024, 7:00pm. Legislation is coming back in session (1/25/2024). Secondly, we are keeping an eye on the budget that is going to be presented February 7th, which focuses on Mental Health funding and how that will be impacted.
- CMHA is spearheading various meetings (1st meeting was 1/23/2024) with MDHHS to address the enrollment issues experienced by most of the PIHPs and CMHSP with PHE ending and redetermination underway. The CMHA financial analysis currently estimates the revenue drop to be about 43M, and by the end of the Fiscal year will be about 190M for the PIHP system statewide. Bob Sheehan has meetings scheduled with MDHHS leadership, and their actuarial experts, to discuss what needs to be done to address the shortfall experienced. PIHPs and CMHSPs are working to compile data of cases to send to MDHHS. The sense from the first meeting is that MDHHS wants to correct the enrollment issues and address them quickly because the impact will be great.
- Updates from MDHHS staff:
 - Jackie Sproat – provided an update on reducing the administration burden in reporting requirements such as MMBPIS will be done FY25, removal of Annual report on Fraud and Abuse is no longer required as it is duplicative.
 - Patti Neitman - Children’s Bureau team – talked about MichiCANS rollout and gave a status update from the Soft Launch sites as it stands about 150 MichiCANS have been completed so far. HW is a soft launch site. Also talked about the timeline for Children’s waiver renewal and SED waiver renewal coming up and needs to be submitted in June, July timeframe.
 - Belinda Hawks - provided an update on Conflict Free Access and Planning, structural design for this will be presented in February and what that will look like. She stated that they are reviewing current structures and looking at preserving these structures, there will also be a period after the design is complete, there will be consideration for exception for CFAP, for example, CMHSPs that are rural and the only provider of services for the area, etc.
- Michigan MichiCANS soft launch is underway. Our staff has been meeting with MDHHS implementation team on a regular basis. HW is working to align how our CANS systems will align with the state. There are some issues that still need attention, such as the training requirements clarification from MDHHS on individuals to be trained. HW should be ready for the Hard Launch by October 1, 2024.
- CMHA Winter conference is February 5 to the 7th. I believe we will have 3 board members going. This will be held at the Radisson Plaza Hotel in Kalamazoo this time around.

Lakeshore Regional Entity updates:

- We now have a second board member representative at the LRE SUD Policy Oversight board. Mr. Louis Churchwell was appointed by the County Board of Commissioners.
- LRE and CMHSPs are still pulling and evaluating data from the 834-enrollment file, to determine what is happening with our DAB population and why they are being assigned to a different funding population impacting our revenues. The Medicaid redetermination with PHE ending is showing a significantly higher drop in revenues over what was projected. We are working with our MDHHS staff at HealthWest to analyze the data closely, and address what is under our control. The rest of the data will be sent to MDHHS via the LRE. We are also looking at the impact of funding changes on our HSW (Habilitation Supports Waiver) – HAB Supports Waiver consumers’ falling of DAB as well, which is impacting our revenue.

- I have reviewed the LRE CMHSP contract with input from our Corporate Counsel, Foster Swift, and HW has submitted feedback to the LRE. The LRE is working on consolidating all the feedback and will determine next steps. There could potentially be a workgroup at the LRE to sort out some of the contract details. When the contract is finalized, I will come back to the board again to request approving me to sign the contract. In the meantime, the LRE will continue likely with extensions to our current contract.

Executive Director activities CMH level:

- The Quality Improvement Plan will be presented to the board in February. As a CMHSP, we are required to have a completed Performance improvement plan to document all our quality improvement activities.
- We have received our CARF survey information summary. The date for the review is not finalized, but receiving the summary and invoice for the audit is step in the right direction. We are hoping to have the survey date in the April-May timeframe.
- Space moves – Finance and HR staff have moved to Marquette and are sharing space with County staff. Their set up is hybrid--some days working remotely and some days working at Marquette. This is a pretty big change for HW and County staff and are working on transitioning to the new space.

On the horizon:

- Continue to conduct KATA training and opening it up for more staff at HW. There are a variety projects starting for KATA related to the process mapping completed with Fiscal team (flowcharting team). Opportunities for improvement have been identified. The fiscal team is moving into flowcharting the claims processes with the completion of billing processes which have been documented.
- Working on updating the Strategic Plan with a potential rework at the later part of the year.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 9:07 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
January 25, 2024
376 E. Apple Ave., Muskegon, MI 49442
<https://healthwest.zoom.us/j/92330401570?pwd=TFNHMWhnQmF5NVYybWRQVG54Tk1GZz09>
One tap mobile: (309)205-3325, 92330401570# Passcode: 428623

AGENDA

- | | | |
|----|---|-------------|
| 1) | Call to Order | Action |
| 2) | Approval of Agenda | Action |
| 3) | Approval of Minutes | |
| | A) Approval of the Full Board Minutes of December 15, 2023
(Attachment #1 – pg. 1-4) | Action |
| 4) | Public Comment (on an agenda item) | |
| 5) | Committee Reports | |
| | A) Finance Committee
(Attachment #2 – pg. 5-9) | Action |
| 6) | Items for Consideration | |
| 7) | Old Business | |
| 8) | New Business | |
| 9) | Communication | |
| | A) Program Overview – Christy LaDronka, Access Service Manager | Information |
| | B) MMCPIS Performance Data – Matt Plaska, Quality Assurance
(Attachment #3 – pg.10-11) | Information |
| | C) Employee Recognition
(Attachment #4 – pg. 12) | Information |
| | D) Rivers Edge Photography Headshots
(Attachment #5 – pg. 13) | Information |
| | E) Save The Date: CMHA Winter Conference
(Attachment #6 – pg.14-19) | Information |
| | F) Director’s Report – Rich Francisco, Executive Director
(Attachment #7 – pg. 20-21) | Information |

Main Office

10) Public Comment

11) Adjournment

Action

/hb

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 5th 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 11th 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

HEALTHWEST**FINANCE COMMITTEE REPORT TO THE BOARD****via Jeff Fortenbacher, Committee Chair**

1. The Finance Committee met on January 19, 2024
- * 2. It was recommended, and I move to approve the minutes of the December 8, 2023, meeting as written.
- * 3. It was recommended, and I move to approve expenditures for the month ending November 31, 2023, in the total amount of \$7,716,758.53.
- * 4. It was recommended, and I move to approve continuation of the contracts with Byerly Enterprises LLC, Slim Haven LLC, to provide services to eligible HealthWest consumers and Relias Learning to HealthWest at a cost not to exceed the approved caps for the vendors of \$223,086.79 for FY2024.
- * 5. It was recommended, and I move to approve the increases in projected expenditures as stated for Stephens Home LLC, totaling \$246,700.00 effective December 29, 2023 through September 30, 2024.
- * 6. It was recommended, and I move to approve the rate increases to the Mental Health Network Providers, effective January 1, 2024, at a cost not to exceed \$35,108,212.50 FY24.
- * 7. It was recommended, and I move to approve the HealthWest Executive Director to sign single case agreements with out of network providers in the amount of \$46, 160.00 for services for HealthWest consumers.
- * 8. It was recommended, and I move to approve the HealthWest Executive Director to sign a contract with Stars Behavioral Health Group, Inc. to provide consultation, training, mentoring, and technical assistance to two site-based trainers to HealthWest Supervisors, at a cost not to exceed \$12,495.00 effective January 1, 2024 through December 31, 2024
- * 9. It was recommended, and I move to approve HealthWest to approve the projected expenditure and funding sources for Life Align as stated, with a total not to exceed \$140,844.00, effective October 1, 2023 through September 30, 2024.
- * 10. It was recommended, and I move to approve HealthWest to approve the projected expenditure and funding sources for Life Align as stated, with a total not to exceed \$140,844.00, effective October 1, 2023 through September 30, 2024.

/hb

HEALTHWEST

FINANCE COMMITTEE MEETING MINUTES

Friday, January 19, 2024

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, Gordon Peterman, Amber Berndt, John Weerstra, Brandon Baskin, Christy LaDronka, Ann Judson, Jennifer Stewart, Mickey Wallace, Gina Kim, Rebecca StClair, Anissa Goodno, Jackie Farrar, Kristi Chittenden

MINUTES

It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the minutes of the December 8, 2023, meeting as written.

MOTION CARRIED.

ITEMS FOR CONSIDERATION

A. Approval of Expenditures for November 2023

It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve expenditures for the month ending November 31, 2023, in the total amount of \$7,716,758.53.

MOTION CARRIED

B. Monthly Report from the Chief Financial Officer

Ms. Carlson presented the November report, noting an overall cash balance of \$7,381,882.14. as of November 30, 2023.

C. November Balance Sheets

Ms. Carlson presented the November Balance Sheets for the Board review.

D. Finance Update Memorandum

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

E. Roslund Prestage & Company Communication

Ms. Carlson presented the Audit Communication for the Board review.

F. Authorization to Continue Contract with Byerly Enterprise LLC, Slim Haven LLC, and Relias Learning Recovery

It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to approve continuation of the contracts with Byerly Enterprises LLC, Slim Haven LLC, to provide services to eligible HealthWest consumers and Relias Learning to HealthWest at a cost not to exceed the approved caps for the vendors of \$223,086.79 for FY2024.

