

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

**October 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 8:01 a.m.

**ROLL CALL**

Members Present: Janet Thomas, John Weerstra, Kim Cyr, Marcia Hovey-Wright, Thomas Hardy, Charles Nash, Remington Sprague, M.D., Tamara Madison

Members Online: Mary Vazquez

Members Absent: Cheryl Natte, Janice Hilleary, Jeff Fortenbacher

Others Present: Rich Francisco, Holly Brink, Gina Maniaci, Kristi Chittenden, Amber Berndt, Christy LaDronka, Brandy Carlson, Suzanne Beckeman, Calvin Davis, Michael Pyne, Jennifer Hoeker, Rachel Harden, Kelly Betts, Gary Ridley, Mickey Wallace, Linda Wagner, Gordon Peterman, Anissa Goodno, Danielle Bush, Brittani Duff, Jackie Farrar,

Guests Present: Kristen Wade, Matt Farrar

**MINUTES**

HWB 17-B - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the minutes of the September 20, 2024 Full Board meeting as written.

**MOTION CARRIED**

**COMMITTEE REPORTS**

***Program Personnel Committee***

HWB 1-P - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the minutes of the August 9, 2024, meeting as written.

**MOTION CARRIED**

HWB 2-P - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Policy and Procedure for Representative Payees, effective November 1, 2024

**MOTION CARRIED**

HWB 3-P - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Policy and Procedure for Community Relations, effective November 1, 2024

**MOTION CARRIED**

HWB 4-P - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Policy and Procedure for Trauma Informed Care, effective November 1, 2024

**MOTION CARRIED**

HWB 5-P - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Policy for Board Governance, effective November 1, 2024

**MOTION CARRIED**

***Recipient Rights Committee***

HWB 6-R - It was moved by Mr. Weerstra, seconded by Ms. Madison, to approve the minutes of the August 9, 2024, meeting as written.

**MOTION CARRIED**

HWB 7-R - It was moved by Mr. Weerstra, seconded by Ms. Natte, to approve the Recipient Rights Reports for August 2024 / September 2024.

**MOTION CARRIED**

***Finance Committee***

HWB 8-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve expenditures for the month of August 2024, in the total amount of \$10,077,522.27.

**MOTION CARRIED**

HWB 9-F - It was moved by Mr. Hardy, seconded by Dr. Sprague to authorize the HealthWest Board of Directors 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 \$333,453 and approve Brandon Basking to sign the MSHDDA Agreement.

**MOTION CARRIED**

HWB 10-F - It was moved by Mr. Hardy, seconded by Ms. Thomas, to authorize acceptance of the attached grants and of the requirements within for a total of \$6,360,960 for Fiscal Year 2025.

**MOTION CARRIED**

HWB 11-F - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Executive Director to sign a contract with Amani, LLC, effective November 1, 2024, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**MOTION CARRIED**

HWB 12-F - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Executive Director to sign a contract with Better Living AFC, LLC, effective November 1, 2024, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**MOTION CARRIED**

HWB 13-F - It was moved by Dr. Sprague, seconded by Mr. Hardy, to approve the HealthWest Executive Director to sign a contract with Delight Care, LLC, effective November 1, 2024, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**MOTION CARRIED**

HWB 14-F - It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the HealthWest Executive Director to sign a contract with Dignified Care, LLC, effective November 1, 2024, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**MOTION CARRIED**

HWB 15-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest Executive Director to sign a contract with Ivy Lande Residence, effective November 1, 2024, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**MOTION CARRIED**

HWB 16-F - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Executive Director to sign a contract with Zawadi USA LLC, effective November 1, 2024, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**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**

Rachel Harden, Veteran's System Navigator, presented Veteran Resource Deployment Stand Down.

### **DIRECTOR'S COMMENTS**

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

### **Director's Update**

#### **MDHHS Updates:**

- CMS has extended our current Waiver agreements with CMS and is applicable until the end of December. It was a 90-day extension allowing CMS to review the changes that MDHHS has included in the waiver. We continue to keep an eye on this because it impacts HW. One area this impact is that the current waiver still references the CAFAS as the official assessment for children served, therefore we must keep using this assessment on top of MichiCANS assessment for the kids we serve during the extension period.
- The LRE continued to receive payments for Medicaid even though they signed the contract with alternative languages to certain sections of the contract related to the Waskul case and the ISF savings percentage amount.

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

- **FY25 LRE Contracts** At the last LRE board work session October 23, Bob Sheehan, attended the meeting to talk about a general framework for capitation and discussed the

issue of risk which has been a topic of contention in the contract negotiations with the CMHSPs. Sheehan presented that in a Capitation model, CMH's do bear a risk if they also could have UM at their respective shops. All CMHSPs in our region have UM departments. The LRE should explore a model that is a shared risk model and not just at the LRE or just at the CMH. At the LRE board meeting, the LRE proposed another extension to the contract for another 45 days.

- **CMHSPs Spending Plans:** All CMHSPs will be submitting updated spending plans to the LRE by November 14<sup>th</sup> since the LRE did get FY25 revenues. The region overall got an increase in revenue for the coming year.

**CMH level:**

- HW attended the Sequential Intercept Mapping/CIT (Crises Intervention Team) with a lot of different agencies in Muskegon. The agencies that participated were the various police departments, the Sheriff's office, the Jail, the various courts from Public Defender, to prosecutors, District Court, Circuit Court, and other provider agencies such as City of Muskegon, Muskegon Family Care, Trinity Health, and the Rescue Mission. The goal was to continue to strategize direction for the continuity and sustainability of the CIT program and address issues in the community that relates to providing Mental Health care and Substance use treatment at various stages of law enforcement interceptions.
- Wage Study is moving right along with Amy Cell continuing to review jobs descriptions at HW. There have been a lot of job descriptions updated. Amy Cell has also met with various leaders at CMH: directors, managers and supervisors to ask additional questions on roles. Amy Cell will continue to work on benchmarking positions next. Their goal is still to have the draft done by December/January.
- HW is continuing to work on expanding the CRU to a twelve bed. We do have space in mind and are working to finalize an agreement that would be cost neutral for HW to move into and at the same time expand bed capacity so we can serve more individuals.

