

HEALTHWEST
FULL BOARD MINUTES

May 30, 2025

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 8:02 a.m.

ROLL CALL

Members Present: Janet Thomas, Cheryl Natte, John M. Weerstra, Kim Cyr, Thomas Hardy, Tamara Madison, Jeff Fortenbacher, Chris McGuigan, Mary Vazquez

Members Absent: Janice Hilleary, Remington Sprague, M.D., Charles Nash

Others Present: Rich Francisco, Holly Brink, Gina Maniaci, Kristi Chittenden, Christy LaDronka, Carly Hysell, Gordon Peterman, Amber Berndt, Gary Ridley, Jennifer Hoeker, Linda Wagner, Brittani Duff, Melina Barrett, Kelly Betts, Jackie Farrar, Mickey Wallace, Michael Pyne, Kara Jaekel, Stephanie Baskin, Pam Kimble, Shannon Morgan, Stephanie Williams, Helen Dobb, Gina Kim, Suzanne Beckeman, Mary McGhee, Kim Davis

Guests Present: Kristen Wade, Matt Farrar

MINUTES

HWB 78-B - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the minutes of the April 24, 2025 Full Board meeting as written.

MOTION CARRIED

HWB 79-B - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the minutes of the April 18, 2025 Finance Committee meeting as written.

MOTION CARRIED

ITEMS FOR CONSIDERATION

HWB 80-B – It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve expenditures for the month of March 2025, in the total amount of \$7,932,069.31.

MOTION CARRIED

Monthly Report from the Chief Financial Officer

Ms. Carlson, Chief Financial Officer, presented the March report, noting an overall cash balance of \$8,000,670.83 as of March 31, 2025.

Finance Update Memorandum

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

HWB 81-B – It was moved by Mr. Hardy, seconded by Mr. Fortenbacher, to approve the FY25 contracted Vendors/Providers listed under the five funding sources. The total budget for the five funding services is \$40,204,579.31 effective June 1, 2025, through September 30, 2025.

MOTION CARRIED

HWB 82-B – It was moved by Mr. Hardy, seconded by Weerstra, to approve the HealthWest Executive Director to sign a contract with Zuri Communities LLC effective May 30, 2025, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$18,068,487.00

MOTION CARRIED

HWB 83-B – It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the changes to the HealthWest Consumer Advisory Committee members, effective June 2, 2025.

MOTION CARRIED

HWB 84-B – It was moved by Ms. Natte, seconded by Mr. Fortenbacher, to authorize and approve Resolution #095 Urging Action to Address the Public Mental Health Funding Shortfall.

MOTION CARRIED

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

Gary Ridley, Training and Communications Manager & Jennifer Hoeker, Communications and Marketing Coordinator, presented the FY24 Annual Report.

Kelly Betts, Customer Services Specialist, shared information regarding FY24 Regional Satisfaction Survey Data.

Brandy Carlson, Chief Financial Officer, shared information regarding the audit findings.

Michael Pyne, Community Education and Prevention Supervisor, shared information regarding Suicide Safer Care and launch of Suicide Care Pathway.

DIRECTOR'S COMMENTS

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

MDHHS Updates:

- CCBHC Direct payment: MDHHS will begin paying CCBHCs directly, effective October 1, 2025. Communication has been sent to CCBHCs regarding a transition meeting scheduled for May 29th from 10:00 AM to 11:00 AM. A separate meeting to discuss transition items with PIHPs will be held on May 30th from 9:30 AM to 10:00 AM.
- PIHP Cost settlement for past years. Earlier this year, the LRE received a memo indicating that MDHHS withheld \$4.8 million in LRE revenues, placing the funds in escrow. According to the latest update from the LRE Executive Committee, efforts are underway to recover these funds.
- PIHP Procurement (Rebid): MDHHS shared a press release (link below) outlining their intent to release an RFP during the summer of 2025 with the goal of a start date by Oct. 1, 2026 (FY2027). Some additional information can be found in the link below but it includes anticipated PIHP contract requirements, PIHP public survey summary, PIHP region map, PIHP regions detail table, and PIHP network adequacy standards. There is also an email posted for questions.

Specialty Behavioral Health Services

I forwarded an email to the HealthWest Board summarizing concerns from the CMHA analysis. The primary concerns include:

- A significant risk of privatization
- Loss of local control and the current public governance structure
- Removal of CMHSPs from managed care functions (current PIHPs are not allowed to bid)
- CMHSPs becoming just another provider in the system
- Evidence from other states showing privatization often leads to reduced service quality, weakened provider networks, and poorer outcomes for clients and consumers

LRE Level Updates:

- The LRE is continuing to work on the evaluation of the Specialized Residential rates in the region. They have procured Edgewater consulting to meet with the CMHSPs and information from various CMHSPs including, rates, provider capacity, assessments, and processes involved in individual placements. The goal is for the consultant to make recommendations to the region on best practices. LRE will also be reaching out to the provider when it is that part of the project. Our provider network has expressed some interest in sharing their information related to this project.
- The LRE Board held a work session on 5/28 to review the various reports they are responsible for. Each report was discussed in greater detail, including its purpose and relevance.
- I want to again give a “shout out” and a thank you to our staff for great performance in our BH TEDS submission and completeness. The LRE presented the data and HW continues to maintain very high marks with scores averaging over 99.5 to 99.8% completeness. Thank you to all clinical staff for ensuring accurate data entry into the system and a thank you to the data analytics team for monitoring – special thanks to Lisa Vanderlee in the work she does to fix errors in the BH TEDS data.

CMH Level Updates:

- CSU – We continue to pursue funding for a CSU in Muskegon. On May 28, we met with Trinity Health and developed a joint action plan. Trinity will provide blueprints for a potential CSU location. They have also been in contact with Rep. Greg VanWoerkom's office to advocate for funding in the upcoming October appropriations cycle. Trinity's lobbyist has met with Rep. VanWoerkom and continues to push for support. HealthWest will also reach out to TBD Solutions to conduct a feasibility study to determine the number of beds needed in Muskegon.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 9:02 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
May 30, 2025
376 E. Apple Ave., Muskegon, MI 49442
<https://healthwest.zoom.us/j/92330401570?pwd=TFNHMWhnQmF5NVYbWRQVG54Tk1GZz09>
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 April 24, 2025
(Attachment #1 – pg. 1-4) | Action |
| | B) Approval of the Finance Committee Minutes of April 18, 2025
(Attachment #2 – pg. 5-7) | Action |
| 4) | Public Comment (on an agenda item) | |
| 5) | Items for Consideration | |
| | A) Authorization of Expenditures for March 2025
(Attachment #3 – pg. 8) | Action |
| | B) Monthly Report from the Chief Financial Officer
(Attachment #4 – pg. 9-12) | Information |
| | C) Finance Update Memorandum
(Attachment #5 – 13-15) | Information |
| | D) Authorization to Increase Five Funding Sources
(Attachment #6 – pg. 16-20) | Action |
| | E) Authorization to Contract with Adult Foster Care (AFC)
(Attachment #7 – pg. 21) | Action |
| | F) Authorization of Changes to the HealthWest
Consumer Advisory Committee
(Attachment #8 – pg. 22) | Action |
| | G) Authorization to Accept the Proposed Resolution
(Attachment #9 – pg. 23-24) | Action |
| 6) | Old Business | |
| 7) | New Business | |

- | | | |
|-----|--|-------------|
| 8) | Communication | |
| | A) Fiscal Year 2024 Annual Report Out –
Gary Ridley, Training and Communication Manager &
Jennifer Hoeker, Communication & Marketing Coordinator
(Attachment #10 – pg. 25-33) | Information |
| | B) Fiscal Year 2024 Regional Satisfaction Survey Data
(Attachment #11 – pg. 34-73) | Information |
| | C) Suicide Safer Care & Launch of Suicide Care Pathway
Michael Pyne, Community Education & Prevention Supervisor | Information |
| | D) Roslund, Prestage and Company
(Attachment #12 – pg. 74-77) | Information |
| | E) Director's Report – Rich Francisco, Executive Director
(Attachment #13 – pg. 78-79) | Information |
| 9) | Public Comment | |
| 10) | Adjournment | Action |

/hb

HEALTHWEST
FULL BOARD MINUTES

April 24, 2025

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 8:00a.m.

ROLL CALL

Members Present: Janet Thomas, Janice Hilleary, John Weerstra, Charles Nash, Thomas Hardy, Remington Sprague, M.D., Mary Vazquez, Kim Cyr, Cheryl Natte, Tamara Madisson

Members Absent: Chris McGuigan, Jeff Fortenbacher

Others Present: Rich Francisco, Holly Brink, Gina Maniaci, Kristi Chittenden, Brandy Carlson, Christy LaDronka, Amber Berndt, Jennifer Hoeker, Gordon Peterman, Carly Hysell, Melina Barrett, Linda Wagner, Helen Dobb, Tasha Kuklewski, Brittani Duff, Mickey Wallace, Laura Nowak, Linda Anthony, Michael Pyne, Stephanie Baskin, Brandon Baskin

Guests Present: Angie Gasiewski, Jackson Carlson, Stephanie VanDerKooi

MINUTES

HWB 77-B - It was moved by Mr. Hardy, seconded by Ms. Hilleary, to approve the minutes of the March 28, 2025 Full Board meeting as written.

MOTION CARRIED

COMMITTEE REPORTS

Program Personnel Committee

HWB 64-P - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the minutes of the December 6, 2024 meeting as written.

MOTION CARRIED

HWB 65-P - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Policy and Plan for Risk Management at HealthWest, effective April 28, 2025.

MOTION CARRIED

HWB 66-P - It was moved by Ms. Hilleary, seconded by Mr. Hardy, to approve the HealthWest Policy for Code of Ethics, effective April 28, 2025.

MOTION CARRIED

HWB 67-P - It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the HealthWest Policy and Procedure for Employee FunD, effective April 28, 2025.

MOTION CARRIED

HWB 68-P - It was moved by Mr. Hardy, seconded by Ms. Hilleary, to approve the HealthWest Policy and Procedure for Continued Stay Reviews for Inpatient Hospitalization, Crisis Residential, Partial Hospitalization, SUD Long Term Residential, effective April 28, 2025.

MOTION CARRIED

HWB 69-P - It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the HealthWest Policy and Procedure for Home and Community Based Services (HCBS), effective April 28, 2025.

MOTION CARRIED

Recipient Rights Committee

HWB 70-R - It was moved by Ms. Hilleary, seconded by Ms. Thomas, to approve the minutes of the December 6, 2024 meeting as written.

MOTION CARRIED

HWB 71-R - It was moved by Ms. Hilleary, seconded by Ms. Madison, to approve the Recipient Rights Reports for December 2024 / January 2025.

MOTION CARRIED

HWB 72-R - It was moved by Ms. Hilleary, seconded by Ms. Thomas, to approve the Recipient Rights Reports for February 2025 / March 2025.

MOTION CARRIED

Finance Committee

HWB 73-F - It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the minutes of the March 21, 2025, meeting as written.

MOTION CARRIED

HWB 74-F- It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve expenditures for the month of February 2025, in the total amount of \$8,595,966.75.

MOTION CARRIED

Nominating Committee

HWB 74-N - It was moved by Ms. Natte, seconded by Ms. Madisson, to authorize the HealthWest Board Chair to make the above Officer appointments, effective April 25, 2025.

MOTION CARRIED

HWB 75-N - It was moved by Ms. Natte, seconded by Ms. Madisson, to authorize the HealthWest Board Chair to make the above Committee appointments, effective April 25, 2025.

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

There was no communication.

DIRECTOR'S COMMENTS

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

Director's Update

MDHHS Updates:

- PIHP Procurement: No recent update from MDHHS or the LRE on the memo released regarding the Re-bid of the PIHPs, however, CMHA held a meeting with PIHPs and CMHSP directors to strategize on 4/7/2025 and discuss the rights of CMHSPs. CMHA after that meeting developed an infographic of talking points which will be shared with the HW board (attached). There will be additional documents that will come from CMHA related to this and those will also be shared with the board.
- PIHP cost settlement: As I stated in the update to Finance committee (4/18), the LRE is following up with the AG's office and MDHHS to determine what their next step is related to the cost settlement with the LRE. As noted in previous updates, MDHHS holds \$4M of LRE funds in an escrow. The LRE will likely sue MDHHS if the \$4M is not returned to the PIHP.
- We have received our 60-day notice of the upcoming Recipient Rights Assessment (Audit). The date of the audit is going to be from June 24 to 26th. I know Linda Wagner, our RR Officer, has been preparing for this audit. The RR audit is every 3 years.

LRE Level Updates:

- The LRE is continuing to work on a variety of projects. One includes a review and evaluation of the Specialized Residential rates in the region. They have procured Edgewater consulting to meet with the CMHSPs and information from various CMHSPs including, rates, provider capacity, assessments, and processes involved in individual placements. The goal is for the consultant to make recommendations to the region on best practices.
- I had a meeting with 2 other CEOs this past week, Bill Ward and Dr. Brashears at Ottawa to discuss our coordination agreements for CCBHC and COFR within our region. In that meeting as well, Bill from N180 stated that he has communicated a 5% decrease to

providers for capitation funded services. This will include adjustment for CLS Life skills, PC/CLS in specialized residential, Skill Building, and Case Management services. Among other things they are considering are the following:

- Reduce enhance staffing rate, and Sunset Relief Staffing Grant.
- Eliminate Clubhouse cost settlement
- Reposition services to CCBHC revenue generating model.

CMH Level Updates:

- CSU – We continue the CSU initiative to try and get funding for a CSU here in Muskegon. We have developed a white paper, we have compiled data supporting the need for one in our area. We met with our State Rep (VanWoerkom) and provided them with more data. Next steps we are meeting with Trinity Health, who we want to partner with to discuss how this can possibly look like implemented.
- Annual report will be presented in May this year, normally the annual report is presented in April but there have been hiccups in compiling all the data points. Gary and his communications team will be bringing the annual report to the board next month.
- I received an email from MDHHS with a closure letter of our FY2022 Compliance Exam Review. This letter talks about the Financial Review and indicates that we are pretty much cost settled for FY2022. There were 2 follow-up findings in the review and those will be rectified and addressed.
- HW is currently preparing for the LRE audit again this year. It seems like we just had one. I wanted to thank Pam and her team for coordinating this with the rest of the teams at HW and gathering the proofs needed to fulfill this audit.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

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

Respectfully,

Janet Thomas
Board Chair
/hb

PRELIMINARY MINUTES
To be approved at the Full Board Meeting of
May 30, 2025

HEALTHWEST**FINANCE COMMITTEE MEETING MINUTES*****April 18, 2025******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, Remington Sprague, M.D., John M. Weerstra,

Committee Members Absent: Charles Nash

Also Present: Rich Francisco, Holly Brink, Gina Maniaci, Brandy Carlson, Christy LaDronka, Kristi Chittenden, Amber Berndt, Tasha Kuklewski, Gary Ridley, Jackie Farrar, Gordon Peterman, Melina Barrett, Carly Hysell, Mary McGhee, Linda Anthony, Anissa Goodno, Helen Dobb, Brittani Duff, Stephanie Baskin, Mickey Wallace, Suzanne Beckeman

Guests Present: Angela Gasiewski, Christina Schaub

ITEMS FOR CONSIDERATION**A. Approval of Minutes**

It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the minutes of the March 21, 2025, meeting as written.