MOTION CARRIED

G. Authorization to Approve Contract Increases with Stephens Home, LLC

It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the increases in projected expenditures as stated for Stephens Home LLC, totaling \$246,700.00 effective December 29, 2023 through September 30, 2024.

MOTION CARRIED

H. Authorization to Approve Contract Rate Increases for Mental Health Providers

It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to authorize the rate increases to the Mental Health Network Providers, effective January 1, 2024, at a cost not to exceed \$35,108,212.50 FY24.

MOTION CARRIED

I. Authorization to Approve Singel Case Agreements

It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to authorize the HealthWest Executive Director to sign single case agreements with out of network providers in the amount of \$46, 160.00 for services for HealthWest consumers.

MOTION CARRIED

J. Authorization to Approve Contract with Stars Behavioral Health Group, Inc.

It was moved by Mr. Hardy, seconded by Ms. Thomas, to authorize the HealthWest Executive Director to sign a contract with Stars Behavioral Health Group, Inc. to provide consultation, training, mentoring, and technical assistance to two site-based trainers to HealthWest Supervisors, at a cost not to exceed \$12,495.00 effective January 1, 2024 through December 31, 2024

MOTION CARRIED

K. Authorization to Approve Contract Increase with Life Align

It was moved by Mr. Hardy, seconded by Ms. Thomas, to authorize HealthWest to approve the projected expenditure and funding sources for Life Align as stated, with a total not to exceed \$140,844.00, effective October 1, 2023 through September 30, 2024.

MOTION CARRIED

L. Authorization to Approve Contract with Organic Care, LLC

It was moved by Ms. Thomas, seconded by Mr. Hardy, to authorize the HealthWest Executive Director to sign a contract with Organic Care, LLC to provide specialized residential services to eligible HealthWest consumers, at a cost not to exceed \$182,250.00 for FY2024.

MOTION CARRIED

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

There was no communication.

DIRECTOR'S COMMENTS

Mr. Francisco, Executive Director, provided his Director's Report:

LRE Updates:

- Finance ROAT update from the LRE - The Enrollment numbers presented still look as though there are still significant decrease in revenue, based on the enrollment numbers of individuals dropping off DABs. HealthWest is keeping an eye on the numbers of DABs that have switched to other funding sources during the PHE (Public Health Ending). The LRE is going to be presenting data to MDHHS and point specific instances where this is happening, and which individuals are affected. Mary Dumas will present the findings for our region to Kristen Jordan, to assist them in understanding the problem. Some of the findings include DAB consumers switching to Plan First (TANF) and Medicaid Spenddown.
- Network 180 has sent a memo and request to the LRE requesting 25M to cover the cost of services for this year from ISF (this will leave the ISF with about 4M). They are citing higher levels of utilization especially in the Autism area. N180 would like to be able to address the inflation and workforce shortages so they can provide services. This request will be presented to the CEO Ops committee for discussion next week. All CEOs must agree to help N180 and their anticipated funding deficit and vote to do so. Some of the concerns regarding this include--what if there is more than one CMHSP in the coming year that will have a deficit (it is still early to tell) allowing N180 to pull funds from the ISF may not leave any for the other CMHSPs who can make the same argument for increased utilization, inflation, etc. I am not sure the CEOs will agree to this.
- Contracts Renewal with LRE, there is review and back and forth discussion that is happening with our corporate counsel and LRE staff.

HealthWest Updates:

- HealthWest is also working on ensuring that those individuals who lost DAB and were HSW waiver recipient—HW is following up on getting these individuals back on the DAB and waiver status. The LRE has voiced concerns for some of regular HSW individuals, we did not get payment for in November, so a further review of the data and revenue is needed.
- HealthWest will be working on a spenddown report to track how much GF we are utilizing to get in Medicaid dollars. We need to proactively work on activities that ensure we are spending our consumers down monthly, as this could be a significant impact to our GF dollars.
- The Finance team has been working on flowcharting the various processes related to Billing. This includes: 3rd party billing (commercial), grants, GF, Encounter Billing, etc. The team throughout the process have identified areas that have gaps and could be improved. The next step for this is working on KATA initiatives to begin looking at ways to improve these processes. The finance team will continue to meet and work on process mapping the Claims processing activities next.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

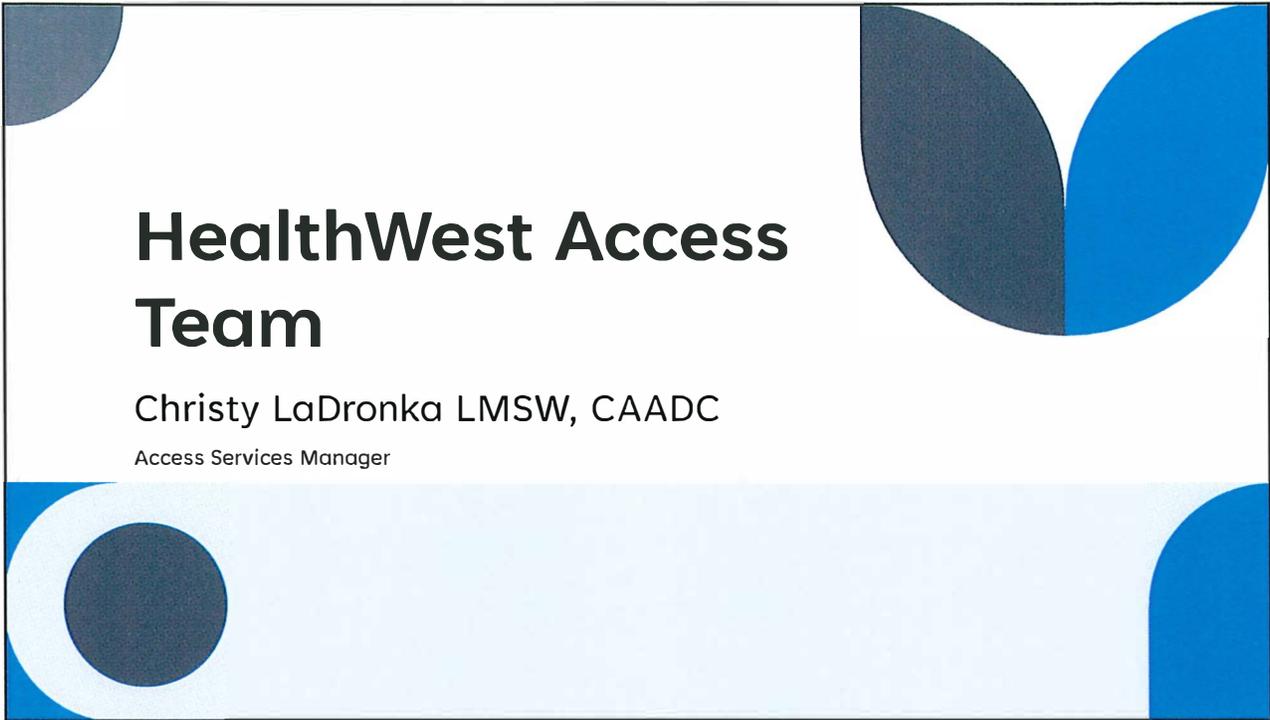
There being no further business to come before the committee, the meeting adjourned at 8:39 a.m.

Respectfully,

Jeff Fortenbacher
Committee Chair

/hb

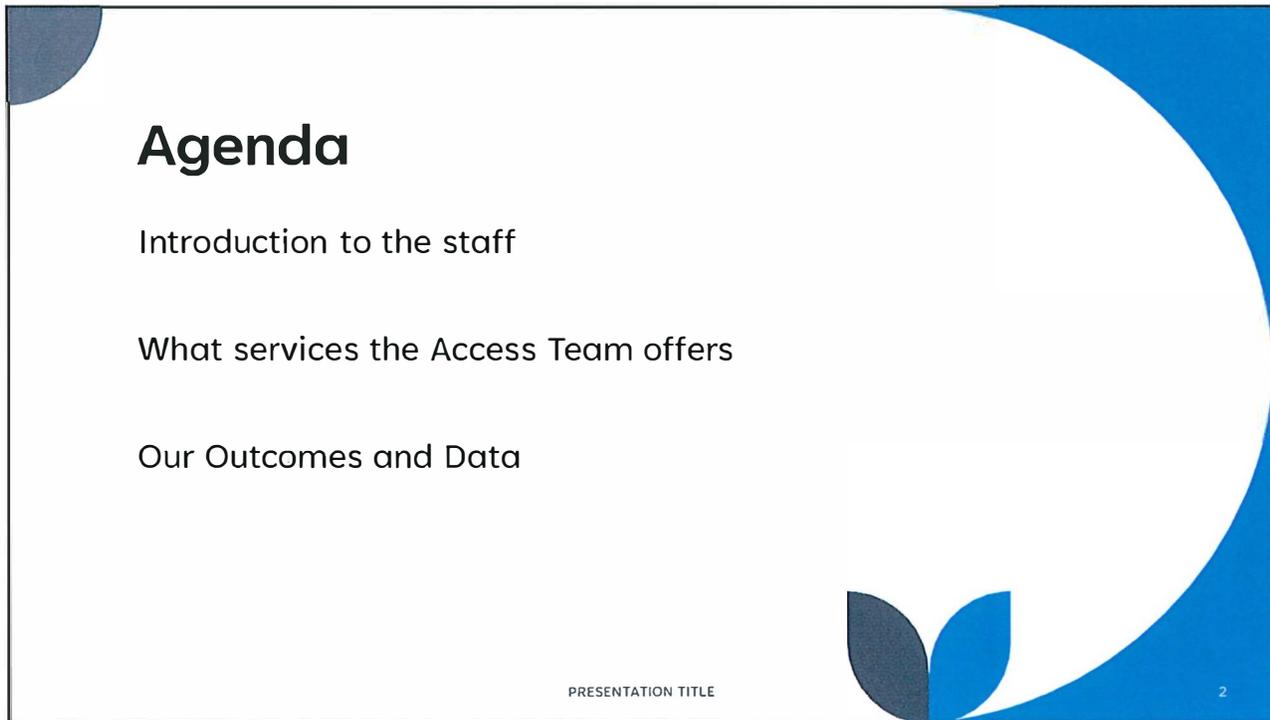
PRELIMINARY MINUTES
To be approved at the Finance Meeting on
February 16, 2024