**AUDIENCE PARTICIPATION**

There was no audience participation.

**ADJOURNMENT**

There being no further business to come before the board, the meeting adjourned at 8:35 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  
October 25, 2024  
376 E. Apple Ave., Muskegon, MI 49442  
<https://healthwest.zoom.us/j/92330401570?pwd=TFNHMWWhnQmF5NVYybWRQVG54Tk1GZz09>  
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 September 20, 2024<br>(Attachment #1 – pg. 1-4)   | Action      |
| 4) | Public Comment (on an agenda item)   |             |
| 5) | Committee Reports  |             |
|    | A) Program Personnel Committee<br>(Attachment #2 – pg. 5-8)  | Action      |
|    | B) Recipient Rights Committee<br>(Attachment #3 – pg. 9-11)  | Action      |
|    | C) Finance Committee<br>(Attachment #4 – pg. 12-16)  | Action      |
| 6) | Items for Consideration  |             |
| 7) | Old Business   |             |
| 8) | New Business   |             |
| 9) | Communication  |             |
|    | A) Veteran Resource Deployment Stand Down Presentation<br>Rachel Harden, Veteran's System Navigator<br>(Attachment #5 – pg. 17-24) | Information |
|    | B) Rising Star Consumer Recognition Awards<br>(Attachment #6 – pg. 25)   | Information |
|    | C) Consumer Advisory Update<br>(Attachment #7 – pg. 26)  | Information |
|    | D) Staff Kudos<br>(Attachment #8 – pg. 27)   | Information |

E) Walk-A-Mile Rally Event  
Tamara Madison & Thomas Hardy

Information

F) Director's Report – Rich Francisco, Executive Director  
(Attachment #9 – pg. 28-29)

Information

10) Public Comment

11) Adjournment

Action

/hb

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

**September 20, 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: Janet Thomas, Cheryl Natte, Janice Hilleary, John M. Weerstra, Kim Cyr, Marcia Hovey-Wright, Thomas Hardy, Charles Nash, Remington Sprague, M.D., Tamara Madison

Members Absent: Jeff Fortenbacher, Mary Vazquez

Others Present: Rich Francisco, Holly Brink, Gina Post, Brandy Carlson, Melina Barrett, Christy LaDronka, Kristi Chittenden, Gina Kim, Linda Wagner, Stephanie Baskin, Brandon Baskin, Anissa Goodno, Rachel Harden, Shannon Morgan, Tasha Kuklewski, Amber Berndt, Ann Gatt

Guests Present: Matt Farrar, Stephanie Umlor

**MINUTES**

HWB 130-B - It was moved by Mr. Hardy, seconded by Ms. Hilleary, to approve the minutes of the August 23, 2024 Full Board meeting as written.

**MOTION CARRIED**

HWB 131-B - It was moved by Mr. Hardy, seconded by Ms. Natte, to approve the minutes of the August 16, 2024 Finance Committee meeting as written.

**MOTION CARRIED**

**ITEMS FOR CONSIDERATION**

HWB 132-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve expenditures for the month of July 2024, in the total amount of \$7,775,797.09.

**MOTION CARRIED**

***Monthly Report from the Chief Financial Officer***

Ms. Carlson, Chief Financial Officer, presented the July report, noting an overall cash balance of \$8,085,168.75 as of July 31, 2024.

***Finance Update Memorandum***

Ms. Carlson, Chief Financial Officer, presented the Finance Update Memorandum for the Board review.

HWB 133-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest Board of Directors to sign a contract with Byerly II Enterprise LLC effective October 1, 2024, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100

**MOTION CARRIED**

HWB 134-B – It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Board of Directors to approve the projected expenditures with Reliance Community Care Partners with a total not to exceed \$120,000.00 effective October 1, 2023 through September 30, 2024.

**MOTION CARRIED**

HWB 135-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the FY25 contracted Vendors/Providers listed under the five funding sources. The total budget for the five funding services is \$38,453,087.00 effective October 1, 2024, through September 30, 2025.

**MOTION CARRIED**

HWB 136-B – It was moved by Mr. Hardy, seconded by Commissioner Hovey-Wright, to approve the attached FY25 Vendors list and further authorize the payment of the contracts.

**MOTION CARRIED**

HWB 137-B – It was moved by Mr. Hardy, seconded by Mr. Weerstra to approve the HealthWest Board to contract with Mission Ambition, LLC (39160 Lakeshore Drive, Harrison Township, MI 48045) for Fiscal Year 2025 at an amount not to exceed \$30,000.00

**MOTION CARRIED**

### **OLD BUSINESS**

There was no old business.

### **NEW BUSINESS**

There was no new business.

### **COMMUNICATION**

There was no communication.

### **DIRECTOR'S COMMENTS**

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

### **MDHHS Updates:**

- FY25 LRE Contracts with MDHHS (PIHP Contract) – Mary Dumas at the LRE provided an update in the LRE Executive Committee on 09/18/2024 that LRE legal has advised the LRE to sign the contract with MDHHS but to cross out the Waskul language stated in the MDHHS contract. According to Mary this is what she will be taking to the board as a



recommendation for the LRE. I have also heard other PIHP's doing the same thing at the CMH Director's forum that occurred on September 4<sup>th</sup> and 5<sup>th</sup> which I attended.