MOTION CARRIED**B. Approval of Expenditures for February 2025**

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve expenditures for the month of February 2025, in the total amount of \$8,595,966.75.

MOTION CARRIED**C. Monthly Report from the Chief Financial Officer**

Ms. Carlson, Chief Financial Officer, presented the February report, noting an overall cash balance of \$7,211,872.05 as of February 28, 2025.

D. Finance Update Memorandum

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

E. Roslund Prestage & Company Audit Presentation

Ms. Christina Shaub presented on the audit of the financial findings.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

There was no communication.

DIRECTOR'S COMMENTS

Rich Francisco, Executive Director provided an update:

- MDHHS/LRE Cost Settlement: The state is still holding the \$4M in escrow that they held from LRE Capitation. The LRE attorney is still seeking to confirm what the state's intent is whether to hold or return the \$4M. If the state does hold the funds the LRE will likely file a lawsuit.
- MDHHS/LRE: I mentioned previously that CMS is doing an audit of 5/10 PIHPs and LRE is one of them. We have received additional data requests from us and LRE have fulfilled those requests. The consultant whom CMS is working with is CoventBridge and they are reviewing the Medicaid program for program integrity and efficacy.
- I received an email from one of the CMH CEO's yesterday, who came across communication that leaked news that "CCBHC's was on the chopping block in the white house budget". In reading the article from Behavioral Health Business, the White House is creating a new division within DHHS called Administration for a Healthy America. The article stated that CCBHC was under the heading of "Other Eliminations". However, follow up emails from the group stated that there was correspondence from the National Council that this was the IA grant from SAMHSA and not the CCBHC demonstration. We will be keeping an eye on this one.

<https://bhbusiness.com/2025/04/17/ccbhcs-on-chopping-block-in-leaked-white-house-budget-docs/>
- Samaritas Update: 2 homes (Hansens and Horton) have been fully transitioned and this starting in May, the Duecy home is next in line to be transitioned to Moka.
- CSU Update: I provided an update last month that we were meeting with Rep. Greg VanWoerkom's office, and we did. We have compiled more data including operational costs data from N180 and copies of their various agreements with Trinity Health. We will be providing this to Rep. VanWoerkom's office. We also have a meeting set up with Trinity health to begin continued discussion on how this partnership will be operationalized. We are meeting with Carrie Mull and key personnel along with Trinity Health lobbyist on May 28th.
- Internally at CMH we continue to work on finding efficiencies in the work that we do through various KATA projects. There are a number of KATA projects ongoing related to CCBHC, Homebased, IMH, Autism, etc. Supervisors and managers are slowly getting comfortable asking for reports and really knowing where they stand in terms of outcomes.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

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

Respectfully,

Jeff Fortenbacher
Committee Chair

/hb

**PRELIMINARY MINUTES
To be approved at the Finance Meeting on
May 16, 2025**

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Finance Committee	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Finance	REQUEST DATE May 30, 2025	REQUESTOR SIGNATURE Brandy Carlson, Chief Financial Officer	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>			
<p>Expenditures for the month of March 2025 totaled \$7,932,069.31. Large or unusual expenditures for the month includes:</p> <ol style="list-style-type: none"> 1. Payments to CDW in the amount of \$158,122.14 for 100 laptops and 46 desktops for the annual rotation per the Tech Plan. 2. Payments to Cherry Street in the amount of \$167,375.94 for Substance Use Disorder Services. 3. Payments to Forest View in the amount of \$120,695.68 for Community Inpatient Services. 4. Payments to HGA in the amount of \$209,606.76 for Residential Services. 5. Payments to Mercy Health Partners in the amount of \$218,205.00 for Community Inpatient Services. 6. Payments to Moka Corporation in the amount of \$157,335.10 for Outpatient Services. 7. Payments to Pine Rest in the amount of \$127,038.44 for Community Inpatient Services. 8. Payments to Pioneer Resources in the amount of \$402,903.31 for Autism and Residential Services. 			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>			
I move to approve expenditures for the month of March 2025, in the total amount of \$7,932,069.31.			
COMMITTEE DATE May 30, 2025	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE May 30, 2025	BOARD APPROVAL _____ Yes _____ No _____ Other		

HealthWest



March 2025

Board Report

**COMMUNITY MENTAL HEALTH
BALANCE SHEET 2220
MENTAL HEALTH**

March 31, 2025

ASSETS		THIS YEAR	LAST YEAR
Cash in Bank		8,000,670.83	(1,048,609.42)
Imprest (Petty) Cash		1,600.00	2,700.00
Accounts Receivable		126,185.40	161,411.22
Due From Other Funds		1,415.19	2,482,211.77
Prepaid Items		286,110.78	479,787.00
Due from other governments		(2,538,315.58)	9,370,725.88
Total Assets		<u>\$ 5,877,666.62</u>	<u>\$ 11,448,226.45</u>
LIABILITIES AND EQUITY			
Accounts Payable	\$	54,704.51	\$ 43,040.67
Undistributed Receipts		4,349.77	13,861.43
Accrued Wages and Fringes		-	-
Total Liabilities and Equity	\$	<u>59,054.28</u>	<u>\$ 56,902.10</u>
DEFERRED INFLOWS OF RESOURCES			
Deferred Medicaid fee for services and capitation	\$	<u>217,464.98</u>	<u>\$ 7,348,752.52</u>
Fund Balance at beginning of year		942,565.51	(1,855,032.17)
Nonspendable FB-Prepays		420,673.60	
**Total Fund Balance	\$	<u>1,363,239.11</u>	<u>\$ (1,855,032.17)</u>
TOTAL LIABILITIES, DEFERRED INFLOWS OF RESOURCES, AND FUND BALANCE	\$	<u>1,639,758.37</u>	<u>\$ 5,550,622.45</u>
NET OF REVENUES VS EXPENDITURES	\$	<u>4,237,908.25</u>	<u>\$ 5,897,604.00</u>
Transferred to County Equipment Revolving Account for:			
Mental Health Center Building (6660-0000-349220)		\$2,432,448.79	\$2,544,917.89
Future Equipment Purchases (6660-0000-349222)		\$86,607.86	\$117,184.04

**COMMUNITY MENTAL HEALTH
BALANCE SHEET 7930
CMH CLIENT FUNDS**

March 31, 2025

ASSETS		
	THIS YEAR	LAST YEAR
Cash	\$ 478,635.79	\$ 464,792.64
Imprest Cash	\$ -	\$ 40,655.36
Accounts Receivable	\$ -	\$ 177.00
Total Assets	<u>\$ 478,635.79</u>	<u>\$ 505,625.00</u>
 LIABILITIES AND EQUITY		
Accounts Payable	\$ 719.61	\$ 650.00
Due to Other Funds	\$ 1,530.19	\$ 2,275.22
Undistributed Receipts	\$ 476,385.99	\$ 502,699.78
	<u>\$ 478,635.79</u>	<u>\$ 505,625.00</u>

HealthWest

Statement of Revenues, Expenditures and Changes in Fund Balances

Budget to Actual

For the Period from October 1, 2024 through March 31, 2025

	Original Budget	YTD Budget	YTD Actual	Over (Under) YTD Budget
Revenues				
Medicaid funding:				
Medicaid capitation	\$ 63,176,322	\$ 31,588,161	\$ 29,758,190	\$ (1,829,971)
Medicaid - Autism capitation	9,643,002	4,821,501	5,827,262	1,005,761
Medicaid capitation - settlement	-	-	(4,275,880)	(4,275,880)
Healthy Michigan Plan	6,618,061	3,309,031	3,681,898	372,867
Healthy Michigan Plan - settlement	-	-	2,023,398	2,023,398
CCBHC Supplemental	17,430,250	8,715,125	8,843,314	128,189
State General Fund:				
Formula Fundings	2,066,287	1,033,144	1,033,144	-
Settlement	-	-	-	-
Grant Revenue	5,282,051	2,641,026	2,440,853	(200,173)
Local revenue:				
County appropriation	706,819	353,410	353,407	(3)
Client and third party fees	1,746,837	873,419	237,578	(635,841)
Interest income	393,117	196,559	117,860	(78,699)
Other revenue	215,589	107,795	83,599	(24,196)
Total revenue	107,278,335	53,639,171	50,124,623	(3,514,548)
Expenditures				
Salaries and wages	29,676,018	14,838,009	14,405,596	(432,413)
Fringe benefits	19,940,330	9,970,165	8,572,291	(1,397,874)
Staff professional development	598,588	299,294	175,931	(123,363)
Contractual expense	49,160,285	24,580,143	25,704,401	1,124,258
Overhead expense	2,891,260	1,445,630	1,406,152	(39,478)
Supplies	443,252	221,626	326,441	104,815
Utilities	417,090	208,545	127,548	(80,997)
Insurance	474,348	237,174	-	(237,174)
Capital outlay	5,060	2,530	-	(2,530)
Other expenses	3,385,094	1,692,547	613,965	(1,078,582)
Transfers	287,010	143,505	116,466	(27,039)
Total expenditures	107,278,335	53,639,168	51,448,791	(2,190,377)
Net change in fund balance	-	3	(1,324,168)	(1,324,171)
Fund balance, beginning of year	1,363,240	1,363,240	1,363,240	-
Fund balance, end of year	\$ 1,363,240	\$ 1,363,243	\$ 39,072	\$ (1,324,171)

This financial report is for internal use only. It has not been audited, and no assurance is provided.



MEMORANDUM

Date: May 30, 2025

To: HealthWest Board of Directors
Rich Francisco, Executive Director

CC: Mark Eisenbarth, Muskegon County Administrator
Matt Farrar, Muskegon County Deputy Administrator
Angie Gasiewski, Muskegon County Accounting Director
Carly Hysell, HealthWest Director of Finance

From: Brandy Carlson, Chief Financial Officer

Subject: **Finance Update**

During the month of May, HealthWest will bring the following motion to the County Commissioners for approval.

- Move to authorize an increase in the projected expenditures for Preferred Lawn Care & Snowplowing Services, LLC, totaling \$77,500.00 for FY2025.

HealthWest procured and awarded snow removal services to Preferred Lawn Care & Snow Plowing LLC in 2022. In January 2025, the contract extension was approved for the 2024/2025 snow season, with a projected not-to-exceed amount of \$50,091.00. However, because the contract is based on a per-occurrence model and several significant snowfalls occurred in January, loader snow removal was required at HealthWest sites to create additional parking, resulting in increased costs and further snow removal efforts. As a result, the total projected expenditure is expected to reach \$77,500.00. Authorization is now requested to increase the not-to-exceed amount to \$77,500.00 with Preferred Lawn Care & Snow Plowing LLC, located at 2471 Whitehall Road, Suite B, Muskegon, MI 49445, for snow removal and salting services for FY2025. This increase can be absorbed in the current budget.

- Move to reclassify Clerical Support Specialist, Position N17222 (Wage Grade HW4) to a Human Resources Coordinator (Wage Grade HW5).

After reviewing the needs of the HealthWest HR Team, it is requested that the vacant Clerical Support Specialist position (Position N17222, Wage Grade HW4: \$20.74–\$26.13) on the payroll team be reclassified as a Human Resources Coordinator (Wage Grade HW5: \$22.81–\$28.74). Although this change will result in a cost increase, the additional expense will be

Main Office

covered within the current budget using savings from the previously approved motion HS25/05-20.

- Move to reclass Human Resources Assistant positions N39100, N39103, and N39102 (Wage Grade HW3) to Human Resources Specialist/HW (Wage Grade HW4).

After assessing the needs of the HealthWest HR Team, it is requested to reclass the Human Resources Assistant positions, Wage Grade HW3, (\$18.85–\$23.75) to Human Resources Specialists, Wage Grade HW4, (\$20.74–\$26.13). This change will enable the addition of responsibilities to better support staff, enhance cross-training opportunities, and build competencies that address service gaps when team members are out of the office. While this adjustment will result in a cost increase, the added expense will be absorbed within the current budget through savings from the previously approved motion HS25/05-20.

- Move to approve to amend the West Michigan Janitorial contract to cover the expanded scope of work at the Mental Health Center for an approximate increase of \$28,104 annually and authorize the HealthWest Executive Director to sign the amendment.

Due to programming and staff changes at the Mental Health Center location, it is necessary to expand the scope of work for the contracted cleaning company to include the following services:

- **Clinical/Interview Rooms:** Addition of six rooms — #504, 528, 156, 157, 181, and 200
- **Additional Areas:** Inclusion of the east-side conference room and the new office located in the main lobby
- **IHC Facility Enhancements:**
 - Daily disinfection of surfaces
 - Daily sink cleaning
- **Increased cleaning frequency** in rooms B116-E, B117-E, B118-E, and B119-E

These additional responsibilities require an additional three (3) hours per day to complete. The allotted hours remain sufficient overall for the Clubhouse at the Peck Street location.

With the proposed additions at the Mental Health Center and the hours scheduled at the Clubhouse, the total combined service time will be fourteen (14) hours per day. The changes to the contract would result in the monthly bill increasing from \$5,250.00 to \$7,592.00 per month, and it is also subject to the three percent (3%) annual increase for the remaining years as part of the current contract. This increase can be absorbed into the existing budget.

- Move to amend the current contract with Bertelsmann Learning LLC (Relias LLC) for the addition of one Course Creator license and authorize the HealthWest Executive Director to sign the amendment.

Relias is an online training platform that HealthWest has under contract. The current contract amount is approximately \$78,000 per year. This platform hosts all the agency's training

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records, is used as a training registration system and offers pre-made virtual trainings in a variety of healthcare and compliance-related topics. This system is a vital tool in ensuring HealthWest is able to meet and appropriately document the training requirements issued by a number of oversight and accreditation authorities, including the State of Michigan, Medicaid, CARF and others. This license would allow the HealthWest training team to develop custom virtual training modules to ensure staff training is better tailored to HealthWest's internal workflows, processes and organizational needs. As HealthWest now offers 24-hour services, there is increasing demand for virtual training to meet the training needs of second-and-third-shift staff members. This tool would allow HealthWest to provide better quality training and potentially reduce overtime demands needed to meet the training needs of second- and third-shift staff members.

Authorization is requested to amend the contract with Relias LLC, located at 1010 Sync Street, Suite 100, Morrisville, NC 27560 to include the addition of one Course Creator license for the agency's annual Relias account, at a cost of a one-time \$250 implementation fee and an annual \$1,099 subscription fee. With this increase, the total contract will be approximately \$79,131 annually. This increase can be absorbed into the current budget.

- Move to authorize HealthWest to initiate the procurement process for contracted security services.

HealthWest is requesting approval to initiate a Request for Qualifications (RFQ) to procure professional security services.