HealthWest Access Team

Christy LaDronka LMSW, CAADC
Access Services Manager

1



Agenda

- Introduction to the staff
- What services the Access Team offers
- Our Outcomes and Data

PRESENTATION TITLE

2

Leadership

Access Manager

Christy LaDronka



Access Supervisor

Stephanie Segar



Access Supervisor

Taylor Carey



PRESENTATION TITLE

3

3

Access Staff

Access Team #1



Access Team #2



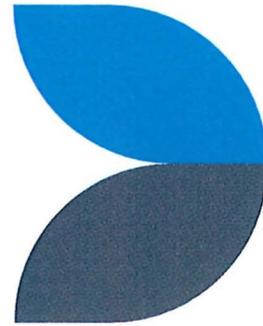
10 Master Level Clinicians
2 LBSW Clinician
8 Stabilizers
1 Recovery Coach

4

4

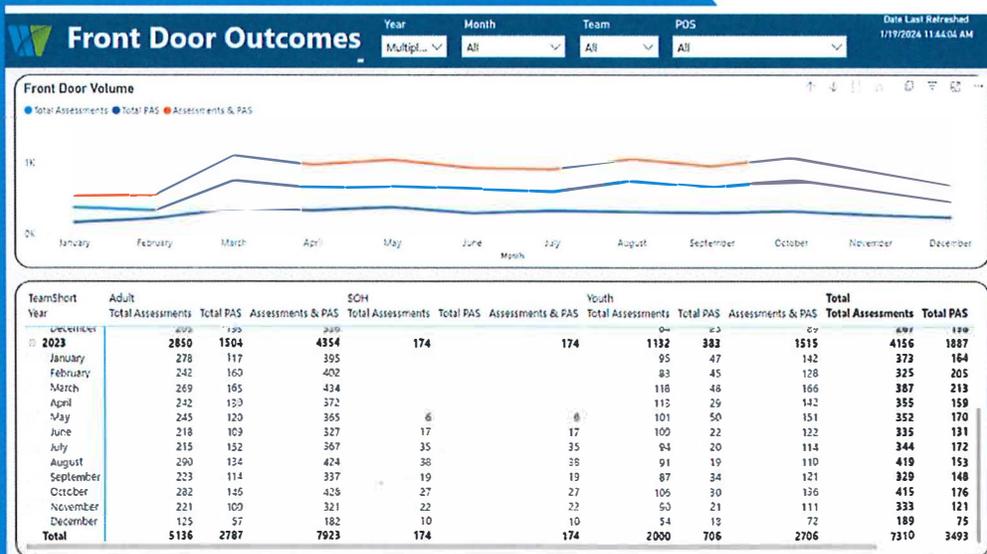
What services we offer

- We are the primary point of contact for families/individuals accessing care in Muskegon County.
- We provide onsite crisis services for those individuals who are walking in from the street
- We provide brief psychosocial screenings for all ages that are requesting behavioral health services.
- We are an access point for individuals who are looking for primary substance use services and only access point for those requiring Methadone Services
- We provide 24/7 response services to individual that have no insurance or primary Muskegon Medicaid that are requesting a preadmission screening for inpatient hospitalization
- We connect individuals to community resources for ongoing support/care that might not require admission to one of our programs

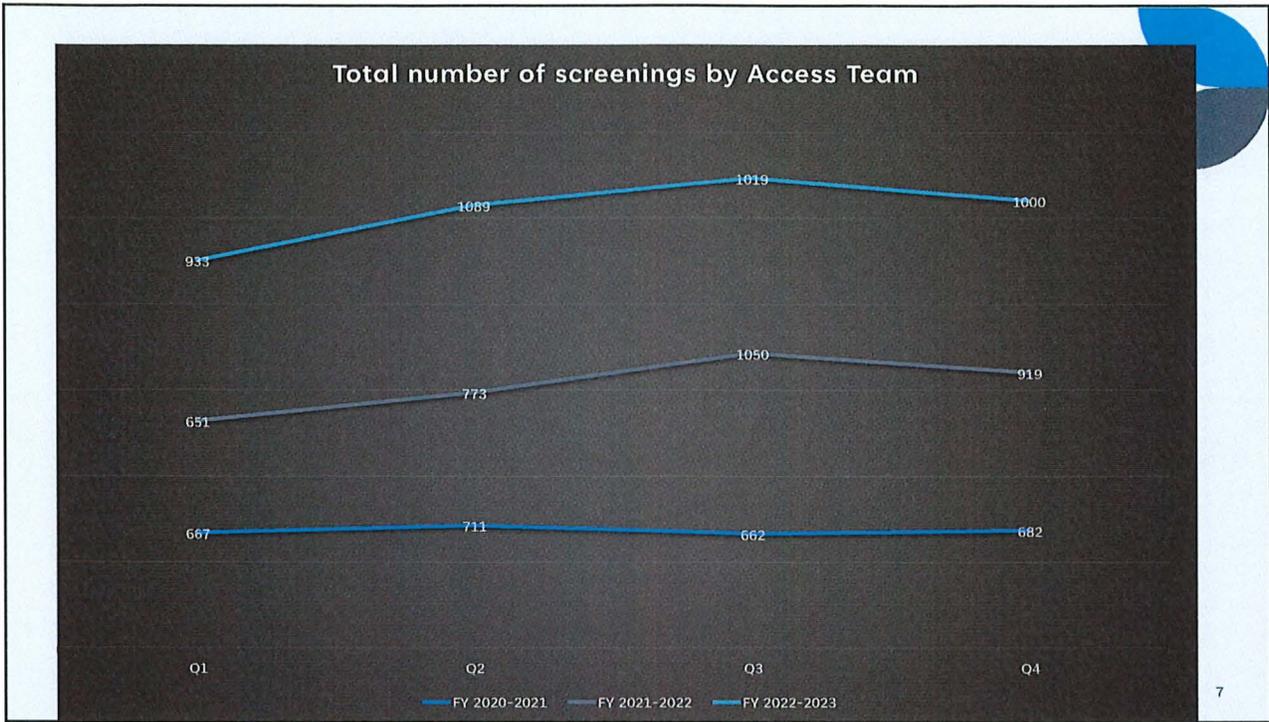


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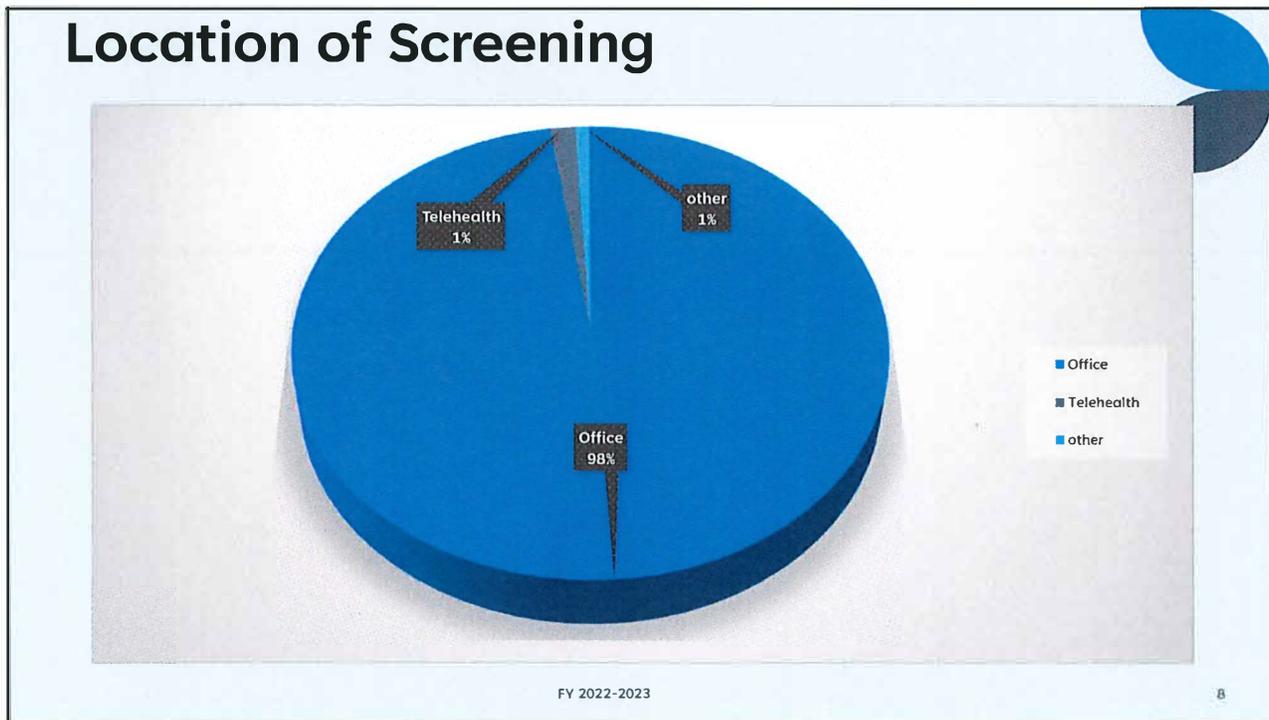
Screening Outcomes