- CFAP (Conflict Free Access and Planning) – From an update at the CMH Director's forum on September 4<sup>th</sup> and 5<sup>th</sup>, Belinda Hawks from MDHHS provided an update regarding CFAP that it has been moved back from the 10/1/2024 implementation date to a later time but no date was provided.
- Various MDHHS level initiatives that have gone live or will be going live Oct. 1, 2024, are the **EVV** – (Electronic Visit Verification) software system that MDHHS is implementing and the other is **MichiCANS** which HW has been involved with as a pilot with MDHHS since January of 2024. HW staff also presented to HW board on MichiCANS in the 09/16/2024 HW Board work session.

### Lakeshore Regional Entity updates:

- **FY25 LRE Contracts** with the CMHSP are still in progress and continue to be worked on. The LRE and the region will not meet the FY25 Oct. implementation date as the contract language is still being reviewed on both sides. The LRE will be proposing a 45-day extension to our existing contract with the LE.
- **CMHSPs Spending Plans:** All the CMHSPs have submitted spending plans to the LRE for FY25. N180 has submitted a budget that shows a deficit of about 11M. West Michigan submitted a deficit budget but is really covered by local CMH funds and so should end up in a balanced budget. The other 3 CMHSP HW, OnPoint, Ottawa all submitted budgets that have surplus/balanced budget. This would result in about a 10M deficit for the region starting out in FY25.
- **LRE FY25 Annual Public Budget meeting** is scheduled for next week but all this hinges on the LRE receiving the Final Rate certification from Milliman, which has not been released yet. The LRE and other PIHP's were told that it would come sometime in the second week of September but had heard nothing currently. This is a critical element to our budget process because these final rates determine how much revenue the region and the CMHSPs are going to receive for the coming year.

### CMH level:

- HW board work session that occurred on 9/16<sup>th</sup> was a success with HW staff presenting a series of information on CCBHC (Certified Community Behavioral Health Clinical), CSU (Crisis Stabilization Unit), Unit Rates calculations based on SCA (Standard Cost Allocation), SUD (substance use disorder) and Clubhouse. Thank you to all the board members that attended and to the staff for putting on an informative session. Thank you to Linda Anthony, Heather Wiegand, Christy LaDronka, Brandy Carlson, Ann Gatt, and Jerry Parker.
- Wage Study: The contract has now been signed by both HW and Amy Cell, who will be our consultant for the wage study. We have had a meeting with Amy Cell for the kickoff meeting and they will be providing a more detailed project plan but the first phase was to provide Amy Cell with all our Job Descriptions (about 150 different ones) so that Amy Cell can begin to evaluate them. We hope to have the study completed by January 2025, but it may push past that.
- Quality Assurance staff have been busy with responding to various audits from the LRE and CARF but are also working on the waiver audit coming up in October. For the region, it starts on Oct. 14 and ends Dec. 4. HW is currently **scheduled for Nov. 4 – 8**.
- Leadership has also been working with Managers and supervisors on seeing a lot more data and reports related to operations. The clinical team has embarked on process improvement addressing productivity measures, workflow analysis and process analysis to understand

gaps in our system. One of the goals we have as an agency is to develop reports and metrics that are accurate and useful for the HW teams to view and act towards improvement.

- HW staff will be participating in an event Partnership for Health Conference on September 25th – this year's team is "Aligning as Allies". Kathy Moore from Public Health invited us. I do not believe this is open to the public but other Health and Human services agencies will be attending.
- Today at Hackley Park is our Recovery Fest from 1pm to 5pm. I wanted to give Gary and his team a huge shout out for continue to assist and plan these events for the community. They just wrapped up the Health, Wellness, Recovery Picnic and today recovery fest. If you get a chance to attend, please do so.

### **AUDIENCE PARTICIPATION**

There was no audience participation.

### **ADJOURNMENT**

There being no further business to come before the board, the meeting adjourned at 8:35 a.m.

Respectfully,

Janet Thomas  
Board Chair  
/hb

***PRELIMINARY MINUTES  
To be approved at the Full Board Meeting of  
October 25, 2024***

## **HEALTHWEST**

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

**via Cheryl Natte, Committee Chair**

1. The Program Personnel Committee met on October 11,2024.
- \* 2. It was recommended, and I move, to approve the minutes of the August 9, 2024, meeting as written.
- \* 3. It was recommended, and I move, to approve the HealthWest Board to approve the HealthWest Policy and Procedure for Representative Payees, effective November 1, 2024.
- \* 4. It was recommended, and I move, to approve the HealthWest Board to approve the HealthWest Policy and Procedure for Community Relations, effective November 1, 2024.
- \* 5. It was recommended, and I move, to approve the HealthWest Board to approve the HealthWest policy and procedural for Trauma Informed Care, effective November 1, 2024.
- \* 6. It was recommended, and I move, to approve the HealthWest Board to approve the HealthWest policy for Board Governance, effective November 1, 2024.

/hb

**HEALTHWEST**  
**PROGRAM/PERSONNEL MEETING MINUTES**

**October 11, 2024**  
**8:00 a.m.**

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

**CALL TO ORDER**

The regular meeting of the Program/Personnel Committee was called to order by Chair Natte at 8:01 a.m.

**ROLL CALL**

Members Present: Cheryl Natte, Tamara Madison, Thomas Hardy, John Weerstra

Members Absent: Janet Thomas, Janice Hilleary

Staff Present: Holly Brink, Rich Francisco, Brandy Carlson, Linda Wagner, Kristi Chittenden, Tasha Kuklewski, Brittani Duff, Christy LaDronka, Gina Maniaci, Gary Ridley, Anissa Goodno, Shannon Morgan

Guests Present: Kristen Wade

**MINUTES**

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the minutes of the August 9, 2024 meeting as written.