Due to a growing number of security threats, HealthWest is seeking additional support to enhance safety and reduce disruptions to operations. While security incidents are not uncommon and staff are trained in MANDT—an evidence-based approach to preventing workplace violence—responding to these incidents pulls staff away from their core responsibilities. This reduces productivity and increases reliance on local law enforcement. By contracting with a security firm, HW aims to proactively address potential threats, enhance de-escalation efforts, and allow staff to focus on client care and treatment. The selected firm would also assist with risk assessments and provide safety training for both facility-based and community-based staff.

Although this service is not currently budgeted, it will be included in the upcoming budget amendment. HealthWest currently anticipates a projected budget increase of \$2,063,626 for Fiscal Year 2025.

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REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Finance Committee	BUDGETED X	NON BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Provider Network	REQUEST DATE May 30, 2025	REQUESTOR SIGNATURE Brandy Carlson	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u> <p>Authorization is requested for the HealthWest Board to increase the five funding sources from \$38,447,692.31 to \$40,204,579.31 effective June 1, 2025, through September 30, 2025.</p> <ol style="list-style-type: none"> 1. Specialized Residential - \$18,068,487.00 2. Community Inpatient - \$6,934,330.10 3. SUD Services - \$6,446,533.21 4. Outpatient Services - \$6,677,837.00 5. Autism Services - \$2,077,392.00 <p>While it is not possible to predict the exact amount of funds providers will require, we can estimate the needs for each funding category. Some services may need more funding, while others need less throughout the fiscal year. This Board motion will allow the HealthWest Chief Financial Officer to monitor expenses within each category and reallocate funds as necessary as required by the needs of the consumers we serve.</p> <p>We are able to reallocate budget dollars from Activity Supplies and Miscellaneous Expenses to the Provider Network in order to not increase our budget as a whole at this time.</p>			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u> <p>I move to authorize the HealthWest Board of Directors to approve the FY25 contracted Vendors/Providers listed under the five funding sources. The total budget for the five funding services is \$40,204,579.31 effective June 1, 2025, through September 30, 2025.</p>			
COMMITTEE DATE May 30, 2025	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE May 30, 2025	BOARD APPROVAL _____ Yes _____ No _____ Other		

HWB 81-B

05/09/2025

REVENUE AND EXPENDITURE REPORT FOR MUSKEGON COUNTY

PERIOD ENDING 04/30/2025

% Fiscal Year Completed: 58.08

GL NUMBER	DESCRIPTION	2024-25 MENDED BUDGET	YTD BALANCE 04/30/2025	2025 BUDGET AMMENDMENT
OTHER				
2220-7100-956.010	Activity Supplies	140.00	295.30	600.00
2220-7100-966.001	Misc Expense	10,426.00	0.00	-
2220-7102-956.010	Activity Supplies	671.00	0.00	-
2220-7103-956.010	Activity Supplies	9,911.00	0.00	-
2220-7103-966.001	Misc Expense	3,666.00	2,554.87	5,000.00
2220-7104-956.010	Activity Supplies	435.00	0.00	-
2220-7105-966.001	Misc Expense	4,358.00	0.00	-
2220-7106-956.010	Activity Supplies	1,666.00	0.00	-
2220-7106-966.001	Misc Expense	7,457.00	0.00	-
2220-7109-966.001	Misc Expense	5,000.00	0.00	-
2220-7120-966.001	Misc Expense	1,756,815.00	750.25	2,000.00
2220-7121-966.001	Misc Expense	0.00	37.58	100.00
2220-7122-966.001	Misc Expense	25,344.00	0.00	-
2220-7123-966.001	Misc Expense	4,254.00	0.00	-
2220-7124-947.000	Software	535,810.00	545,147.91	559,234.00
2220-7124-966.001	Misc Expense	50,000.00	23,138.32	50,000.00
2220-7130-956.010	Activity Supplies	10,256.00	0.00	-
2220-7130-966.001	Misc Expense	6,697.00	0.00	-
2220-7135-966.001	Misc Expense	5,213.00	0.00	-
2220-7140-956.010	Activity Supplies	12,738.00	0.00	-
2220-7140-966.001	Misc Expense	1,192.00	0.00	-
2220-7141-966.001	Misc Expense	1,862.00	235.95	1,500.00
2220-7310-956.010	Activity Supplies	5,450.00	0.00	-
2220-7310-966.001	Misc Expense	26,328.00	0.00	-
2220-7320-956.010	Activity Supplies	463.00	62.13	200.00
2220-7321-956.010	Activity Supplies	3,527.00	975.20	2,000.00

2220-7323-956.010	Activity Supplies	4,158.00	957.52	2,000.00
2220-7323-966.001	Misc Expense	34,295.00	55.00	14,300.00
2220-7325-956.010	Activity Supplies	3,197.00	1,351.68	2,750.00
2220-7326-956.010	Activity Supplies	0.00	422.59	1,000.00
2220-7326-966.001	Misc Expense	8,332.00	0.00	-
2220-7328-966.001	Misc Expense	150.00	0.00	-
2220-7329-956.010	Activity Supplies	4,460.00	868.60	1,800.00
2220-7329-966.001	Misc Expense	46,189.00	1,230.00	19,250.00
2220-7331-956.010	Activity Supplies	1,687.00	32.82	700.00
2220-7331-966.001	Misc Expense	10,285.00	0.00	-
2220-7333-956.010	Activity Supplies	310.00	61.79	150.00
2220-7333-966.001	Misc Expense	4,745.00	0.00	-
2220-7337-956.010	Activity Supplies	1,327.00	287.43	750.00
2220-7337-966.001	Misc Expense	3,915.00	0.00	-
2220-7355-956.010	Activity Supplies	864.00	124.92	400.00
2220-7355-966.001	Misc Expense	26,168.00	0.00	-
2220-7356-956.010	Activity Supplies	164.00	0.00	-
2220-7356-966.001	Misc Expense	4,885.00	0.00	-
2220-7362-966.001	Misc Expense	2,423.00	0.00	-
2220-7363-956.010	Activity Supplies	387.00	0.00	-
2220-7363-966.001	Misc Expense	8,001.00	0.00	-
2220-7400-956.010-1000012	Activity Supplies	250.00	0.00	250.00
2220-7400-956.010-1100001	Activity Supplies	10,000.00	8,269.45	10,000.00
2220-7400-956.010-1100002	Activity Supplies	274.00	0.00	274.00
2220-7400-956.010-1100003	Activity Supplies	1,000.00	0.00	1,000.00
2220-7400-956.010-2100001	Activity Supplies	4,000.00	0.00	4,000.00
2220-7400-956.010-2100005	Activity Supplies	1,000.00	0.00	1,000.00
2220-7400-966.001-1000002	Misc Expense	454,675.00	0.00	454,675.00
2220-7400-966.001-1000012	Misc Expense	0.00	14,124.06	0.00
2220-7400-966.001-1100001	Misc Expense	14,199.00	14,595.79	14,199.00
2220-7400-966.001-1100002	Misc Expense	600.00	220.00	600.00
2220-7400-966.001-1100003	Misc Expense	1,500.00	0.00	1,500.00
2220-7400-966.001-2100002	Misc Expense	71,045.00	3,107.10	71,045.00
2220-7400-966.001-2100003	Misc Expense	400.00	0.00	400.00

2220-7400-966.001-2100005	Misc Expense	0.00	250.00	0.00
2220-7500-956.010-3000002	Activity Supplies	8,000.00	0.00	8,000.00
2220-7500-956.010-3000005	Activity Supplies	398.00	0.00	398.00
2220-7500-966.001-1000009	Misc Expense	3,890.00	2,106.81	3,890.00
2220-7500-966.001-1000010	Misc Expense	143,224.00	0.00	143,224.00
2220-7500-966.001-3000001	Misc Expense	3,718.00	1,842.95	3,718.00
2220-7500-966.001-3000005	Misc Expense	1,000.00	0.00	1,000.00
2220-7500-966.001-3000006	Misc Expense	0.00	357.59	0.00
2220-7600-956.010-1000006	Activity Supplies	300.00	0.00	300.00
2220-7800-937.000	Vehicle Repair and Service	10,000.00	21,074.17	45,000.00
OTHER		3,385,094.00	644,537.78	1,428,207.00 1,956,887.00

OVERHEAD

2220-7120-959.100	General Admin Exp-2 CFR 200	734,592.00	452,947.00	734,592.00
2220-7120-959.124	Indirect Costs-Admin	0.00	(86,543.62)	-
2220-7124-959.108	IT Support Chargebacks	123,884.00	70,576.00	123,884.00
2220-7400-959.124-1000002	Indirect Costs-Admin	40,818.00	7,681.98	40,818.00
2220-7400-959.124-1100001	Indirect Costs-Admin	18,154.00	8,885.95	18,154.00
2220-7400-959.124-1100004	Indirect Costs-Admin	2,500.00	7,473.75	2,500.00
2220-7400-959.124-2100001	Indirect Costs-Admin	9,314.00	0.00	9,314.00
2220-7400-959.124-2100002	Indirect Costs-Admin	535.00	750.00	535.00
2220-7400-959.124-2100003	Indirect Costs-Admin	14,351.00	6,668.90	14,351.00
2220-7400-959.124-2100004	Indirect Costs-Admin	6,182.00	1,312.50	6,182.00
2220-7400-959.124-2100005	Indirect Costs-Admin	8,222.00	7,976.43	8,222.00
2220-7500-959.124-1000009	Indirect Costs-Admin	0.00	8,176.35	0.00
2220-7500-959.124-3000001	Indirect Costs-Admin	2,682.00	759.22	2,682.00
2220-7500-959.124-3000002	Indirect Costs-Admin	74,670.00	27,565.84	74,670.00
2220-7500-959.124-3000004	Indirect Costs-Admin	0.00	1,454.83	0.00
2220-7500-959.124-3000005	Indirect Costs-Admin	2,402.00	0.00	2,402.00
2220-7500-959.124-3000006	Indirect Costs-Admin	2,309.00	39.39	2,309.00
2220-7500-959.124-3000008	Indirect Costs-Admin	0.00	7,798.48	0.00
2220-7800-944.000	Vehicle Lease	75,773.00	193,926.67	413,573.00
2220-7900-941.000	Building Rental	0.00	63,450.00	110,000.00
2220-7900-941.000-9000001	Building Rental	757,380.00	310,310.15	657,380.00

2220-7900-941.000-9000002	Building Rental	23,700.00	11,127.06	23,700.00	
2220-7900-941.000-9000003	Building Rental	224,920.00	114,715.41	224,920.00	
2220-7900-941.000-9000004	Building Rental	19,030.00	19,589.82	39,030.00	
2220-7900-941.000-9000005	Building Rental	119,100.00	56,127.48	119,100.00	
2220-7900-941.000-9000006	Building Rental	46,115.00	10,357.62	26,115.00	
2220-7900-941.000-9000007	Building Rental	183,300.00	97,401.86	193,300.00	
2220-7900-941.000-9000008	Building Rental	119,000.00	40,939.42	89,000.00	
2220-7900-941.000-9000009	Building Rental	189,780.00	82,876.90	16,980.00	
2220-7900-941.010	Building Rental-Marquette Campus	23,746.00	0.00	-	
2220-7900-941.010-9000011	Building Rental-Marquette Campus	0.00	6,045.51	13,746.00	
2220-7900-942.000	Copier Lease Cost	61,100.00	37,291.18	75,100.00	
2220-7900-942.010-9000001	Equipment Rent/Revolving	0.00	14,744.70	29,500.00	
2220-7900-942.010-9000008	Equipment Rent/Revolving	7,701.00	3,850.74	7,701.00	
2220-7900-942.010-9000011	Equipment Rent/Revolving	0.00	5,734.90	11,500.00	
OVERHEAD		2,891,260.00	1,592,012.42	3,091,260.00	(200,000.00)

Speciality Services

Autism	\$1,777,392.00	\$1,110,325.29	2,077,392.00	
Community Inpatient	\$6,437,330.10	\$3,466,307.81	6,934,330.10	
Outpatient	\$6,677,837.00	\$3,382,879.21	6,677,837.00	
Specialized Residential	\$17,108,600.00	\$9,652,860.80	18,068,487.00	
SUD Services	\$6,446,533.21	\$2,954,628.04	6,446,533.21	
Total Speciality Services	\$38,447,692.31	\$20,567,001.15	\$40,204,579.31	(1,756,887.00)

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REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Finance Committee	BUDGETED X	NON BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Provider Network Management	REQUEST DATE May 30, 2025	REQUESTOR SIGNATURE Gina Kim, Provider Network Specialist	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u> HealthWest Board authorization is requested to contract with the Adult Foster Care (AFC) provider below: Zuri Communities LLC – Nala House AFC, located at 342 43 rd St., SE, Grand Rapids, MI 49508 to provide Specialized Residential Services effective May 30, 2025, through September 30, 2025. This vendor is credentialed through the LRE and will be paid with Medicaid funding within the approved HealthWest AFC Specialized Residential budget of \$18,068,487.00.			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u> I move to authorize the HealthWest Executive Director to sign a contract with Zuri Communities LLC effective May 30, 2025, through September 30, 2025, to provide specialized residential services to eligible HealthWest consumers. The funding is within the HealthWest AFC Specialized Residential Budget of \$18,068,487.00.			
COMMITTEE DATE May 30, 2025	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE May 30, 2025	BOARD APPROVAL _____ Yes _____ No _____ Other		

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Full Board	BUDGETED X	NON BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Administration	REQUEST DATE May 30, 2025	REQUESTOR SIGNATURE Kelly Betts, Customer Service Specialist	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>			
<p>HealthWest Board authorization is requested to approve the changes to the HealthWest Consumer Advisory Committee members as suggested below.</p> <p>Per Policy: 01-007, the Consumer Advisory Committee shall consist of nine (9) to twelve (12) members defined as follows:</p> <ol style="list-style-type: none"> 1. Inaugural Persons shall be appointed to the CAC by HealthWest Board. Subsequent <u>CAC Members shall be recommended by the CAC and appointed by the HealthWest Board.</u> 2. A person who resides or is employed within Muskegon County. 3. A person who shall have the interest, time, and energy to promote the development and/or improvement of mental health, developmental disability, and substance abuse services in Muskegon County. 4. The CAC shall make every effort to ensure that its membership represents the populations served by HealthWest in equal proportions. <p>The Consumer Advisory Committee Facilitators would like to have the following members appointed to the Consumer Advisory Committee:</p> <ol style="list-style-type: none"> 1. Christopher Ware – Primary Member 			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>			
<p>I move to authorize and approve the changes to the HealthWest Consumer Advisory Committee members, effective June 2, 2025.</p>			
COMMITTEE DATE May 30, 2025	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE May 30, 2025	BOARD APPROVAL _____ Yes _____ No _____ Other		