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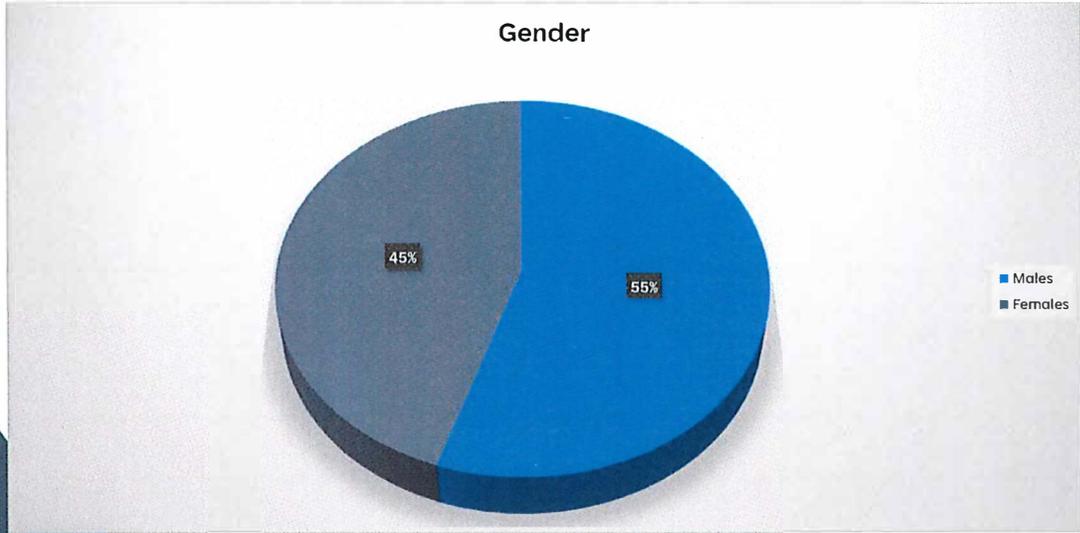


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Demographics

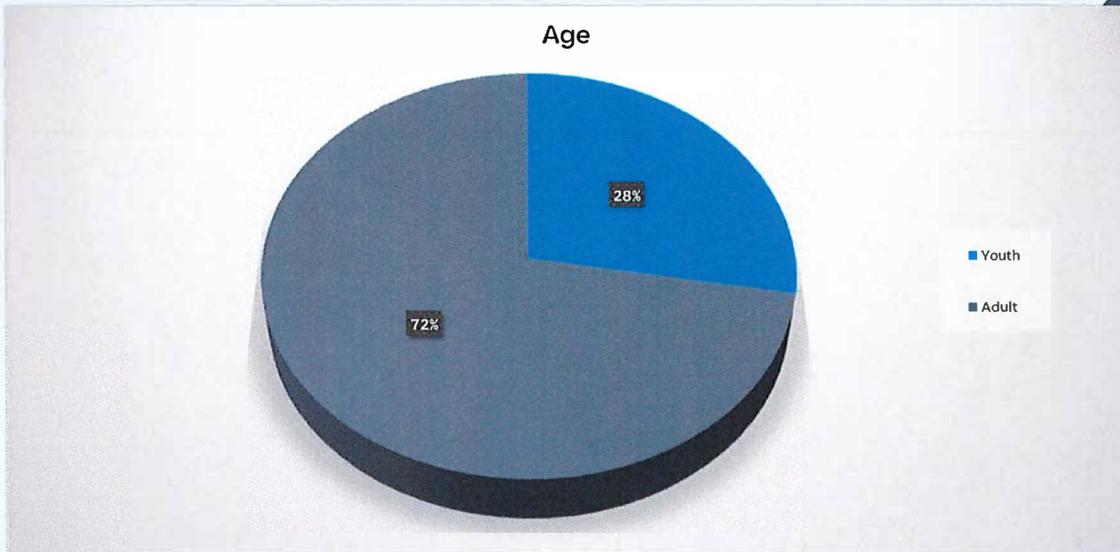


FY 2023-2023

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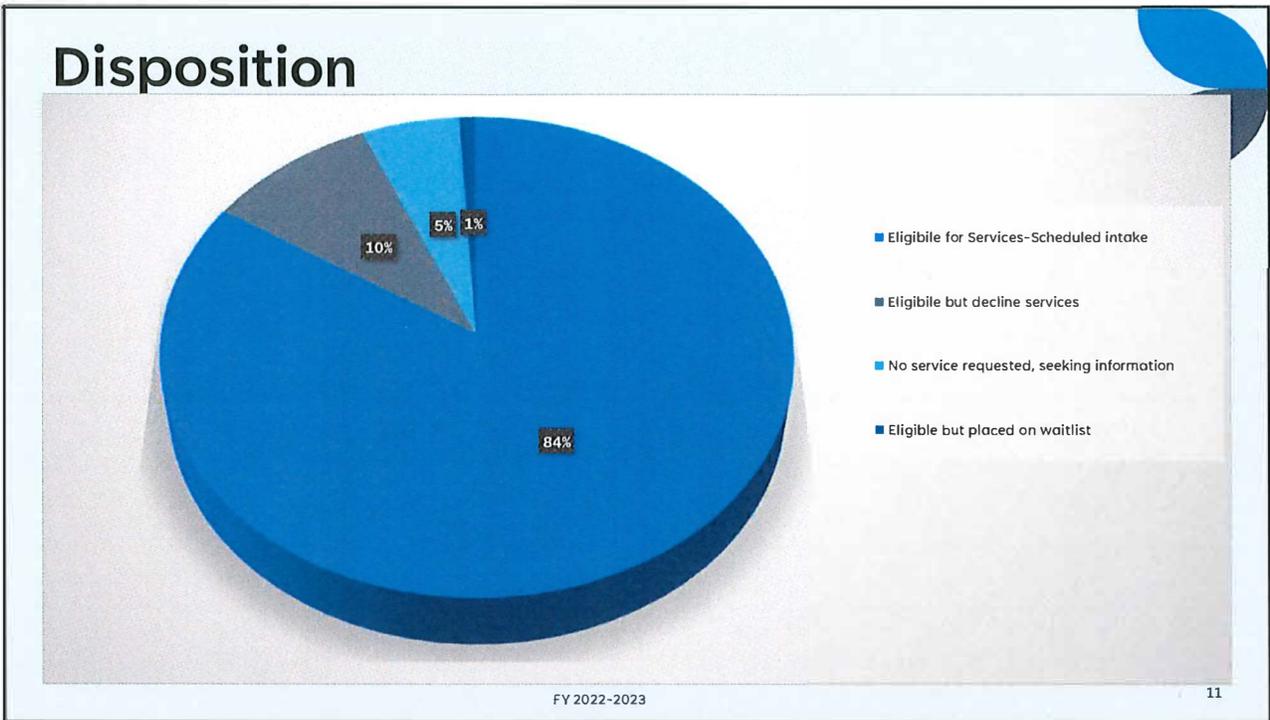
Demographic