**MOTION CARRIED.**

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

There was no public comment.

**ITEMS FOR CONSIDERATION**

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Policy and Procedure for Representative Payees, effective November 1, 2024.

**MOTION CARRIED.**

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Policy and Procedure for Community Relations, effective November 1, 2024.

**MOTION CARRIED.**

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Policy and Procedure for Trauma Informed Care, effective November 1, 2024.

**MOTION CARRIED.**

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Policy for Board Governance, effective November 1, 2024.

**MOTION CARRIED.**

### **OLD BUSINESS**

There was no old business.

### **NEW BUSINESS**

There was no new business.

### **COMMUNICATION**

There was no communication.

### **DIRECTOR'S COMMENTS**

Executive Director, Rich Francisco, provided an update:

- HealthWest recently received a notice from Samaritas, one of our specialized residential providers, addressing a notice recently received from them. They originally sent a 60-day notice alerting HW of their intent to close. Then after a meeting with their leadership, they agreed to extend the notice and give the CMHSPs 4 to 5 months to plan for their exit out of the specialized residential space. Samaritas cited concern over the rates and expressed that they were focusing on other areas of growth statewide. They are closing a total of 9 homes statewide, 5 of which are in Muskegon. Several of my staff have had several meetings with Samaritas to talk about potential providers that could take over the operations of these homes in Muskegon. Today, I will be talking with a provider who has expressed interest, but this is still in the early stages of negotiations.
- We have a scheduled follow up site visit with MiFAST reviewers this coming Monday, October 14<sup>th</sup> to review ACT (Assertive Community Treatment) and DBT (Dialectic Behavior Treatment) programs. These are evidence-based practices that we use at HealthWest, and we want to ensure we are meeting fidelity and good outcome measures.
- CCBHC Re-Certification CAP from MDHHS is being worked on. HW is working on the final 2 items, which we must address per MDHHS. One is related to Staffing Requirements / Accreditation of staff, and the other is related to Treatment Appropriate for Phase of Life, which ensures that we are addressing the Older Adult care programming, training of staff for the treatment of older adults to ensure that we are addressing Behavioral Health disparities in aging.
- Internally, HealthWest is reviewing Autism clinical operations and service delivery. This relates back to evaluating why we are seeing underutilization in our Autism program. We are looking at a variety of possible explanations related to testing, scheduling, capacity, etc.

- The CMHA fall conference is on October 20<sup>th</sup> – October 22<sup>nd</sup> in Traverse City. We will have some staff and four board members in attendance and representing HealthWest.

### **AUDIENCE PARTICIPATION**

There was no audience participation.

### **ADJOURNMENT**

There being no further business to come before the board, the meeting adjourned at 8:13 a.m.

Respectfully,

Cheryl Natte  
Program/Personnel Committee Chair

CN/hb

### ***PRELIMINARY MINUTES***

***To be approved at the Program/Personnel Committee Meeting on December 6, 2024***

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

**via Thomas Hardy, Committee Chair**

1. The Recipient Rights Advisory Committee met on October 11, 2024.
- \* 2. It was recommended, and I move, to approve the minutes of the August 9, 2024 meeting as written.
- \* 3. It was recommended, and I move, to approve the Recipient Rights Reports for August 2024 / September 2024.

/hb

## HEALTHWEST

### RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES

Friday, October 11, 2024  
8:00 a.m.  
376 E. Apple Ave., Muskegon, MI 49442

#### CALL TO ORDER

The regular meeting of the Recipient Rights Advisory Committee was called to order by Chair Hardy at 8:14 a.m.

#### ROLL CALL

Members Present: Cheryl Natte, John Weerstra, Tamara Madison, Thomas Hardy

Members Absent: Janet Thomas, Janice Hilleary

HealthWest Staff Present: Holly Brink, Rich Francisco, Brandy Carlson, Gina Maniaci, Linda Wagner, Kristi Chittenden, Tasha Kuklewski, Brittani Duff, Christy LaDronka, Gary Ridley, Shannon Morgan, Anissa Goodno

Guest Present: Kristen Wade

#### APPROVAL OF MINUTES

It was moved by Mr. Weerstra, seconded by Ms. Madison, to approve the minutes of the August 9, 2024 meeting as written.

**MOTION CARRIED.**

#### ITEMS FOR CONSIDERATION

##### ***A. Motion to Accept Recipient Rights Reports for June 2024 / July 2024***

It was moved by Mr. Weerstra, seconded by Ms. Natte, to approve the Recipient Rights Reports for August 2024 / September 2024.

**MOTION CARRIED.**

For the months of August 2024 / September 2024, there were 109 HealthWest and 115 provider employees trained:

Rights Updates HealthWest	87
Rights Updates Provider	1
New Employee Training HealthWest/Contracted	25
New Employee Training Provider	103
SUD Orientation	4

For the months of August 2024 / September 2024 there were 654 incident reports and 37 rights allegations.

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

There were a total of 3 deaths reported in August 2024 / September 2024.



### **OLD BUSINESS**

There was no old business.

### **NEW BUSINESS**

There was no new business.

### **COMMUNICATIONS**

Recipient Rights Advisor, Tasha Kuklewski, provided training on The Right to Vote.

### **DIRECTOR'S COMMENTS**

There was no Director's Comments.

### **AUDIENCE PARTICIPATION / PUBLIC COMMENT**

There was no audience participation.