HWB 83-B



HEALTHWEST BOARD OF DIRECTORS

Resolution #095

URGING ACTION TO ADDRESS THE PUBLIC MENTAL HEALTH FUNDING SHORTFALL

376 E. Apple Ave., Muskegon, MI 49442

At a regular meeting of the HealthWest Board of Directors, held at 376 E. Apple Ave., Muskegon, MI on the 30th day of May, 2025 at 8:00 a.m. local time, the following resolution was adopted:

WHEREAS, the HealthWest Board of Directors recognizes that Michigan's public mental health system is facing a serious and escalating funding crisis, driven by several compounding factors, including the loss of Medicaid-covered lives, inflationary pressures, increasing demand for services, and expanding regulatory burdens; and

WHEREAS, HealthWest acts as the Community Mental Health Service Provider (CMHSP) for Muskegon County, serving upward of 8,000 Muskegon County residents annually for behavioral health, substance use, and/or intellectual/developmental disability concerns; and

WHEREAS, State-appropriated Medicaid funds comprise more than 91% of HealthWest's annual operating budget; and

WHEREAS, the Michigan Department of Health and Human Services (MDHHS) is required under state law (MCL 330.1116 and MCL 330.1202) to promote and financially support an adequate and appropriate system of CMHSPs; and

WHEREAS, the State of Michigan has lost nearly 700,000 Medicaid beneficiaries since the end of the Public Health Emergency (PHE), resulting in reduced capitation payments to CMHSPs despite continued or increasing demand for mental health services; and

WHEREAS, funding increases for core behavioral health and intellectual/developmental disability services have not kept pace with medical inflation or the broader state budget growth, with only a 6% increase in the past five fiscal years compared to a 43% increase in the overall state budget and 25% in Medicaid expenditures; and

WHEREAS, the MDHHS has repeatedly underspent appropriated Medicaid funds, with a projected \$232 million in underspending in FY25 alone, and these unspent dollars are not being redirected to meet urgent service needs across Michigan's CMHSP system; and

WHEREAS, additional factors exacerbating this crisis include skyrocketing inpatient psychiatric and residential costs, significant underfunding of autism services, misclassification of Medicaid eligibility groups resulting in lost revenue, and a growing administrative burden that diverts staff time and resources away from direct care; and

WHEREAS, failure to adequately fund and streamline the public behavioral health system undermines the ability of CMHSPs to meet the needs of the most vulnerable residents—including children, adults with serious mental illness, individuals with intellectual and developmental disabilities, and those with substance use disorders;

NOW, THEREFORE, BE IT RESOLVED, that the HealthWest Board of Directors urgently calls on the Michigan Department of Health and Human Services, the Michigan Legislature, and the Governor to:

Fully allocate appropriated Medicaid behavioral health funds to CMHSPs in fiscal year 2025 and beyond; and

Ensure capitation rates are actuarially sound at the regional and local levels, and reflect the actual cost of service delivery, including inpatient care, specialized residential treatment, and autism services; and

Rectify the misclassification of Medicaid beneficiaries, ensuring individuals are enrolled in appropriate coverage categories with mental health benefits; and

Account for new cost drivers, including legislative changes such as paid sick leave and minimum wage increases; and

Significantly reduce unnecessary administrative requirements that increase overhead without improving outcomes.

BE IT FURTHER RESOLVED, copies of this resolution be transmitted to Governor Gretchen Whitmer, the Michigan Department of Health and Human Services, the leadership of the Michigan Senate and House of Representatives, the Michigan Association of Counties, Senator John Bumstead, Senator Rick Outman, Representative Greg VanWoerkom, Representative William Snyder, Representative Luke Meerman, and Representative Curtis VanderWall.

RESOLUTION DECLARED ADOPTED

Janet Thomas, Board Chairperson

Date: _____

I hereby certify that the foregoing is a true and complete copy of the Resolution duly adopted by the HealthWest Board of Directors at a regularly scheduled meeting held on May30, 2025, at which a quorum was present, and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, 1976 PA 267 as amended, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

Janice Hilleary, Board Secretary

Date: _____

ANNUAL REPORT

FY2024



HealthWest

A Year In Review ...

Dear Community Members, Partners, and Stakeholders,

On behalf of HealthWest, I am pleased to present our FY2024 Annual Report, highlighting a year of progress, innovation, and unwavering commitment to the well-being of our community.

In FY2024, HealthWest served over 7,500 individuals through more than 124,000 appointments, including nearly 5,200 via telehealth. Our services spanned mental health, substance use, intellectual and developmental disabilities, and autism support, reflecting our dedication to comprehensive, person-centered care.

We made significant strides in achieving the four strategic goals outlined in our FY2024–2025 Strategic Plan:

- **Inclusion, Person-Centered Care, and Quality:** We deepened our commitment to quality through staff training, community engagement, and consumer-led initiatives.
- **Excellence in Service Delivery:** HealthWest maintained its status as a Certified Community Behavioral Health Clinic (CCBHC), secured a 3-year CARF accreditation, and successfully completed multiple audits and reviews.
- **Sustainable Growth and Learning:** We fully staffed our Masters Level Clinician positions, expanded training opportunities, and launched innovative programs like the Behavioral Health Alternative Response (BHAR), the first of its kind in Michigan.
- **Integrity in Operations:** Our financial health improved significantly, with total revenue reaching \$103.7 million and all past liabilities resolved. We also enhanced our use of technology and data to support quality improvement and operational efficiency.

This report will provide updates on the progress of each of the strategic goals mentioned above, along with powerful stories from individuals like Jake, James, Demario, and Tamara, whose journeys reflect the transformative impact of compassionate, integrated care.

As we look ahead, HealthWest remains committed to building a healthier, more inclusive Muskegon County. We thank you for your continued support and partnership in this vital work.

Warm regards,

Rich Francisco
Executive Director, HealthWest

HEALTHWEST EXECUTIVE TEAM

Rich Francisco
Executive Director

Christy LaDronka
Chief Clinical Officer

Kristi Chittenden
Chief Info. Officer

Brandy Carlson
Chief Financial Officer

Dr. Gregory Green
Medical Director

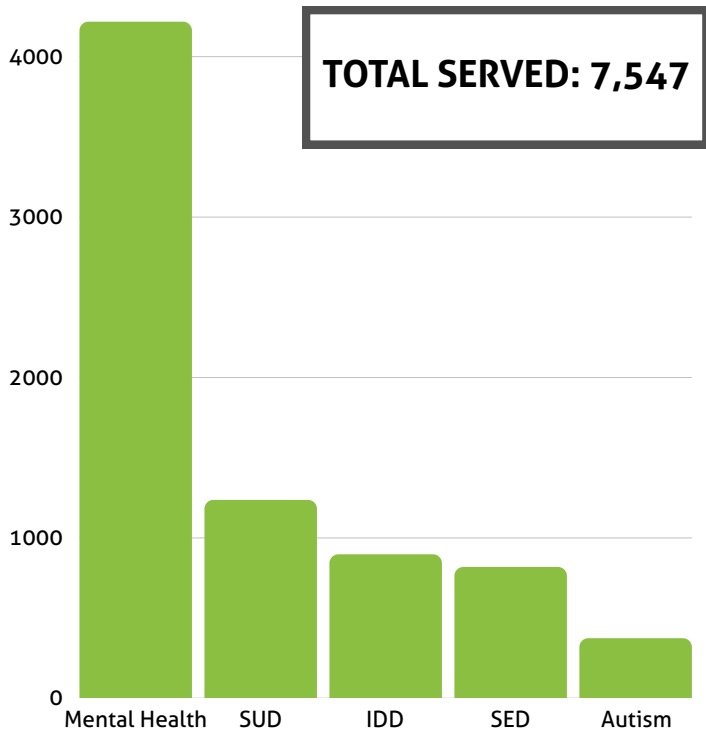
HEALTHWEST CONSUMER ADVISORY COMMITTEE

Cindy Devries • Cherry Fouty • Thomas Hardy • Angie Kartes • Tamara Madison • Demario Phillips
Emily Ratlidge • David Scholtens • John Weerstra • Craig Franklin • Shawnee Tate

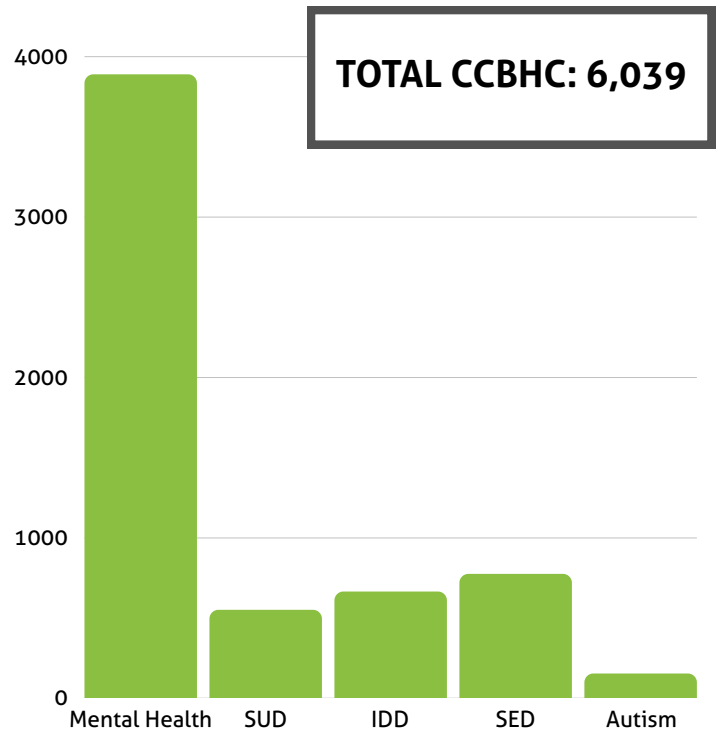
Who We Serve

Participation in HealthWest services remained steady in FY2024 with more than 7,500 people receiving services at HealthWest. In FY24, HealthWest hosted 124,098 appointments to meet the needs of those we serve. While a large majority of these services were delivered face-to-face, HealthWest did record 5,196 telehealth encounters.

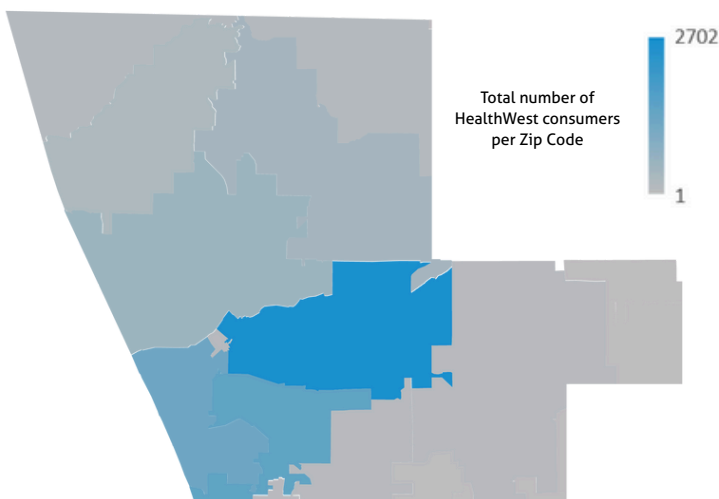
TOTAL SERVED BY PRIMARY PROGRAM



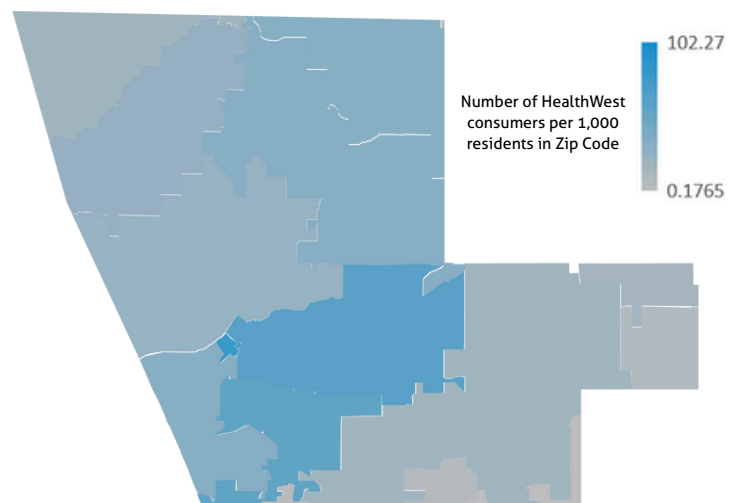
TOTAL CCBHC SERVED BY PROGRAM



TOTAL SERVED BY ZIP CODE

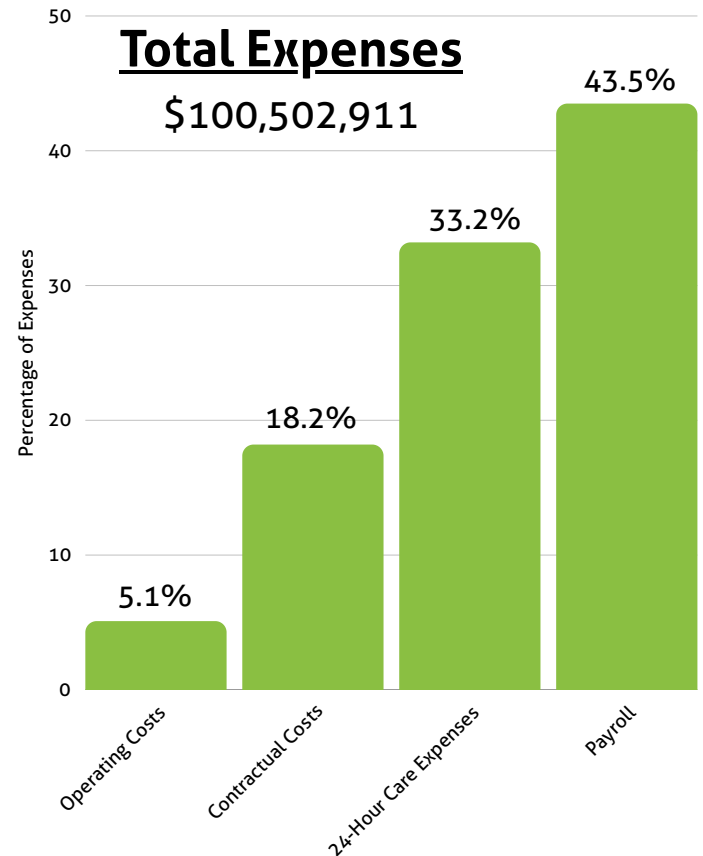
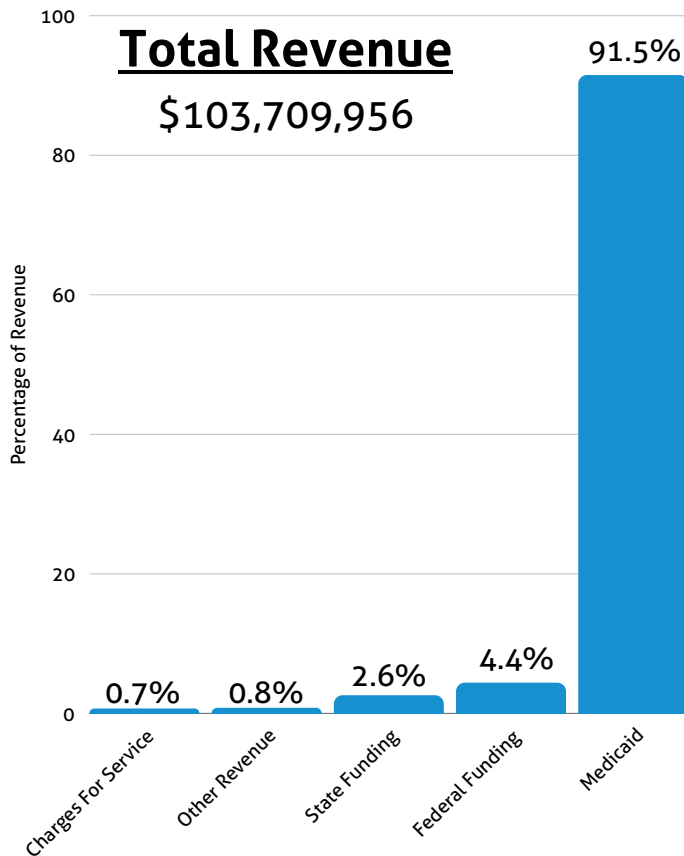


PER CAPITA SERVED BY ZIP CODE



Maintaining our Finances While Delivering Quality Services

HealthWest continued to improve its financial standing in FY24. HealthWest was able to secure payment of 100% of its past financial liabilities, \$7,340,535, from the Lakeshore Regional Entity. We also received \$1,005,491 in CCBHC Quality Bonus Payments for high-quality services delivered in FY23.