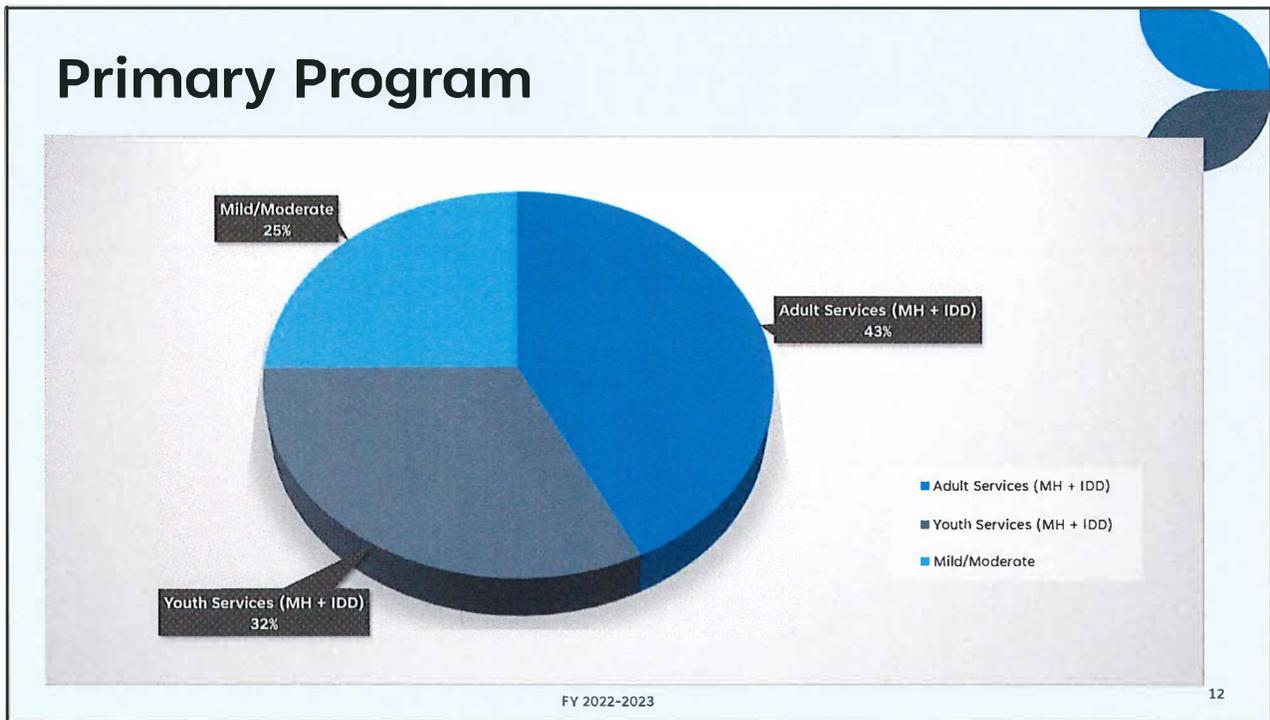
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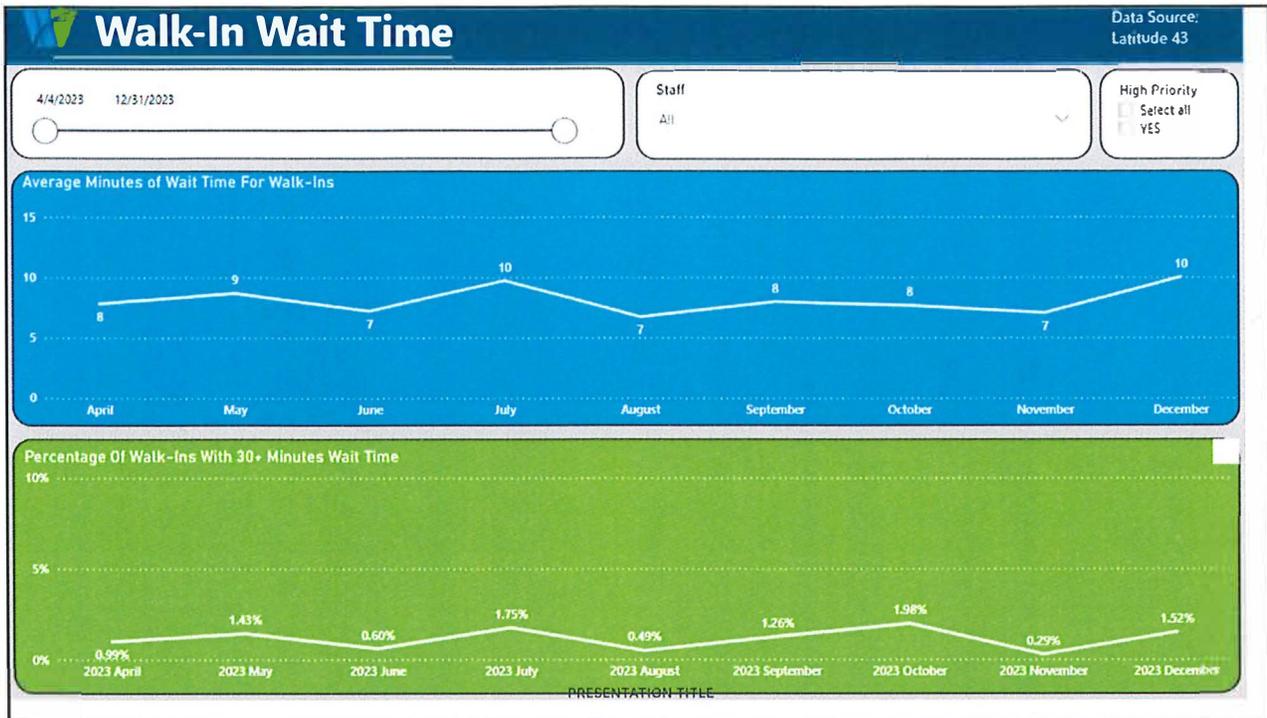
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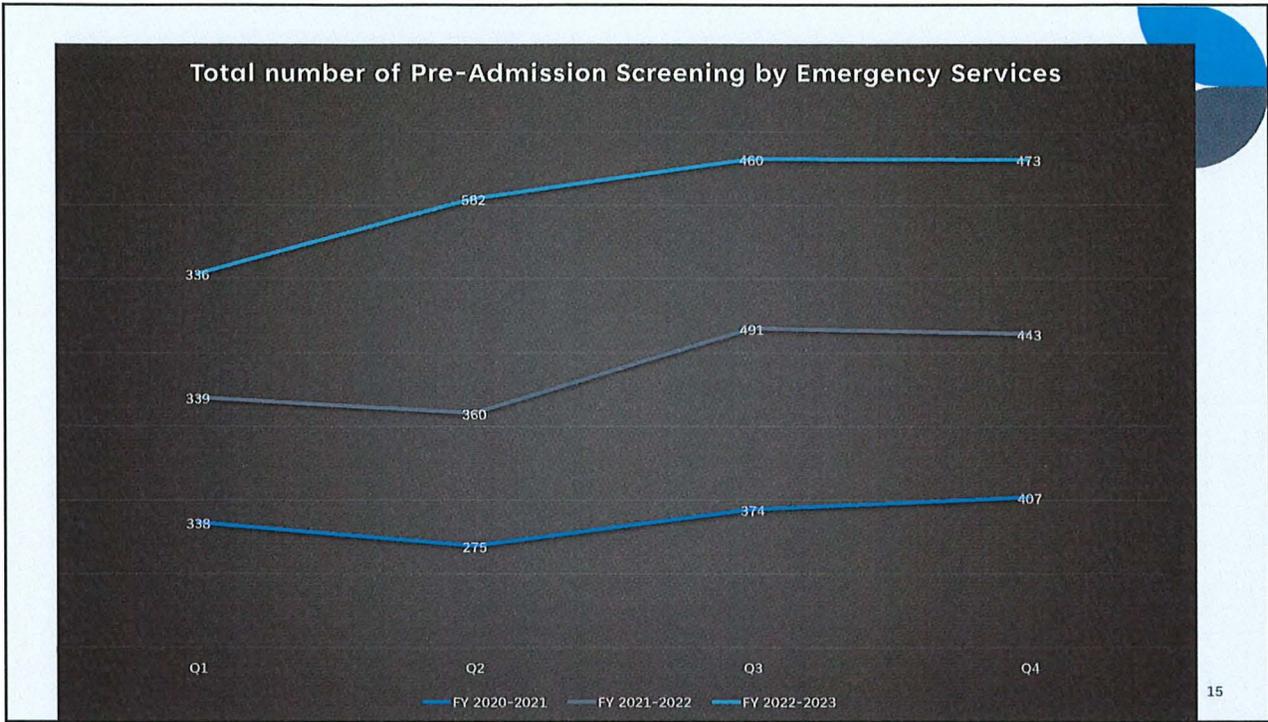