### **ADJOURNMENT**

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

Respectfully,

Thomas Hardy  
HealthWest Rights Advisory Committee Chair

TH/hb

***PRELIMINARY MINUTES  
To be approved at the Rights Advisory Committee Meeting of  
December 6, 2024***

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

1. The Finance Committee met on October 18, 2024.
- \* 2. It was recommended, and I move to approve expenditures for the month of August 2024, in the total amount of \$10,077,522.27.
- \* 3. It was recommended, and I move to approve the HealthWest Board of Directors to approve the above landlords for the HUD grant funding for Fiscal Year 2025, at a cost not to exceed the HUD approved dollars of \$333,453 and approve Brandon Baskin to sign the MSHDDA Agreement.
- \* 4. It was recommended, and I move to approve acceptance of the attached grants and of the requirements within for a total of \$6,360,960 for Fiscal Year 2025.
- \* 5. It was recommended, and I move to approve the HealthWest Executive Director to sign a contract with Amani, LLC effective November 1, 2024 through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.
- \* 6. It was recommended, and I move to approve HealthWest to approve HealthWest Executive Director to sign a contract with Better Living AFC, LLC effective November 1, 2024 through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.
- \* 7. It was recommended, and I move to approve HealthWest to approve HealthWest Executive Director to sign a contract with Delight Care, LLC, effective November 1, 2024 through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.
- \* 8. It was recommended, and I move to approve HealthWest to approve HealthWest Executive Director to sign a contract with Dignified Care, LLC, dba Ascension Homes, effective November 1, 2024 through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.
- \* 9. It was recommended, and I move to approve HealthWest to approve HealthWest Executive Director to sign a contract with Ivy Lane Residence, effective November 1, 2024 through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.
- \* 10. It was recommended, and I move to approve HealthWest to approve HealthWest Executive Director to sign a contract with Zawadi USA LLC, effective November 1, 2024 through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

/hb

## HEALTHWEST

### FINANCE COMMITTEE MEETING MINUTES

**October 18, 2024  
8:00 a.m.**

#### CALL TO ORDER

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

#### ROLL CALL

Committee Members Present: Jeff Fortenbacher, Janet Thomas, Thomas Hardy, Remington Sprague, M.D., John M. Weerstra

Committee Members Absent: Commissioner Charles Nash, Commissioner Marcia Hovey-Wright

Also Present: Rich Francisco, Holly Brink, Gina Maniaci, Brandy Carlson, Melina Barrett, Kristi Chittenden, Jason Bates, Linda Wagner, Gina Kim, Shannon Morgon, Anissa Goodno, Carrie Crummett, Urbain Ndoye, Amber Berndt, Jen Hoeker, Brandon Baskin, Gordon Peterman

Guests Present: Angela Gasiewski, Carly Hysell, Carson Lehigh

#### ITEMS FOR CONSIDERATION

A. Approval of Expenditures for August 2024

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve expenditures for the month of August 2024, in the total amount of \$10,077,522.27.

#### MOTION CARRIED

B. Monthly Report from the Chief Financial Officer

Ms. Carlson, Chief Financial Officer, presented the August report, noting an overall cash balance of \$6,894,672.02 as of August 31, 2024.

C. Finance Update Memorandum

Ms. Carlson, Chief Financial Officer, presented the Finance Update Memorandum for the Board review.

D. Fiscal Year 2025 MDHHS Rate Adjustments

Ms. Carlson, Chief Financial Officer, presented the Fiscal Year 2025 MDHHS Rate Adjustments for the Board review.

E. Authorization to Approve Landlords for HUD Grant Funding

It was moved by Mr. Hardy, seconded by Dr. Sprague, to authorize the HealthWest Board of Director to approve the above landlords for the HUD grant funding for Fiscal Year 2025, at a cost not to exceed the HUD approved dollars of \$333,453 and approve Brandon Baskin to sign the MSHDDA Agreement.

**MOTION CARRIED**

F. Authorization to Approve Grant Funded Agreements

It was moved by Mr. Hardy, seconded by Ms. Thomas, to authorize acceptance of the attached grants and of the requirements within for a total of \$6,360,960 for Fiscal Year 2025.

**MOTION CARRIED**

G. Authorization to Contract with Amani, LLC

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Executive Director to sign a contract with Amani, LLC effective November 1, 2024, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**MOTION CARRIED**

H. Authorization to Approve Contract with Better Living, AFC, LLC

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Executive Director to sign a contract with Better Living AFC, LLC effective November 1, 2024 through September 30, 2025, to provide specialized residential service to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**MOTION CARRIED**

I. Authorization to Approve Contract with Delight Care, LLC

It was moved by Dr. Sprague, seconded by Mr. Hardy, to approve the HealthWest Executive Director to sign a contract with Delight Care, LLC effective November 1, 2024 through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The Funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**MOTION CARRIED**

J. Authorization to Approve Contract with Dignified Care, LLC

It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the HealthWest Executive Director to sign a contract with Dignified Care LLC, dba Ascension Homes, effective November 1, 2024, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**MOTION CARRIED**

K. Authorization to Approve Contract with Ivy Lane Residence

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest Executive Director to sign a contract with Ivy Lane Residence effective November 1, 2024 through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**MOTION CARRIED**

L. Authorization to Approve Contract with Zawadi USA, LLC

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Executive Director to sign a contract with Zawadi USA LLC effective November 1, 2024 through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$19,405,100.00.

**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 HW

- The CMHSP contract with the LRE is still in progress and still being negotiated. There will likely be another 45-day extension as the LRE continues to work out the details of the contracts with CMHSPs. At the last Executive Committee meeting, October 16<sup>th</sup>, it

was discussed, and that this topic will be at the LRE Board work session on Wednesday October 23<sup>rd</sup>.