HealthWest Successfully Completes Multiple Audits and Reviews

HealthWest's operations received extensive oversight in FY24 as part of multiple different audits and reviews. Overall positive feedback from this oversight highlights the quality of our business and clinical practices.

- MDHHS Waiver Audit
- Autism Program Site Review
- HSAG Encounter Data Validation Audit
- HSAG Performance Measure Validation Audit and Network Adequacy Validation
- CMS Site Visits
- LRE Audit
- CCBHC Recertification
- Crisis Residential Unit Site Review
- LRE 5515 (CCBHC) Audit
- Penetration Testing and Security Risk Assessments

HealthWest Secures 3-Year CARF Accreditation

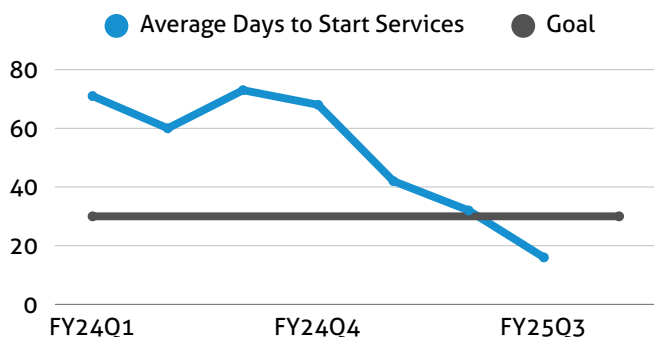


HealthWest was again able to secure a 3-year CARF accreditation in FY24, signifying our dedication to continuous quality improvement.

Building a Culture of Quality Improvement

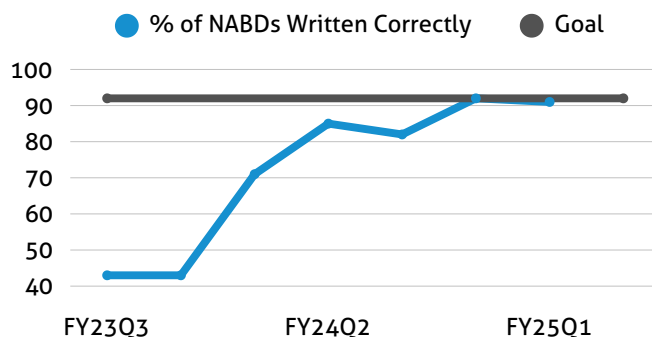
HealthWest has introduced the Kata Framework into our daily quality improvement efforts. Kata, derived from Toyota's management practices, is a structured approach to continuous improvement and problem solving that emphasizes thinking, learning, and acting scientifically. Nearly 160 staff were trained in the Kata Framework in FY24, with a dozen projects active during the year. Project examples include:

Reducing Time to Start Autism Services



In the spring of 2024, a Kata project was formed to decrease the length of time between an individual seeking autism service's initial assessments and completion of their treatment plan in order to help consumers get started more quickly with services. Staff set a goal of 30 days for these two activities to occur. At the start of FY24, it took an average of 71 days to complete the treatment plan after initial assessment, with the longest time to completion being 122 days. Staff were able to reduce this average time by nearly 55% through FY2025Q2, with the average time measuring only 32 days. Staff are projecting to fall below their 30-day goal by the end of FY25Q3.

Improving Agency NABD Compliance



The HealthWest Customer Service Team began a Kata project in FY24Q1 to improve the accuracy and compliance of Notice of Adverse Benefit Determinations (NABD) written by HealthWest staff when a service authorization is denied. Improving these NABDs helps ensure consumers are well informed of their rights and reduces costs associated with unneeded services. Initially, only 43% of these NABDs were written correctly. Through the development of staff materials and education guided by the lessons learned in the Kata process, HealthWest staff were able to achieve the goal of having 92% of NABDs written correctly by the end of FY24.

Other Quality Improvement Efforts Around HealthWest

- Created department-specific surveys to assist programs in understanding the needs of those they serve.
- Revamped Medicaid Verification and Peer Chart Review to ensure high-quality standards.
- Improved incident documentation and the agency's Root Cause Analysis process to improve quality of care.
- Used agency data to improve care access and reduce health disparities.
- Created the Cultural Intelligence in Supervision template to help staff better connect with co-workers and consumers from diverse cultural backgrounds. A survey of 58 Supervisors shows:
 - 85% stated documented supervisions are "important" to "very important".
 - 41 marked accountability in development as the top benefit of structured supervision.
 - 58 respondents said well-being is key to address and document in supervision.

Implement an Approach to Better Understand the Needs of Those We Serve and Ensure Access to Quality, Person-Centered Care for All

"In 2022, I stepped into a peer mentor role to more effectively support those I serve, drawing on my personal experience within the intellectual/developmental disability community. This role has been both challenging and deeply rewarding, reinforcing my sense of purpose. My path was profoundly shaped by a traumatic brain injury I sustained at age 17 in a serious car accident. The long recovery process gave me a firsthand understanding of how isolating and inaccessible systems — especially education — can be for individuals with disabilities.

"At HealthWest, I've dedicated myself to advocating for people who often feel unseen or unheard. I aim to be a source of encouragement and proof that there is always a way forward, even if that journey looks different for everyone. HealthWest's uniquely compassionate and empowering environment has been instrumental in this work, offering the support and stability needed to help individuals heal and move toward independence."

In FY24, Jake started Healthy Relationships, a group designed to help those we serve learn about relationships and how to stay safe. He shared how participants used the skills taught in this group to find happiness and live as their true selves.

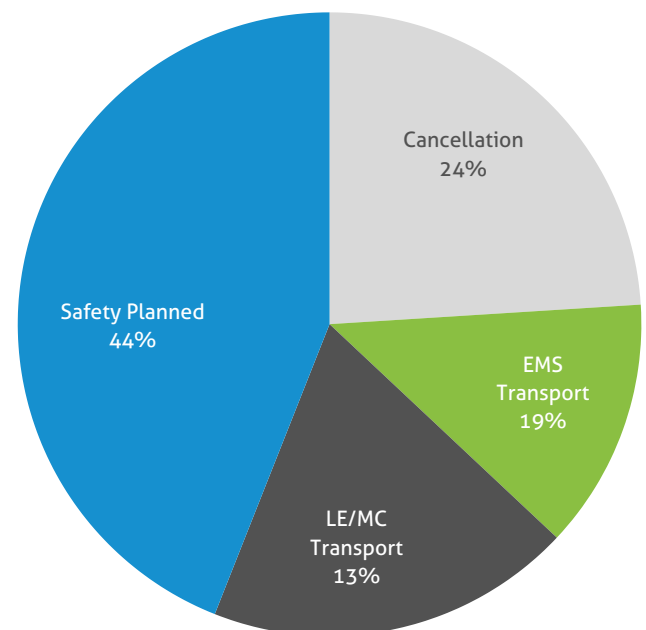


JAKE SCHAAFSMA
HealthWest Client
Support Specialist

A New Alternative to Behavioral Health Responses in the Community

In January 2024, HealthWest partnered with EMS and 911 dispatch to implement the Behavioral Health Alternative Response (BHAR). This initiative is the first in Michigan where an algorithm is used to deploy a behavioral health mobile crisis team to a Med-3 situation instead of an EMS ambulance. Calls to 911 that are determined to be a Med-3 include individuals experiencing suicidal ideation with no action taken and non-suicidal individuals who are displaying a mental health concern with no threat to others.

During the first year, 203 BHARs were requested to the HealthWest Intensive Crisis Stabilization team. Of these, 44% of individuals were able to be safety planned in the community with follow-up contact made.



Position HealthWest for Excellence by Maintaining our Status as a CCBHC and Fulfilling Our Responsibilities of Being a Community Mental Health Services Provider

James Burns began his journey with HealthWest in 2010. He has made significant progress in improving his overall health. Most recently, James has focused on his physical well-being and has lost over 40 pounds. When asked about the key to his success, he shares, "Eating healthy and more walking." He also notes that his weight loss has positively impacted his mental health, saying it helps him "... not get frustrated and control it when I do."

When asked what he's most proud of in his HealthWest journey, James says, "I go for weekly walks with Jake." This simple routine reflects his commitment to a healthier lifestyle and the value he places on staying active.

James is also a common face at the Integrated Health Clinic for his medications, dental visits, and his primary care to stay on top of his health. We believe physical and mental health are connected, and the HealthWest Integrated Health Clinic, in partnership with Hackley Community Care, furthers our commitment to serving the whole person.

James was recognized in November 2024 during our Rising Star consumer recognition ceremony for his amazing accomplishments.



JAMES BURNS
HealthWest Consumer

HealthWest Pilots New Assessment Tool

HealthWest was selected to pilot the new MichiCANS assessment tool for all youth under 21. We completed a 12-month cohort and successfully trained all youth staff in the tool. This tool has now rolled out statewide and is required for use at all CMHSPs.

Integrated Health Clinic Visits



Mental Health
777



Medical
3,927



Dental
978



Unduplicated Patients*
Behavioral Health: 179
Dental: 565
Medical: 1,110

*Patients who had one visit in only one category.

HealthWest Improves Care Coordination

HealthWest added a Medical Assistant to the Comprehensive Assessment Team to allow care coordination to begin at the initial assessment rather than waiting for a treatment team assignment. Increased care coordination can lead to better health outcomes, reduction of duplicative services, and an enhanced experience for those receiving services.

Develop Sustainable and Responsive Systems for Ongoing Development, Learning, and Growth

Demario is an active member of the HealthWest community who strives to improve himself and help others. He serves on the HealthWest Consumer Advisory Committee, is active with advocacy efforts across the state, and has publicly discussed his efforts in learning to read in hope that inspires others.

"I've been doing good with my mental health. I've been advocating. I've been going to events in the community to advocate. I went to the Voices in Action Day, and I am on some committees and some boards. I just love helping people. I love being a vessel for somebody. You know, I share my testimony and I just love giving back. Share my experience and my journey with my mental health. And HealthWest has broadened the scope of that, and I am just happy that I am doing well mentally and spiritually."

"HealthWest has supported me in having more confidence in myself, to not let anyone push you back. I feel so at peace with my own treatment. I have the best case manager, I've got a good team, and I'm doing very well with my treatment and mental health. I want everybody to know that I have a voice. Everybody has a voice in life. HealthWest has helped me be a good person."



DEMARIO PHILLIPS
HealthWest Consumer

Building Community Awareness & Understanding of Mental Health

- HealthWest delivered 91 community trainings and participated in 83 outreach events, reaching 20,647 individuals, which was a 29% increase from FY2023.
- Released 10 public service announcements on various mental health topics, reaching around 24,000 listeners.
- Worked with the Suicide Prevention Coalition of Muskegon County to distribute suicide prevention mailers to every residential address in the county.
- Hosted multiple events, including the Health, Wellness & Recovery Picnic, Recovery Fest, and the Raising Black Voices Mental Health Symposium, reaching thousands.

Improving Staffing Through Development

HealthWest was able to fully staff its Masters Level Clinician positions in FY2024. These positions have long been difficult to fill, but improvements in recruitment, driven by strong relationship-building efforts, led to 21 clinicians being hired, with 57% being HealthWest interns and 5% coming from existing HealthWest staff. In FY24, 27 staff utilized our tuition assistance program to further their education.

Demonstrate High Integrity in All Business Operations

Tamara has been with HealthWest since 2018. While she's faced emotional and mental health challenges since childhood, life events made her symptoms more visible. Though she didn't seek out HealthWest initially, she made the choice to stay — and it changed everything.

"I'm proud I can take care of myself now. There was a time when even getting dressed or taking a shower felt impossible. Today, I can parent, work, pay bills, and speak about my story without shame."

Tamara now serves on HealthWest's Board of Directors, the Consumer Advisory Committee, the Lakeshore Regional Entity Consumer Advisory Committee, and regularly participates in Walk a Mile. It all started with a case manager who saw her potential and encouraged her to get involved. "It's exciting to be in spaces where my story and voice matter—because I'm a consumer."

"It's okay to be scared. It's hard to accept having a mental health condition—and even harder to accept help. But do it anyway. That fear can turn into empowerment. HealthWest lets you lead your own path. You show up when you're ready, and they're there to support you."



TAMARA MADISON
HealthWest Consumer
& Board Member

Building Sustainable Programs

HealthWest has worked with the Muskegon, Norton Shores and Muskegon Heights police departments to develop a sustainable model to continue embedding mental health clinicians within these police organizations. Originating as part of the COSSUP grant, this program provides follow up mental health care to people who engage the 911 system.

The HealthWest Finance team also worked to improve sustainability by helping to create incentives to increase commercial insurance billing, working with clinical teams to build sustainability around grant-funded programs, and building financial standard operating procedures.

Using Technology & Data to Improve Operations

HealthWest's IT, Data, and Facilities teams have launched projects to improve operations across the agency, including:

- Creating a data center to enhance data use and literacy.
- Deploying an emergency safety app for staff working in the community.
- Partnering with Enterprise to ensure our vehicle fleet meets our needs.
- Implementing a new phone system to reduce costs & modernize technology.



LRE Customer Satisfaction Survey Results FY24

Purpose:

To show results of Customer Satisfaction Surveys

Data Sources:

Lakeshore Regional Entity Customer Satisfaction Survey Data

Audience:

LRE/CMHSP

Table Of Contents:

- CCBHC - YSS
- CCBHC - MHSIP
- HSAG - YSS
- HSAG - MHSIP

Data for Internal Use Only:

1. Prior to any external release of this information, please submit a request for approval to the LRE IT department via email at HelpDesk@LSRE.org
2. For questions, please email the IT helpdesk at: HelpDesk@LSRE.org with "LRE Customer Satisfaction Surveys FY24" in the subject line.