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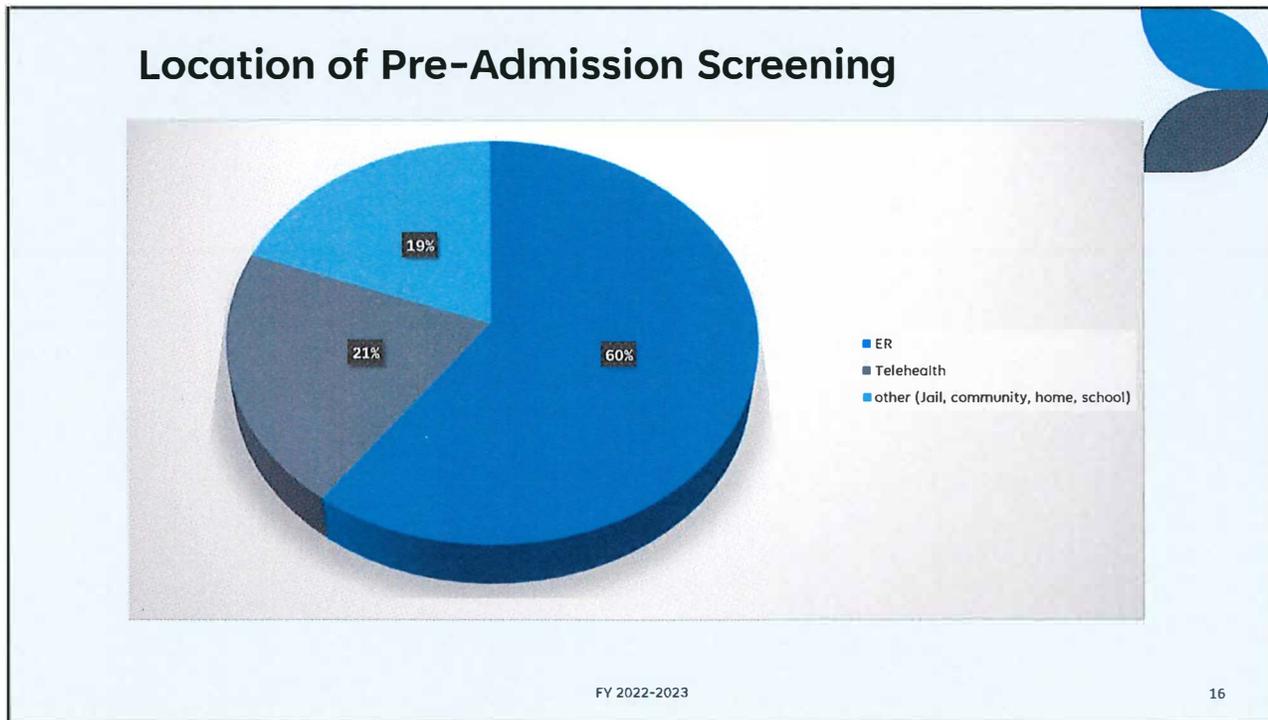
Emergency Service

- 15 Master Level Clinicians and 2 Licensed Bachelor Social Workers support the 24/7 Emergency on-call service
- Monthly average of 35-40; 12-hour shifts that need coverage; includes Holiday's and weekends
- Responsible for providing a Pre-Admission Screening (PAS) for any Youth or Adult consumer who has primary Medicaid or no insurance.
- Expected to make a PAS disposition within 3 hours of request.

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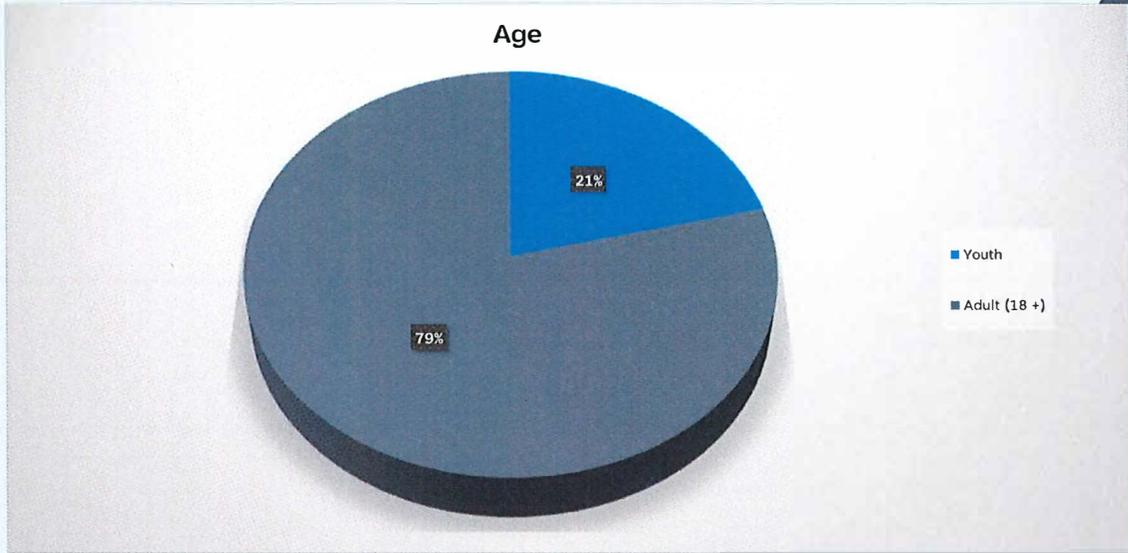


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Demographic



FY 2022-2023

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Performance Measure for Pre-Admission Screening

Performance Measure	Population	FY22Q1	FY22Q2	FY22Q3	FY22Q4	FY23Q1	FY23Q2	FY23Q3	FY23Q4
(1) Timeliness of Pre-Admission Screening Decision <i>Decision within 3 hrs. of request</i>	Child	100.0%	98.7%	98.1%	100.0%	100.0%	99.3%	100.0%	98.8% (81/82)
	Adult	99.1%	99.4%	99.7%	98.5%	100.0%	99.5%	98.1%	98.5% (328/333)
	Overall	99.3%	99.3%	99.3%	98.8%	100.0%	100.0%	100.0%	98.6% (409/415)
	Threshold	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0% (394/415)

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Recovery Coach-SUD Access

- 1 Certified Recovery Coach
- Engagement during initial assessment process, interim recovery supports leading up to admission and direct assistance in ensuring admission to various SUD level of care treatment options
- Serve as main point of contact (if not open to any other treatment provider) during a consumers residential treatment episode; actively participate in continuity of care efforts following detox and residential services.
- Provide direct support, including transportation as necessary, for timely transition to initial appointments and appointments to next level of care (for detox/STR transfers)

Access Recovery Coach:	Month: October 2023	Month: November 2023	Month: December 2023
# of individuals who received RC services	19	24	27
# of individuals successfully connected to SUD Tx upon initial evaluation (initial appt scheduled)	13	21	14

19

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Comments from Staff

- "I work at HealthWest because I have a passion for helping others"
- "I really enjoy the comradery of the team and the willingness everyone has to support each other. "
- "For the past five years, HealthWest has provided a platform for this clinician to serve the diverse Muskegon community in their time of crisis by instilling value and hope in individuals and families through listening, helping them identify their needs and strengths, and taking action by giving them a direction to move forward when they feel stuck."
- "I work on the access team because this team allows a level of collaboration that I wouldn't be able to get on any other team. To know that I am never alone when making a difficult decision is something invaluable to me! "
- "I enjoy working on the Access team because we are able to reach a portion of the population that struggles the most systemically. Being an advocate for MH and SUD treatment for our marginalized neighbors is important."

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Comments from Staff

- "I stay at HealthWest because every day working on this Access team I get to use every single skill I have acquired throughout my career balancing assessment, crisis, therapy, you name it!. Not to mention working with the most passionate, skilled, intelligent, funny, and kind group of people I have ever met. I have no intention of going anywhere else!"
- "My passion for helping others is what drew me to HealthWest. Working on the Access team gives chances to deliver life-altering assistance to others. We have the capacity to help guide others toward overcoming obstacles and encourage hope."
- "The access team often sees people in their toughest of times. I enjoy being able to provide them with hope and show them that someone cares. I think we go above and beyond to help everyone in one way or another, whether it be with our internal services, a contracted provider, or connecting them with a community resource."

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Thank you

Christy LaDronka, LMSW, CAADC
Christy.Ladronka@healthwest.net

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**MDHHS Performance Indicator
MMBPIS Summary Report**