- We did receive our rates for FY25 and the amended rates for FY24, which gave our region a little more revenue. However, this was not enough to cover the regional deficit. I believe we were right around 4M in additional income for FY24 and as you know the regional deficit from one of our partners (N180) is significantly higher. The FY25 rates increased for the entire region mostly in CCBHC funding. HealthWest will be updating our spending plan and budget for the LRE which will be due to them by November 15<sup>th</sup>.
- Samaritas Closures: I gave an update at the Program Personnel Committee and Recipient Rights, that I have been in several meetings after receiving the notice from Samaritas regarding their 60-day closure of 5 homes in Muskegon leased by Samaritas. We have 22 individuals in the 5 homes and 2 other individuals in a home near Ludington, which will also be affected. HW connected with them right away and held a planning meeting. After the meeting, their interim CEO David Morin, sent out an email extending the closure notice for 4-5 months out. HW is hosting a meeting on October 23<sup>rd</sup> to facilitate a meeting with interested providers who could potentially take over the 5 homes that are affected in Muskegon. The goal is to allow the providers to ask questions and submit proposals for consideration. HW will do whatever we can to keep these homes for our consumers in Muskegon.

### **AUDIENCE PARTICIPATION**

There was no audience participation.

### **ADJOURNMENT**

There being no further business to come before the committee, the meeting adjourned at 8:34 a.m.

Respectfully,

Jeff Fortenbacher  
Committee Chair

/hb

**PRELIMINARY MINUTES  
To be approved at the Finance Meeting on  
December 13, 2024**

# Veteran Resource Deployment Stand Down and Resource Fair September 18, 2024

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*"Every decision I make will be determined by a simple principle, that it increases Veterans' access to care and benefits and improves outcomes for them"*

**Secretary Denis McDonough**  
**United States Department of Veterans Affairs**



# VETERANS RESOURCE DEPLOYMENT STAND DOWN AND JOB FAIR

**FREE event for Veterans, their  
dependents, and the general public**

**11 AM | Wednesday,  
- 3 PM | September 18, 2024**

BARCLAY PLACE EVENT CENTER  
2330 BARCLAY ST. MUSKEGON, MI 49441



- Lunch, clothing, haircuts, and more provided at no cost while supplies last.
- Military Surplus (with DD214 or valid Military ID)
- Assistance to obtain your DD214
- On-site interviews and job assistance (bring resume)
- Community Resources
- Guest Speakers

SCAN ME!