All visualizations exclude:

1. Surveys labeled as Not Approved

CMH

- ☒ Select all
- ☐ OnPoint
- ☒ HealthWest
- ☐ Network180
- ☐ Ottawa
- ☐ West Michigan

Gender

- ☒ Select all
- ☒ (Blank)
- ☒ Choose to self-describe
- ☒ Female

Gender Describe

- ☒ Select all
- ☒ (Blank)

Race

- ☒ Select all
- ☒ (Blank)
- ☒ American Indian or Alaska Native
- ☒ American Indian or Alaska Native,Bl...
- ☒ American Indian or Alaska Native....

Age Range

- ☒ Select all
- ☒ (Blank)
- ☒ 18-24
- ☒ 25-49
- ☐ 50-64
- ☒ 65+
- ☒ Prefer not to answer

Age Group

- ☒ Select all
- ☒ I am a guardian of an adult (18+) receiving services and completing on their b...
- ☒ I am a youth (0-17 years) who is receiving services and completing this survey f...
- ☒ I am an adult (18+) receiving services and completing this survey for myself.
- ☒ I am the guardian of the child (0-17 years) who is receiving services.
- ☒ I am the parent of a child (0-17 years) who is receiving services.
- ☒ I am the parent of an adult (18+) receiving services and completing on their be...

Ethnicity

- ☒ Select all
- ☒ (Blank)
- ☒ Not Spanish, Hispanic, or Latino
- ☒ Prefer not to answer

Service Population

- ☒ Select all
- ☒ (Blank)
- ☒
- ☒ Intellectual and/or Developmental ...
- ☒ Intellectual and/or Developmental ...
- ☒ Intellectual and/or Developmental ...
- ☒ Intellectual and/or Developmental

Primary Services

- ☒ Select all
- ☒ (Blank)
- ☒ Assertive Community Treatment (A...
- ☒ Autism / ABA Treatment
- ☒ Home-Based Services
- ☒ Other: (Please specify)
- ☒ Outpatient Therapy
- ☒

Provider Name

- ☒ Select all
- ☒ Arbor Circle Corporation
- ☒ Catholic Charities West Michigan
- ☒ Cherry Street Health Services
- ☒ Community Mental Health of Otta...
- ☒ Eastside Outpatient Services
- ☒ Family Outreach Center

Did You Have Help

- ☒ Select all
- ☒ (Blank)
- ☒ I have completed with help
- ☒ I have completed without help

YSS Categories

Access Measures:

There services my child and/or family received were right for us
The location of services was convenient for us
Services were available at times that were convenient for us
My family got the help we wanted for my child
My family got as much help as we needed for my child

Quality Measures:

I helped to choose my child's services
I helped to choose my child's treatment goals
The people helping my child stuck with us no matter what
I felt my child had someone to talk to when he/she was troubled
I participated in my child's treatment
Staff treated me with respect
Staff respected my family's religious/spiritual beliefs
Staff spoke with me in a way that I understood
Staff were sensitive to my culture/ethnic background (e.g., race, religion, language)

Outcomes Measures:

My child is better at handling daily life
My child gets along better with family members
My child gets along better with friends and other people
My child is doing better in school and/or work

Functioning Measures:

My child is better able to cope when things go wrong
My child is better able to do things he or she wants to do

Social Connectedness Measures:

I know people who will listen and understand me when I need to talk
I have people I am comfortable talking with about my child's problems
In a crisis, I would have the support I need from family or friends
I have people with whom I can do enjoyable things

MHSIP Categories

Access Measures:

The Location Of Services Was Convenient (parking, public transportation, distance, etc.)
Staff were willing to see me as often as I felt it was necessary
Staff returned my calls within 24 hours
Services were available at times that were good for me
I was able to get all the services I thought I needed
I was able to see a psychiatrist when I wanted to

Quality Measures:

Staff believed that I can grow, change and recover
I felt comfortable asking questions about my treatment and medication
I felt free to complain
I was given information about my rights
Staff encouraged me to take responsibility for how I live my life
Staff told me what side effects to watch out for
Staff respected my wishes about who is and who is not to be given information about my treatment
I, not staff, decided my treatment goals
Staff were sensitive to my cultural background (race, religion, language, etc.)
Staff helped me obtain the information I needed so that I could take charge of managing my illness
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

Outcomes Measures:

I deal more effectively with daily problems
I am better able to control my life
I am better able to deal with crisis
I am getting along better with my family
I do better in social situations
I do better in school and/or work
My housing situation has improved

Functioning Measures:

My symptoms are not bothering me as much
I do things that are more meaningful to me
I am better able to take care of my needs

YSS Categories

Access & Availability Measures:

The services my child and/or family received were right for us
The location of services was convenient for us
Services were available at times that were convenient for us
My family got the help we wanted for my child
My family got as much help as we needed for my child
Staff respected my family's religious/spiritual beliefs
Staff spoke with me in a way that I understood
Staff were sensitive to my culture/ethnic background (e.g., race, religion, language)

Outcomes Measures:

Overall, I am satisfied with the services my child received
My child is better at handling daily life
My child gets along better with family members
My child gets along better with friends and other people
My child is doing better in school and/or work
My child is better able to cope when things go wrong
I am satisfied with our family life right now
My child is better able to do things he or she wants to do
I know people who will listen and understand me when I need to talk
I have people I am comfortable talking with about my child's problems
In a crisis, I would have the support I need from family or friends
What has been the most helpful things about the services you and your child received over the last 6 months
What would improve the services here

Quality Measures:

I helped to choose my child's services
I helped to choose my child's treatment goals
The people helping my child stuck with us no matter what
I felt my child had someone to talk to when he/she was troubled
I participated in my child's treatment
Staff treated me with respect

MHSIP Categories

Access & Availability Measures:

I would recommend this agency to a friend or family member
The location of services was convenient (parking, public transportation, distance, etc.)
Staff were willing to see my as often as I felt it was necessary
Staff returned my calls within 24 hours
Services were available at times that were good for me
I was able to get all the services I thought I needed
I was able to see a psychiatrist when I wanted to
Staff were sensitive to my cultural background (race, religion, language, etc.)
Staff helped me obtain the information I needed so that I could take charge of managing my illness
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

Outcomes Measures:

I deal more effectively with daily problems
I am better able to control my life
I am better able to deal with crisis
I am getting along better with my family
I do better in social situations
I do better in school and/or work
My housing situation has improved
My symptoms are not bothering me as much
I do things that are more meaningful to me
I am better able to take care of my needs
I am better able to handle things when they go wrong
I am better able to do things that I want to do
I am happy with the friendships I have
I have people with who I can do enjoyable things
I feel I belong in my community
In a crisis, I would have the support I need from family or friends

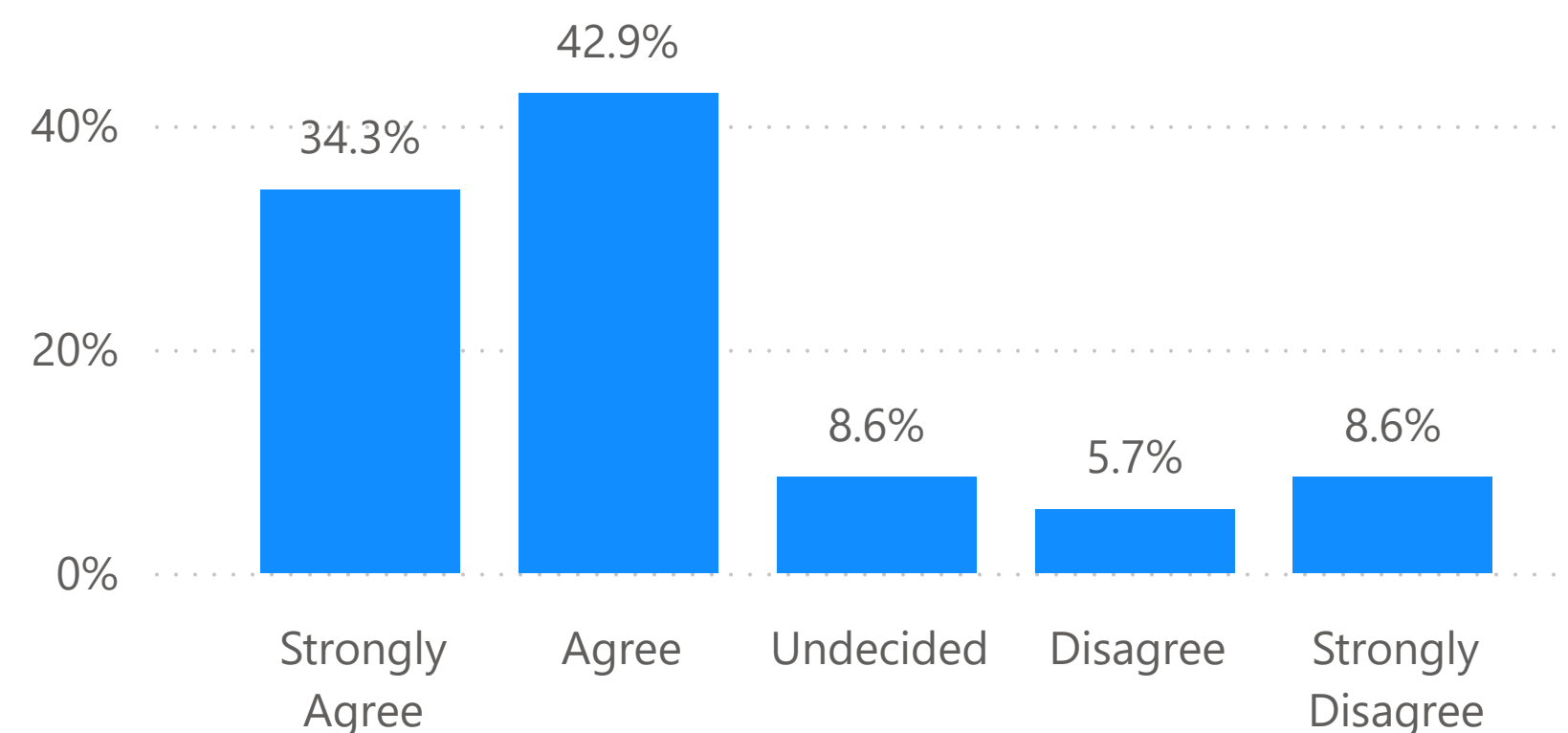
Quality Measures:

I like the services that I receive here
If I had other choices, I would still get services from this agency
Staff believed that I could grow, change, and recover

CCBHC Access - YSS

The Services My Child And/Or Family Received Were Right For Us

CMH ● HealthWest

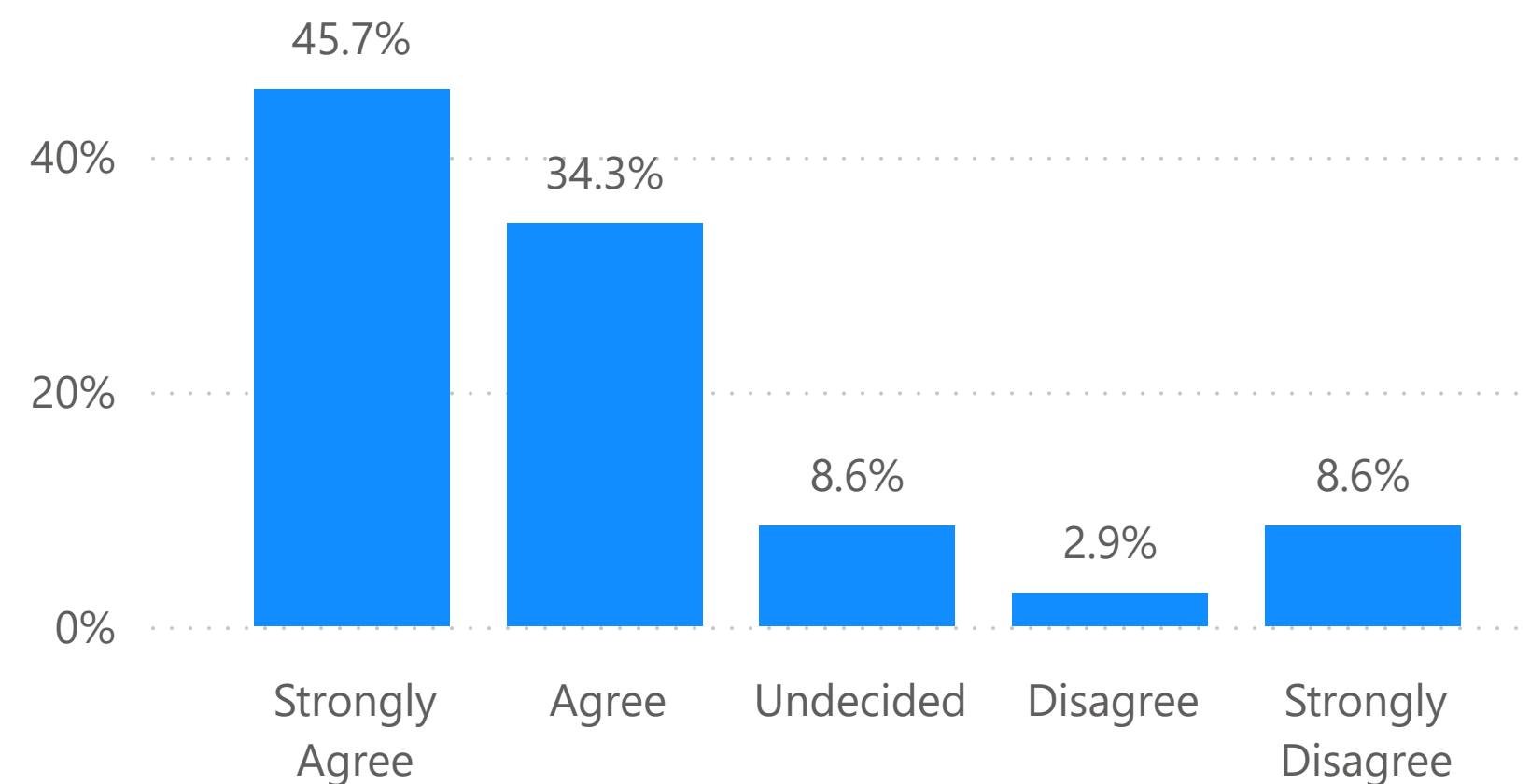


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The Location Of Services Was Convenient For Us