Performance Measure	Population	FY22Q1	FY22Q2	FY22Q3	FY22Q4	FY23Q1	FY23Q2	FY23Q3	FY23Q4
(1) Timeliness of Pre-Admission Screening Decision <i>Decision within 3 hrs. of request</i>	Child	100.0%	98.7%	98.1%	100.0%	100.0%	99.3%	100.0%	98.8% (81/82)
	Adult	99.1%	99.4%	99.7%	98.5%	100.0%	99.5%	98.1%	98.5% (328/333)
	Overall	99.3%	99.3%	99.3%	98.8%	100.0%	100.0%	100.0%	98.6% (409/415)
	Threshold	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0% (394/415)
		FY22Q1	FY22Q2	FY22Q3	FY22Q4	FY23Q1	FY23Q2	FY23Q3	FY23Q4
(2a) Timeliness of Assessment Following Request for Service* <i>Assessment within 14 days of request</i>	MI Child	94.6%	79.8%	68.9%	66.7%	75.3%	73.2%	65.6%	68.2% (135/198)
	MI Adult	97.1%	73.4%	48.8%	56.0%	56.5%	52.2%	54.7%	53.4% (230/431)
	DD Child	96.3%	79.3%	95.2%	70.4%	85.2%	70.6%	56.0%	48.3% (14/29)
	DD Adult	93.8%	71.4%	68.4%	77.8%	90.0%	85.7%	63.6%	50.0% (8/16)
	Overall	96.0%	75.9%	58.2%	60.7%	64.8%	61.1%	58.7%	57.4% (387/674)
	Threshold	62.0%	62.0%	62.0%	62.0%	62.0%	62.0%	62.0%	62.0% (418/674)
		FY22Q1	FY22Q2	FY22Q3	FY22Q4	FY23Q1	FY23Q2	FY23Q3	FY23Q4
(2e) Time to Treatment (SUD)* <i>First service within 14 days of request</i>	Time to Treatment	94.5%	89.6%	87.1%	87.4%	91.4%	82.2%	90.0%	84.9% 0.848739
	Threshold	68.2%	68.2%	68.2%	68.2%	68.2%	68.2%	68.2%	68.2% 0.682
		FY22Q1	FY22Q2	FY22Q3	FY22Q4	FY23Q1	FY23Q2	FY23Q3	FY23Q4
(3) Timeliness of Start of Services Following Assessment* <i>Next service within 14 days of assessment</i>	MI Child	79.2%	73.0%	67.5%	74.6%	57.1%	61.7%	70.7%	55.1% (102/185)
	MI Adult	72.9%	37.9%	67.6%	62.7%	57.4%	59.9%	70.9%	67.5% (247/366)
	DD Child	92.6%	53.8%	83.3%	66.7%	66.7%	61.5%	38.9%	43.5% (10/23)
	DD Adult	94.1%	60.0%	85.0%	53.8%	63.6%	88.9%	21.1%	38.9% (7/18)
	Overall	78.0%	58.4%	69.0%	66.5%	57.9%	61.1%	68.0%	61.8% (366/592)
	Threshold	72.9%	72.9%	72.9%	72.9%	72.9%	72.9%	72.9%	72.9% (432/592)
		FY22Q1	FY22Q2	FY22Q3	FY22Q4	FY23Q1	FY23Q2	FY23Q3	FY23Q4
(4a) Follow-Up to Inpatient Discharge <i>Within 7 days of discharge</i>	Child	100.0%	100.0%	100.0%	81.3%	94.4%	95.0%	95.0%	83.3% (15/18)
	Adult	95.5%	95.1%	95.7%	94.7%	94.7%	97.4%	97.6%	93.8% (76/81)
	Overall	96.1%	95.6%	96.3%	92.4%	94.6%	96.9%	97.1%	91.9% (91/99)
	Threshold	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0% (94/99)
		FY22Q1	FY22Q2	FY22Q3	FY22Q4	FY23Q1	FY23Q2	FY23Q3	FY23Q4
(4b) Follow-Up to SUD Detox Discharge <i>Within 7 days of discharge</i>	Follow-Up	100.0%	95.2%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0% (2/2)
	Threshold	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0% (2/2)
		FY22Q1	FY22Q2	FY22Q3	FY22Q4	FY23Q1	FY23Q2	FY23Q3	FY23Q4
(10) Inpatient Recidivism <i>Readmission to an inpatient facility within 30 days of previous discharge</i>	Child	4.2%	28.6%	4.0%	15.0%	0.0%	3.3%	6.1%	16.0% (4/25)
	Adult	8.3%	7.0%	12.2%	2.8%	5.3%	14.8%	9.3%	6.8% (10/136)
	Overall	7.6%	10.4%	10.8%	4.7%	4.4%	12.7%	8.6%	8.2% (14/171)
	Threshold	15.0%	15.0%	15.0%	15.0%	15.0%	15.0%	15.0%	15.0% (26/171)

*** New performance thresholds introduced by MDHHS for FY24**

Effective October 1, 2023, MDHHS established new performance thresholds for Medicaid beneficiaries for MMBPIS Indicators 2a, 2e, and 3, which measure timely access to services. Thresholds were calculated using FY22 PIHP performance data and are divided into three tiers: below 50th percentile, between 50th and 75th percentile, and above 75th percentile. PIHP's are assigned a target percentile for FY24 based on average performance during FY23 (LRE targets for FY24 have been added above, for purposes of preliminary comparisons).

Two additional notes regarding definition and application of the new thresholds:

- The new indicator thresholds for Indicators 2a, 2e, and 3 do not allow for any exceptions. This means data for these indicators includes cases where an individual cancelled or no-showed, appointments were rescheduled (either by staff or the consumer), or where there was a shortage of providers for the requested service. In other words, out-of-compliance cases include all instances when an individual was not assessed or served, as well as when the assessment/service occurred outside of 14 days, regardless of the underlying reason. Exceptions are still allowed for Indicators 1, 4a, and 10.
- MDHHS will not apply the new thresholds to subpopulations for age or diagnoses - PIHP's will only be evaluated by their overall performance across all populations. However, HealthWest will continue monitoring population- and program-level data to recognize our strengths and areas for improvement.

*** Highlights of HealthWest FY23Q4 MMBPIS data**

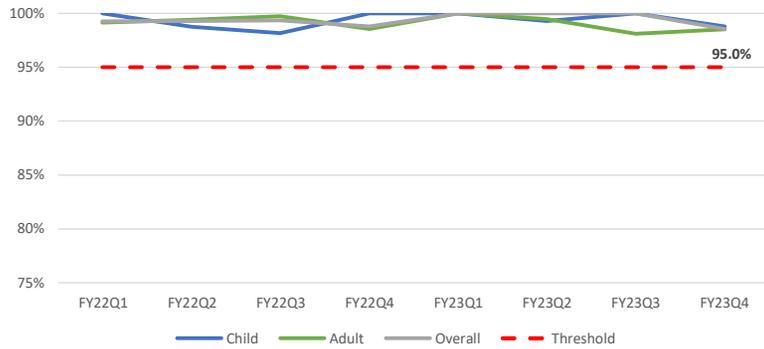
During the past two quarters, HealthWest fell below the new thresholds for Indicators 2a and 3 (in pink). However, this performance was higher than all but one other CMHSP in our region and placed HealthWest in the middle third of CMHSPs across the state. Primary reasons for non-compliance include no-shows, consumers choosing not to utilize HW services, and consumers rescheduling and cancelling appointments. Staffing shortages (esp. for outpatient therapy) and turnover (causing unfamiliarity with workflows and timeliness requirements) were also contributing factors. Implementation of the assessment team, redistribution of clinical workflows, launch of monitoring dashboards, and retraining on requirements are underway and will boost performance.

HealthWest was also below MDHHS standards for children and adults on Indicator 4a (follow-up to inpatient discharge) and children on Indicator 10 (inpatient recidivism). Corrective actions include introduction of a new process for scheduling post-hospital follow-up appointments and retraining on timeliness standards.

HealthWest exceeded MDHHS standards for both children and adults on Indicator 1 (pre-admission screening timeliness), Indicator 2e (time to SUD treatment), Indicator 4b (follow-up to discharge from SUD detox), and adults on Indicator 10.

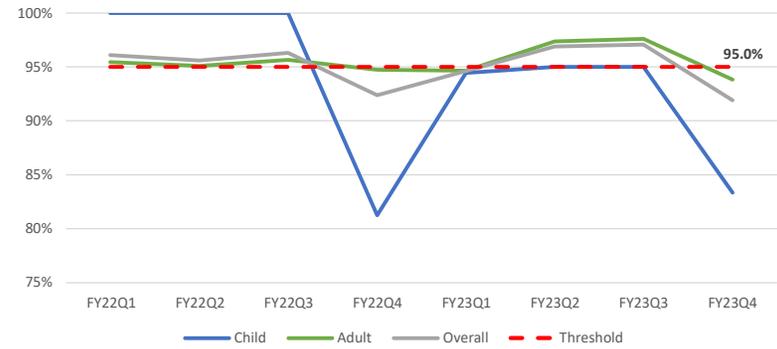
Timeliness of Pre-Admission Screening

MDHHS MMBPIS Indicator 1 (Standard: determination within 3 hrs. of request)



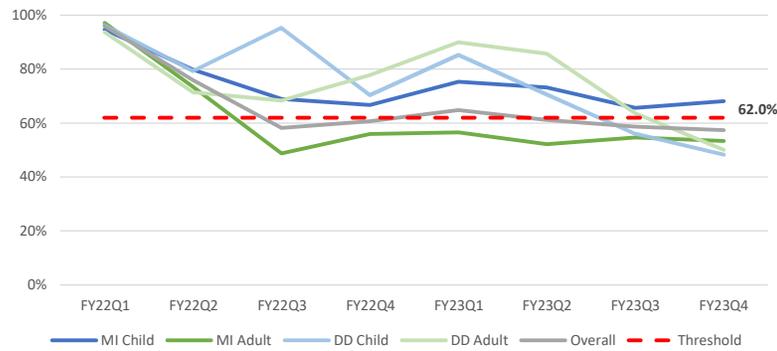
Follow-Up to Discharge from Inpatient

MDHHS MMBPIS Indicator 4a (Standard: follow-up within 7 days of discharge)