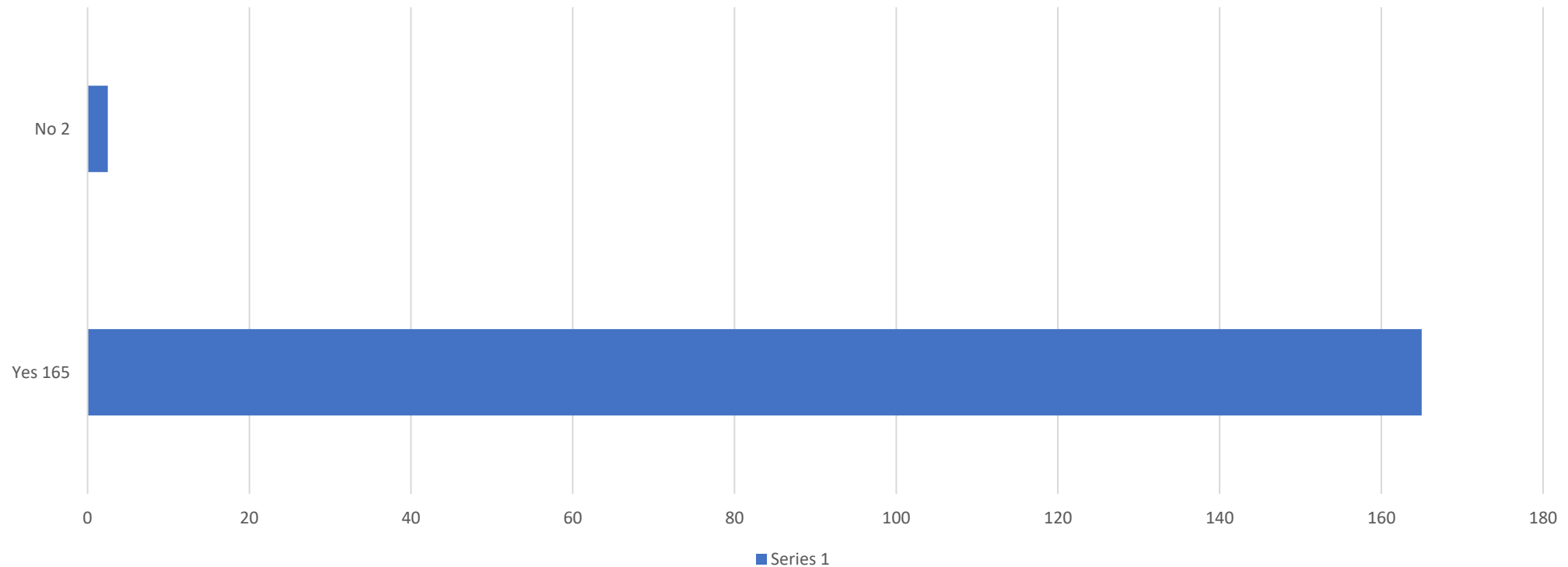
**THANK YOU TO OUR PLATINUM SPONSORS:**



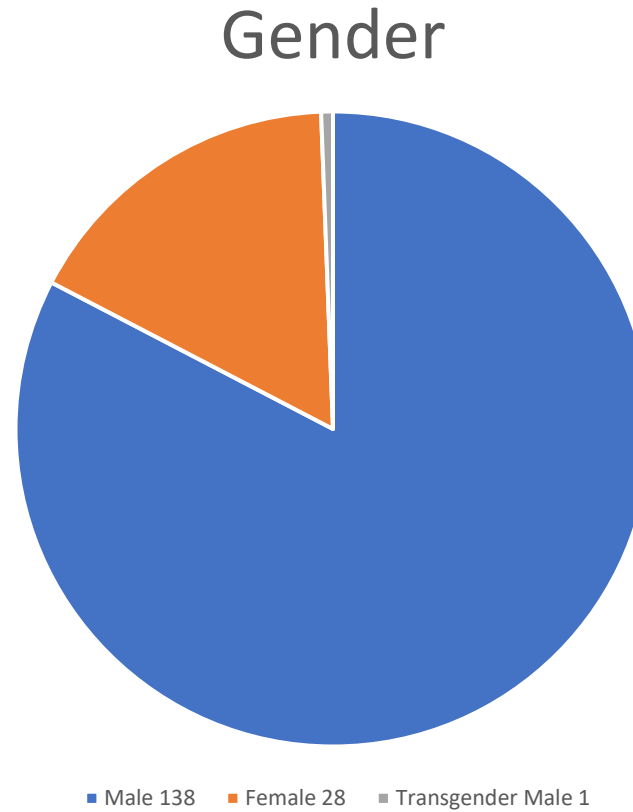


# Veteran Eligibility for VA Healthcare

## Eligible for VA Healthcare

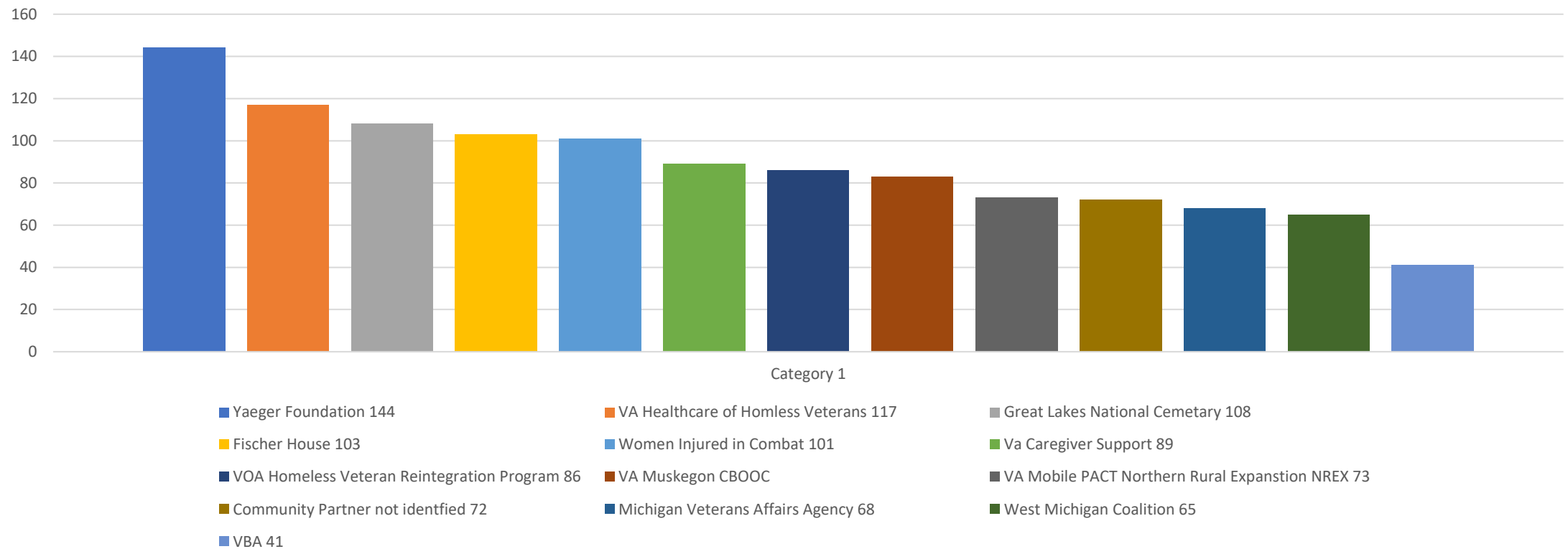


# Gender of Veterans Attending Event



# Veterans Registered for Event

## Veteran Registration Data



# Community Signals Survey Data

## CSignals Survey



# STAND DOWN 2023

- VETERAN AND NON-VETERAN NUMBERS
  - 113 TOTAL

# Questions



# RISING STAR

We are excited to announce that we are bringing back the Consumer Recognition Awards! This is a time when we celebrate our consumers' achievements and journeys.

Our Consumer Advisory Committee helped shape the ceremony and came up with idea of rewarding recognized consumers with challenge coins.

We plan to host these on a quarterly basis with the first one being held on Tuesday, November 12 at 6 pm in our boardrooms. We invite everyone who is able to attend to please do so. Ceremonies like these are where you see the difference that HealthWest is making in our community.