CMH ● HealthWest

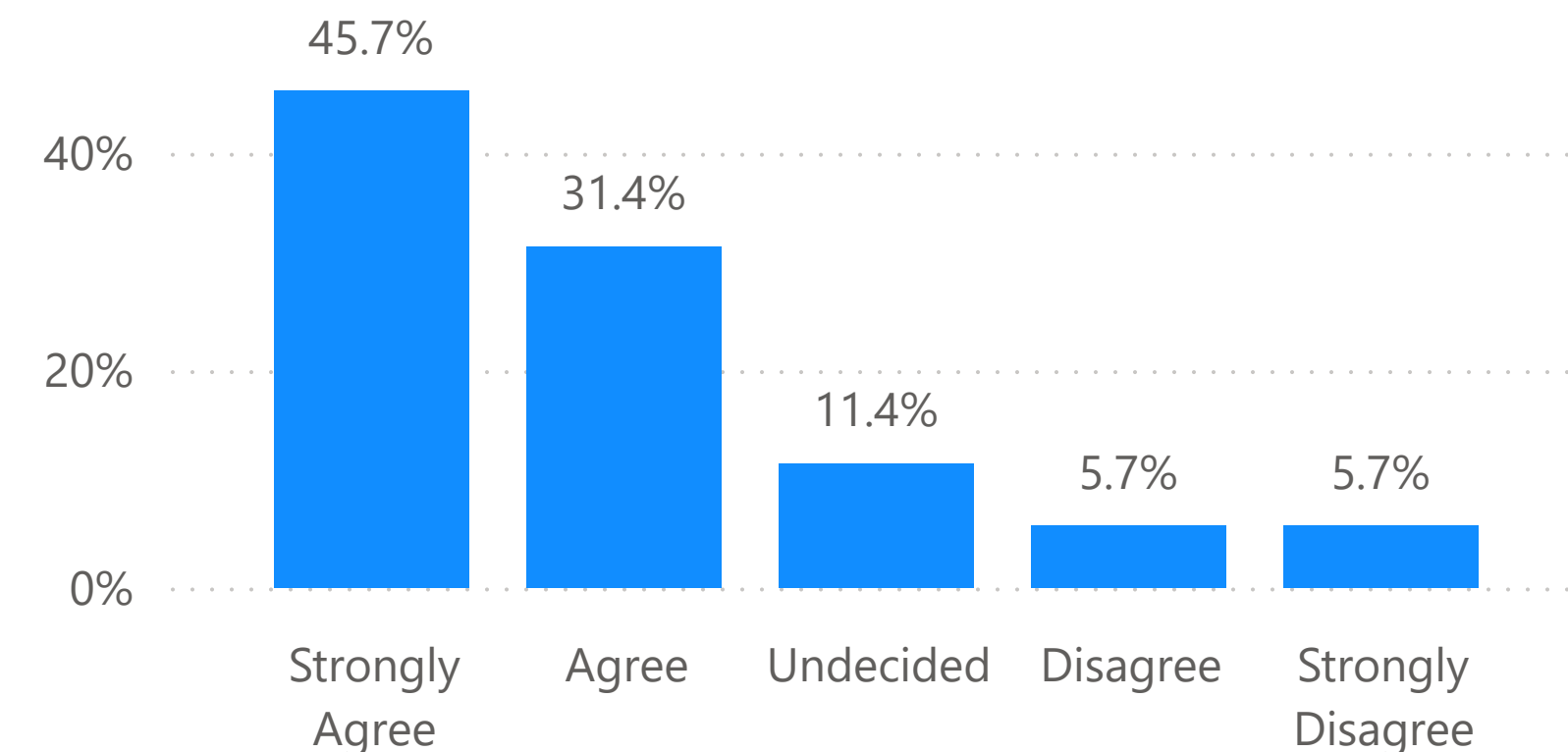


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Services Were Available At Times That Were Convenient For Us

CMH ● HealthWest

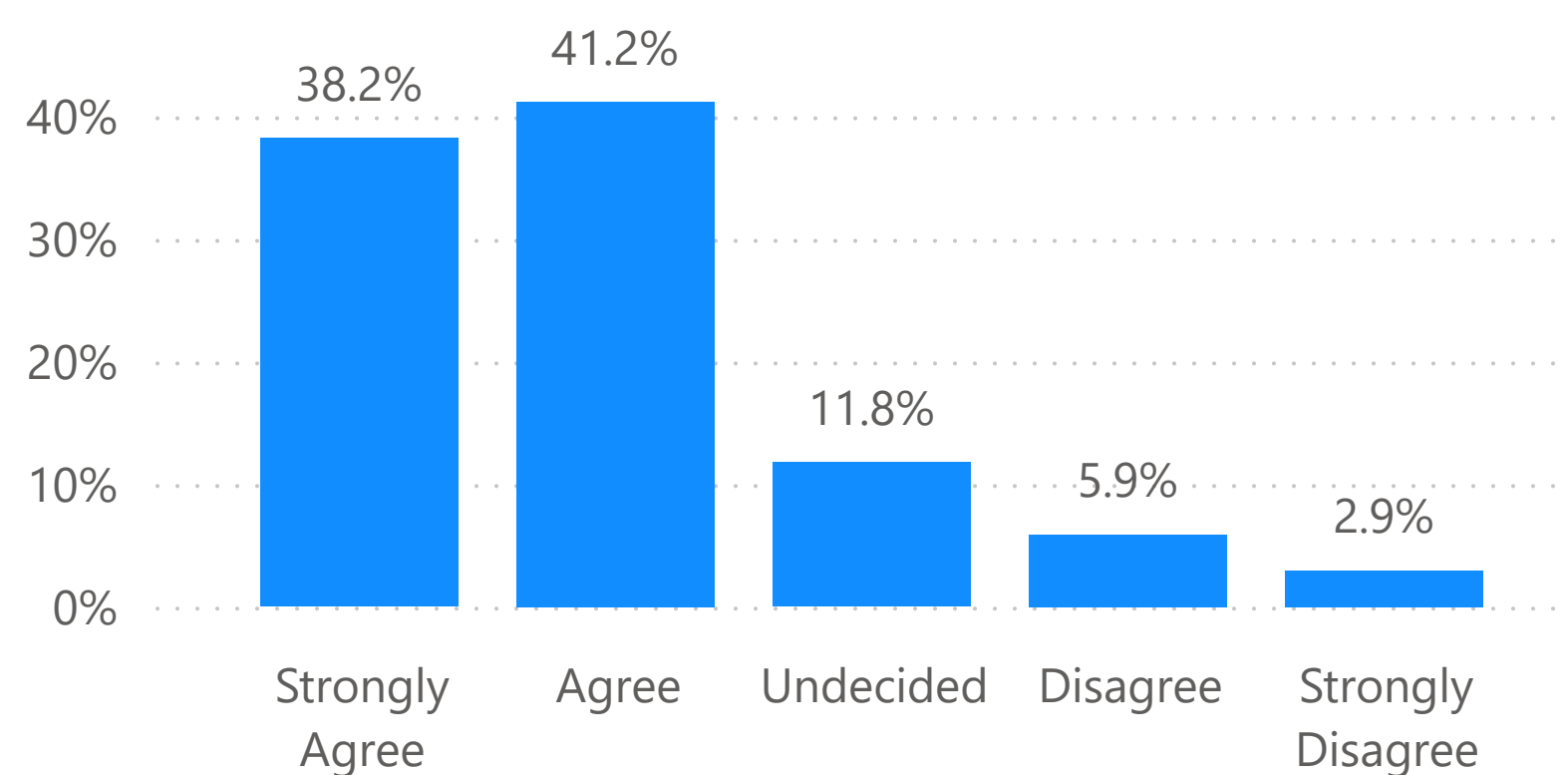


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My Family Got The Help We Wanted For My Child

CMH ● HealthWest

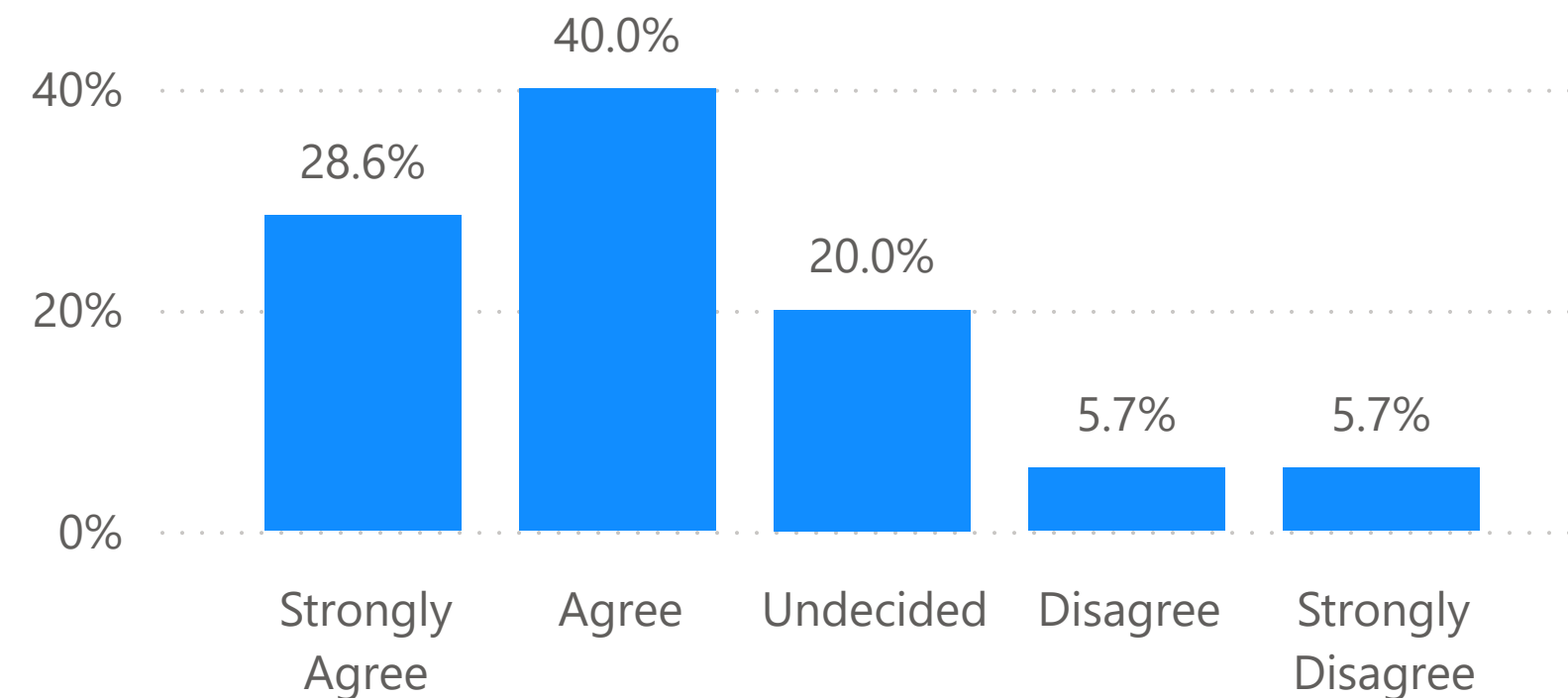


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My Family Got As Much Help As We Needed For My Child

CMH ● HealthWest



of Responses

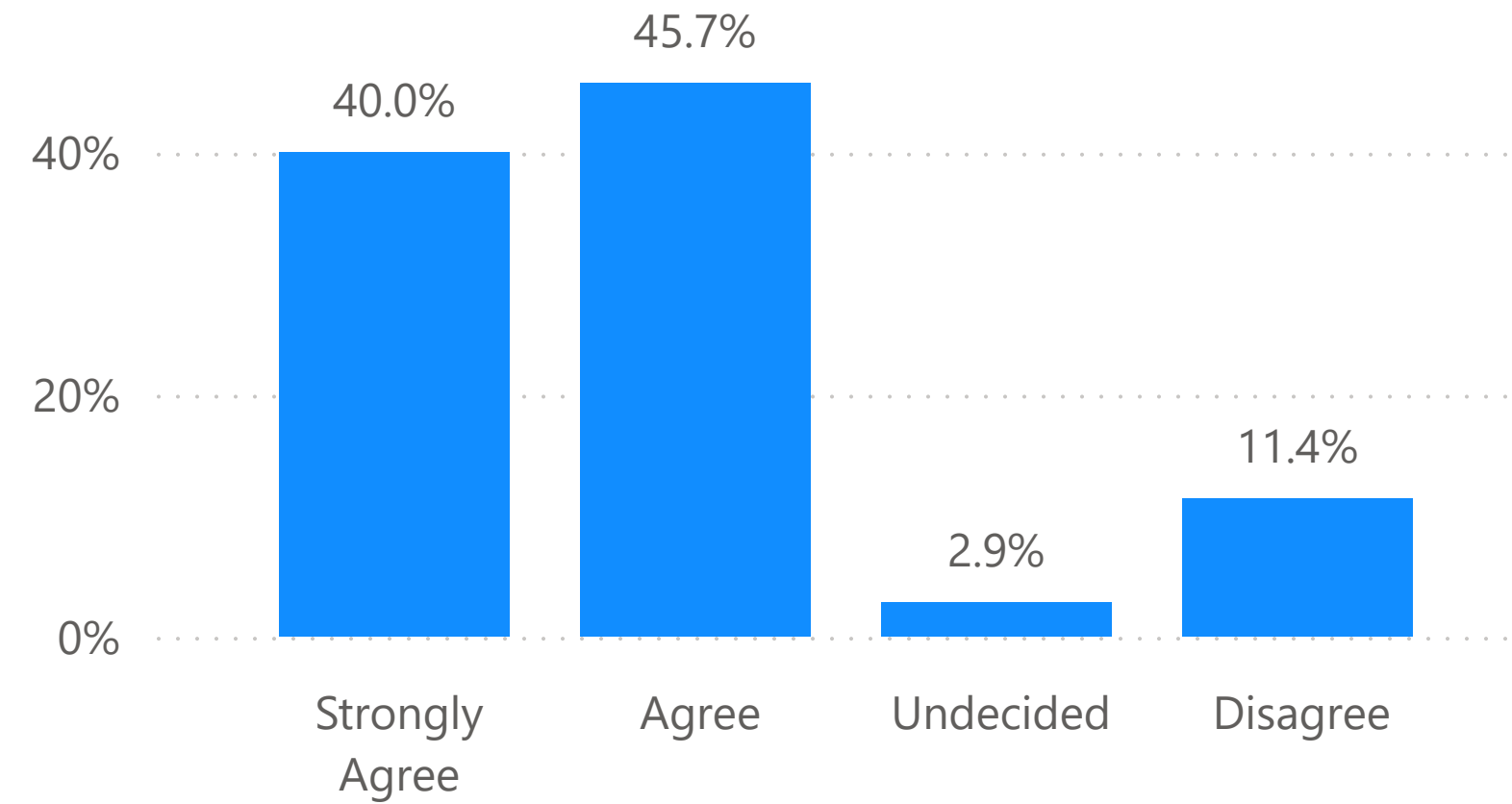
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CCBHC Quality - YSS