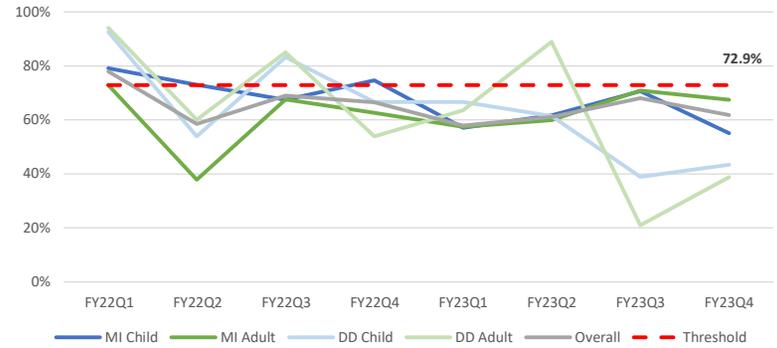
Timeliness of Initial Assessment

MDHHS MMBPIS Indicator 2a (Standard: assessment within 14 days of request)



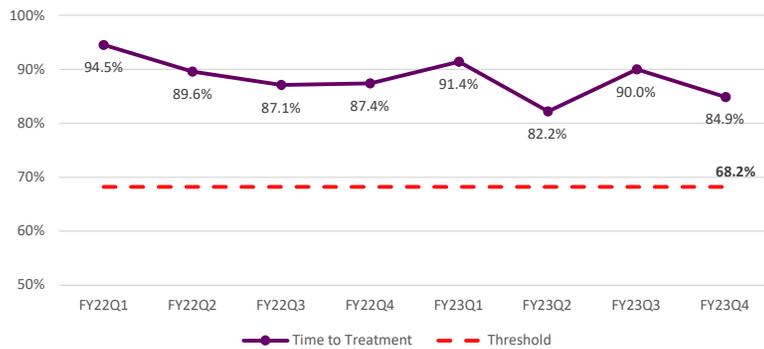
Timeliness of Start of Ongoing Services

MDHHS MMBPIS Indicator 3 (Standard: next service within 14 days of assessment)



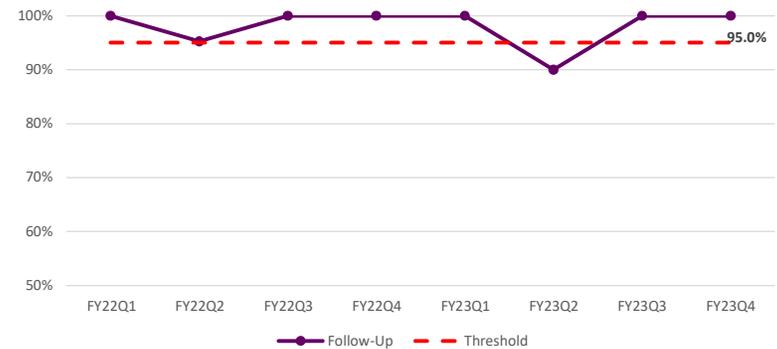
Time to Treatment (SUD)

MDHHS MMBPIS Indicator 2b (Standard: first service within 14 days of request)



Follow-Up to Detox Discharge (SUD)

MDHHS MMBPIS Indicator 4b (Standard: follow-up within 7 days of discharge)





HealthWest Employee Recognition / Feedback from Consumers:

**A call came through Customer Service Tuesday, January 16th
about the Juvenile Justice team.**

*Direct Quote: “This caller wanted to share that the staff on the
JJteam is AMAZING!! She specifically names Mariyah Wilcox and
Kimberly Darcy!! She shared “They are the first staff that my son
has ever opened up to!”*

Keep up the GREAT work Mariyah & Kimberly!!!!!!

Main Office

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

HealthWest.net



RIVERSEDGE

LIFESTYLE PHOTOGRAPHY

HealthWest Board Members!

We would like to include a professional headshot of our HealthWest Board Members on our website!

Board of Directors

- Janet Thomas, *Chair*
- Cheryl Natte, *Vice Chair*
- Jeff Fortenbacher, *Treasurer*
- Thomas Hardy
- Janice Hilleary
- Marcia Hovey-Wright, *Muskegon County Commissioner*
- Charles Nash, *Muskegon County Commissioner*
- F. Remington Sprague, MD
- Tamara Madison
- Kim Cyr, *Muskegon County Commissioner*
- John Weerstra
- Vacancy - Consumer (Secondary)

Interested in joining our board? [Click here to apply.](#)

RiversEdge is our HealthWest staff photographer. **Please present this document to RiversEdge personnel on either of these dates:**

- **Monday, January 29th @ 1:30pm**
- **Monday, February 5th @ 1:30pm**
- **Monday, February 12th @ 1:30pm**

RiversEdge: 845 Terrace St
Muskegon, MI, 49440

Please note: RiversEdge is in the same building as Radium Photo (PLEASE DO NOT GO TO RADIUM PHOTO FOR YOUR PHOTO)



BOARD MEMBER NAME: _____

If you have any questions or issues please reach out to Holly Brink
231-670-4303 or holly.brink@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; 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 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	MEMBER	NON-MEMBER
	\$49	\$59

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
Full Conference	\$423	\$463	\$505	\$554
One Day	\$328	\$368	\$392	\$440

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 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 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 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: January 25, 2024

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:

- Director's forum updates: Attended 1/24/2024.
 - Gov. Whitmer presented the State of state address 1/24/2024, 7:00pm. Legislation is coming is back in session (1/25/2024). Secondly, we are keeping our eye on the budget that is going to be presented February 7th, which focuses on Mental Health funding and how that will be impacted.
 - CMHA is spearheading various meetings (1st meeting was 1/23/2024) with MDHHS to address the enrollment issues experienced by most of the PIHPs and CMHSP with PHE ending and redetermination underway. The CMHA financial analysis currently estimates the revenue drop to be about 43M, and by the end of the Fiscal year will be about 190M for the PIHP system statewide. Bob Sheehan has meetings scheduled with MDHHS leadership, and their actuarial experts, to discuss what needs to be done to address the shortfall experienced. PIHPs and CMHSPs are working to compile data of cases to send to MDHHS. The sense from the first meeting is that MDHHS wants to correct the enrollment issues and address them quickly because the impact will be great.
 - Updates from MDHHS staff:
 - Jackie Sproat – provided an update on reducing the administration burden in the area of reporting requirements such as MMBPIS will be done FY25, removal of Annual report on Fraud and Abuse is no longer required as it is duplicative.
 - Patti Neitman - Children's Bureau team – talked about MichiCANS rollout and gave a status update from the Soft Launch sites as it stands about 150 MichiCANS have been completed so far. HW is a soft launch site. Also talked about the timeline for Children's waiver renewal and SED waiver renewal coming up and needs to be submitted in June, July timeframe.
 - Belinda Hawks - provided an update on Conflict Free Access and Planning, structural design for this will be presented in February and what that will look like. She stated that they are reviewing current structures and looking at preserving these structures, there will also be a period after the design is complete, there will be consideration for exception for CFAP, for example, CMHSPs that are rural and the only provider of services for the area, etc.

- Michigan MichiCANS soft launch is underway. Our staff has been meeting with MDHHS implementation team on a regular basis. HW is working to align how our CANS systems will align with the state. There are some issues that still need attention, such as the training requirements clarification from MDHHS on individuals to be trained. HW should be ready for the Hard Launch by October 1, 2024.
- CMHA Winter conference is February 5 to the 7th. I believe we will have 3 board members going. This will be held at the Radisson Plaza Hotel in Kalamazoo this time around.

Lakeshore Regional Entity updates:

- We now have a second board member representative at the LRE SUD Policy Oversight board. Mr. Louis Churchwell was appointed by the County Board of Commissioners.
- LRE and CMHSPs are still pulling and evaluating data from the 834-enrollment file, to determine what is happening with our DAB population and why they are being assigned to a different funding population impacting our revenues. The Medicaid redetermination with PHE ending is showing a significantly higher drop in revenues over what was projected. We are working with our MDHHS staff at HealthWest to analyze the data closely, and address what is under our control. The rest of the data will be sent to MDHHS via the LRE. We are also looking at the impact of funding changes on our HSW (Habilitation Supports Waiver) – HAB Supports Waiver consumers falling off DAB as well which is impacting our revenue.
- I have reviewed the LRE CMHSP contract with input from our Corporate Counsel, Foster Swift, and HW has submitted feedback to the LRE. The LRE is working on consolidating all the feedback and will determine next steps. There could potentially be a workgroup at the LRE to sort out some of the contract details. When the contract is finalized, I will come back to the board again to request approving me to sign the contract. In the meantime, the LRE will continue likely with extensions to our current contract.

Executive Director activities CMH level:

- The Quality Improvement Plan will be presented to the board in February. As a CMHSP, we are required to have a completed Performance improvement plan to document all our quality improvement activities.
- We have received our CARF survey information summary. The date for the review is not finalized, but receiving the summary and invoice for the audit is step in the right direction. We are hoping to have the survey date in the April-May timeframe.
- Space moves – Finance and HR staff have moved to Marquette and are sharing space with County staff. Their set up is hybrid--some days working remotely and some days working at Marquette. This is a pretty big change for HW and County staff and are working on transitioning to the new space.

On the horizon:

- Continue to conduct KATA training and opening it up for more staff at HW. There are a variety projects starting for KATA related to the process mapping completed with Fiscal team (flowcharting team). Opportunities for improvement have been identified. The fiscal team is moving into flowcharting the claims processes with the completion of billing processes which have been documented.
- Working on updating the Strategic Plan with a potential rework at the later part of the year.