## CELEBRATE WITH US

Tuesday, November 12  
6 pm

HealthWest Boardrooms  
376 E. Apple Ave



## No Achievement Too Small



## Consumer Advisory Committee Update:

*The Consumer Advisory Committee met on October 9, 2024 –*

- People who are Exceptionally Able Committee – Kara Jaekel is the chair of this committee and has asked for “experts” to participate in a Panel. This panel is planned for November 6, 2024, at noon in the Board Rooms. Several Members of the Consumer Advisory Committee have agreed to be on the panel.
- Rising Star – No Achievement too small - Consumer Recognition Ceremony – The Consumer Advisory Committee named this ceremony “Rising Stars” and had input with the planning and facilitation. The first ceremony will be held on November 12, 2024, from 6-7:30pm in the Board Rooms.
- HealthWest staff were seeking input from the Consumer Advisory Committee on the Trauma Informed Policy language. The Committee members reviewed the policy and provided feedback.
- 20<sup>th</sup> Anniversary Walk a Mile Rally was a success. On September 17<sup>th</sup>, 30 people traveled on the Coach Bus and another 11 traveled with the Club Interactions van to Lansing to advocate for Mental Health. Tamara Madison was a Keynote speaker and Ebony designed one of the buttons that was given out at the rally. This design was also incorporated into our T-shirt design.
- 2024 Consumer Satisfaction Surveys are coming in. The snapshot of data is being collected during August 2024 and September 2024. HealthWest staff are processing the feedback. So far, both positive and negative feedback has been noted. 2 grievances have been processed. Both positive and negative feedback has been forwarded to the appropriate staff. Lakeshore Regional Entity is collecting the information on a Dashboard. This information will be shared at a later date.
- Communications/Advocacy Updates:  
*The community relations team encouraged everyone to go to the CHMA action alert in regard to the statewide short fall of 52 million dollars. <https://cmham.org/advocacy>*  
 A HealthWest Wage study is in progress. The staff turnover rates have dropped from 30% 2 years ago to just under 20%.

HealthWest is going through its CCBHC recertification process. HealthWest is working on adding specialized training for older adults.



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

### **Customer Service received Customer Satisfaction Survey 9/13**

*"I have a great team. We are working on my mental health. I have seen progress but still have a ways to go. Your staff are great and caring."*

**Keep up the GREAT work Andrea MacIntosh & Melissa Bisson!!!!**

### **Customer Service received Customer Satisfaction Survey 9/11**

*TAMI BORVEKI is the best-case manager we have ever had. She is proactive & pushes for the support we need. She listens. She helps advocate for Isaac w/ me. Supportive. We have worked w/ a lot of case workers. SHE IS GREAT.*

**Keep up the GREAT work Tami Borveki!!!**

### **Customer Service received Customer Satisfaction Survey 9/20**

*"Jessica Blanchard and Jenna, The Recovery Coach have done an amazing job they helped us get the treatment we needed to succeed in our recovery. I've been clean for 122 days thanks to the help they are the best and great at their job. They worked really hard."*

**Great job Jessica Blanchard & Jenna, Keep up the great work!!**

### **Customer Service received Customer Satisfaction Survey 9/20**

*"Jessica Blanchard and Jenna (Recovery Coach and teacher) Both done a great job helping me get the treatment we needed to receive. I have been clean almost a year thanks to their help. They are the best and great at their jobs. They worked really hard to help me. Jenna works with my probation departments to help us recover -she' also a recovery coach." "Also want to give a big shoutout to Jenna – She teaches a class on Wednesday mornings at the building behind the Men's mission".*

**Thanks Jessica Blanchard & Jenna, Keep up the great work!!**

### **Customer Service received Customer Satisfaction Survey 10/3**

*"Erica Pitman is very good. She is very proactive." Keep up the great work!!!!*

**Awesome job Erica Pitman!!!**

### **Customer Service received Feedback at the Consumer Advisory Committee 10/09**

*"She helped me get on the bus when she noticed I wasn't doing well with the heat"  
"She let me use her personal phone so I could read my speech".*

**Thank you for your support Dee Greene! Keep up the great work.**



## MEMORANDUM

Date: October 25, 2024

To: HealthWest Board of Directors

CC: Mark Eisenbarth, Muskegon County Administrator  
Matt Farrar, Muskegon County Deputy Administrator  
Angie Gasiewski, Muskegon County Finance Director

From: Rich Francisco, Executive Director

Subject: **Director's Update**

### MDHHS Updates:

- CMS has extended our current Waiver agreements with CMS and is applicable until the end of December. It was a 90-day extension allowing CMS to review the changes that MDHHS has included in the waiver. We continue to keep an eye on this because it impacts HW. One area this impact is that the current waiver still references the CAFAS as the official assessment for children served, therefore we must keep using this assessment on top of MichiCANS assessment for the kids we serve during the extension period.
- The LRE continued to receive payments for Medicaid even though they signed the contract with alternative languages to certain sections of the contract related to the Waskul case and the ISF savings percentage amount.

### Lakeshore Regional Entity updates:

- **FY25 LRE Contracts** At the last LRE board work session October 23, Bob Sheehan, attended the meeting to talk about a general framework for capitation and discussed the issue of risk which has been a topic of contention in the contract negotiations with the CMHSPs. Sheehan presented that in a Capitation model, CMH's do bear a risk if they also could have UM at their respective shops. All CMHSPs in our region have UM departments. The LRE should explore a model that is a shared risk model and not just at the LRE or just at the CMH. At the LRE board meeting, the LRE proposed another extension to the contract for another 45 days.
- **CMHSPs Spending Plans:** All CMHSPs will be submitting updated spending plans to the LRE by November 14<sup>th</sup> since the LRE did get FY25 revenues. The region overall got an increase in revenue for the coming year.

**CMH level:**

- HW attended the Sequential Intercept Mapping/CIT (Crises Intervention Team) with a lot of different agencies in Muskegon. The agencies that participated were the various police departments, the Sheriff's office, the Jail, the various courts from Public Defender, to prosecutors, District Court, Circuit Court, and other provider agencies such as City of Muskegon, Muskegon Family Care, Trinity Health, and the Rescue Mission. The goal was to continue to strategize direction for the continuity and sustainability of the CIT program and address issues in the community that relates to providing Mental Health care and Substance use treatment at various stages of law enforcement interceptions.
- Wage Study is moving right along with Amy Cell continuing to review jobs descriptions at HW. There has been a lot of job descriptions updated. Amy Cell has also met with various leaders at CMH: directors, managers and supervisors to ask additional questions on roles. Amy Cell will continue to work on benchmarking positions next. Their goal is still to have the draft done by December/January.
- HW is continuing to work on expanding the CRU to a twelve bed. We do have a space in mind and are working to finalize an agreement that would be cost neutral for HW to move into and at the same time expand bed capacity so we can serve more individuals.