I Helped To Choose My Child's Services

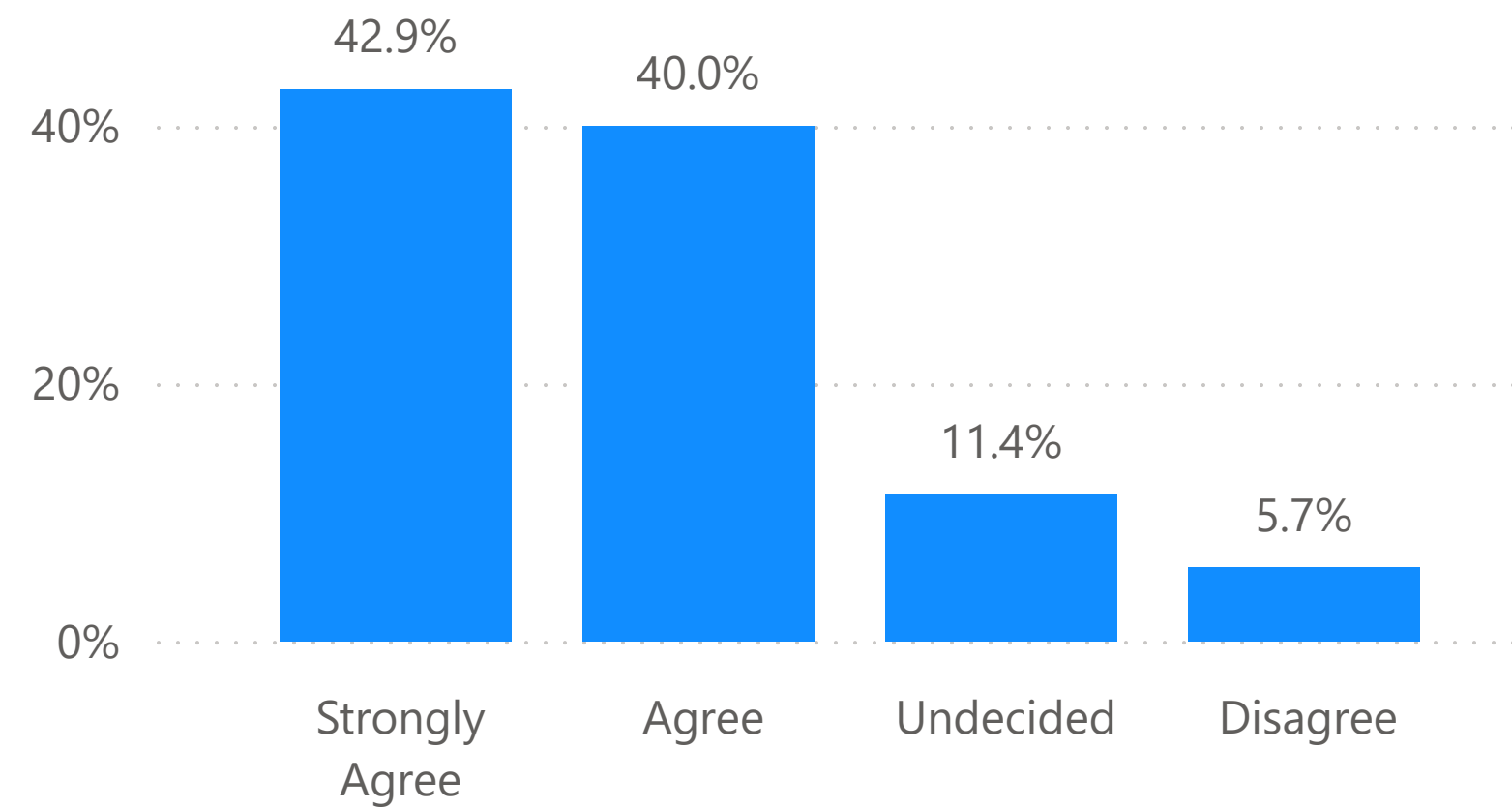
CMH ● HealthWest



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35

I Helped To Choose My Child's Treatment Goals

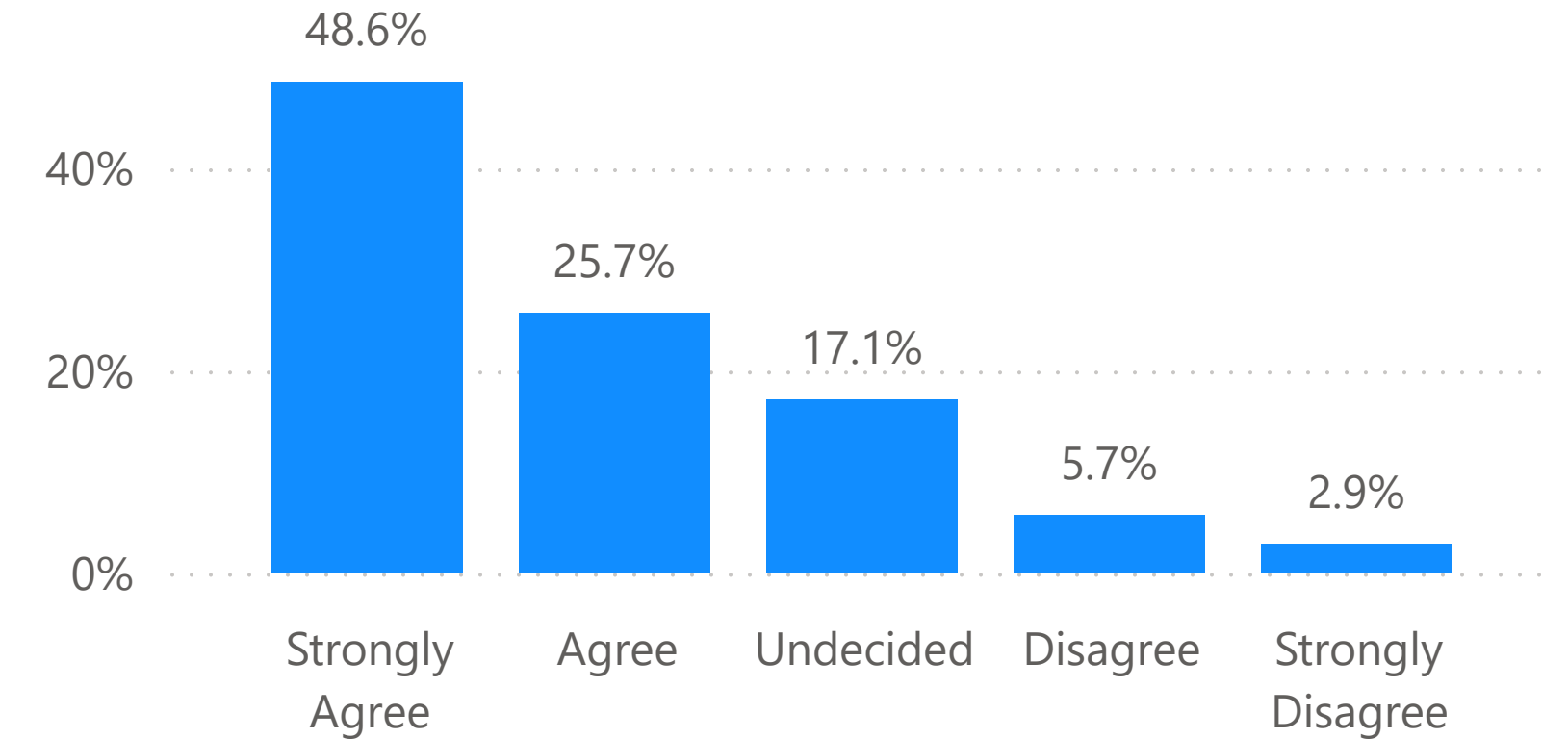
CMH ● HealthWest



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35

The People Helping My Child Stuck With Us No Matter What

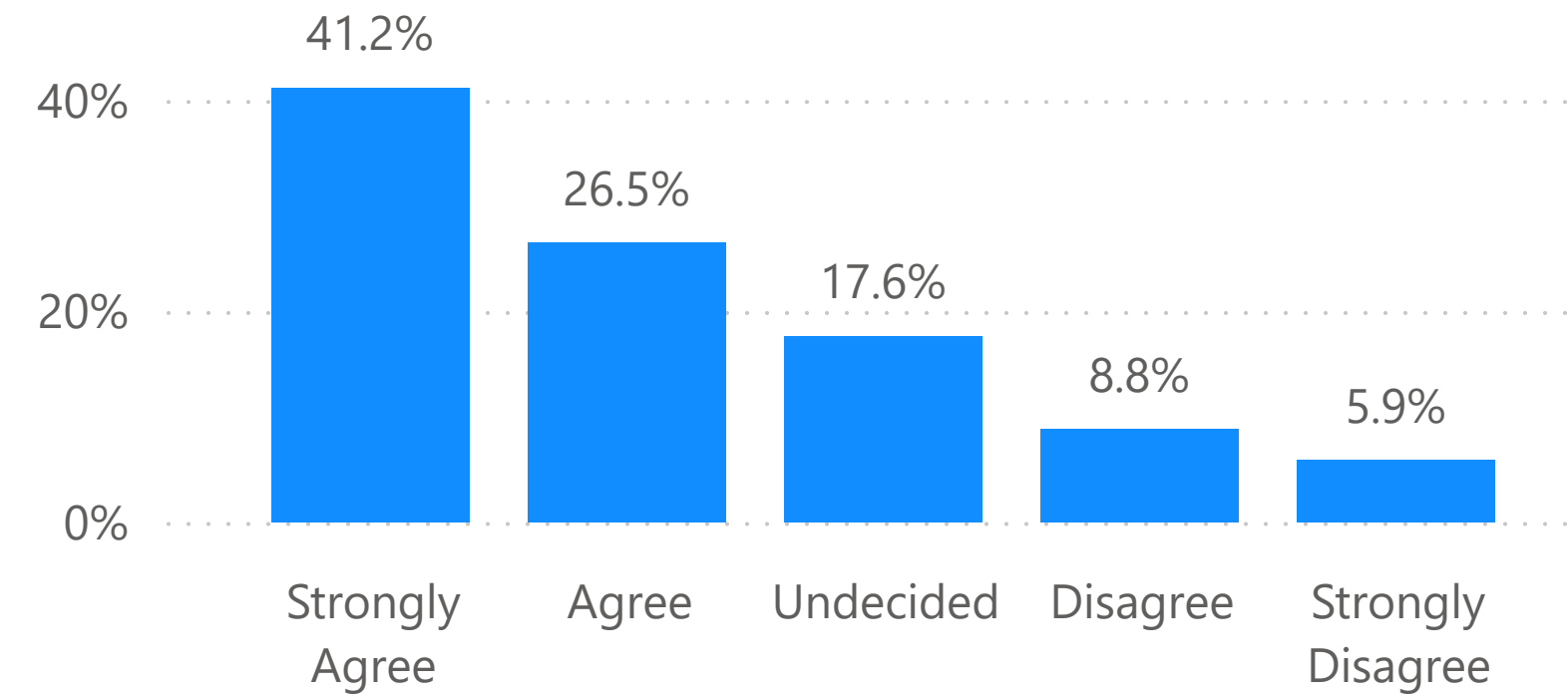
CMH ● HealthWest



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35

I Felt My Child Had Someone To Talk To When She/He Was Troubled

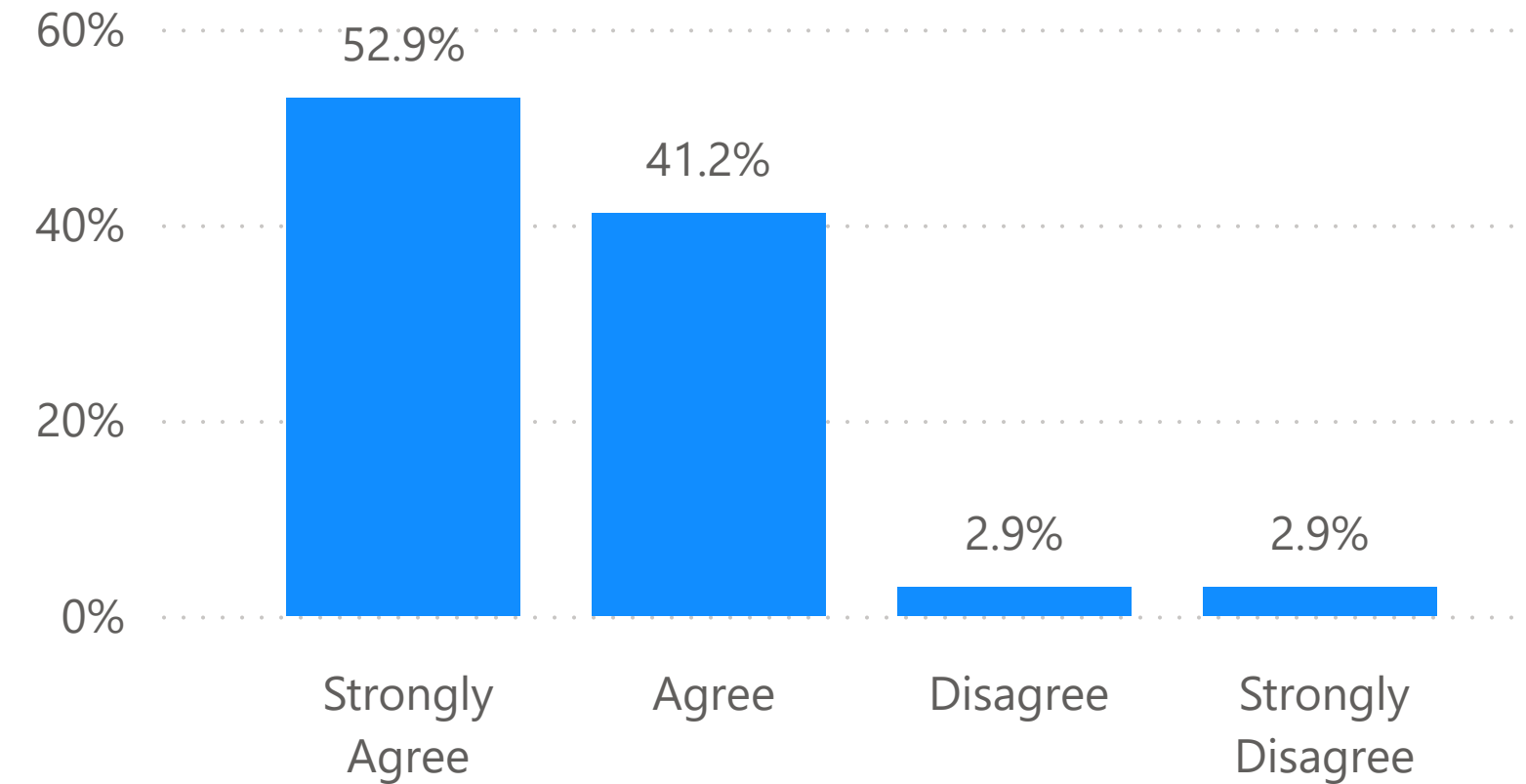
CMH ● HealthWest



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I Participated In My Child's Treatment

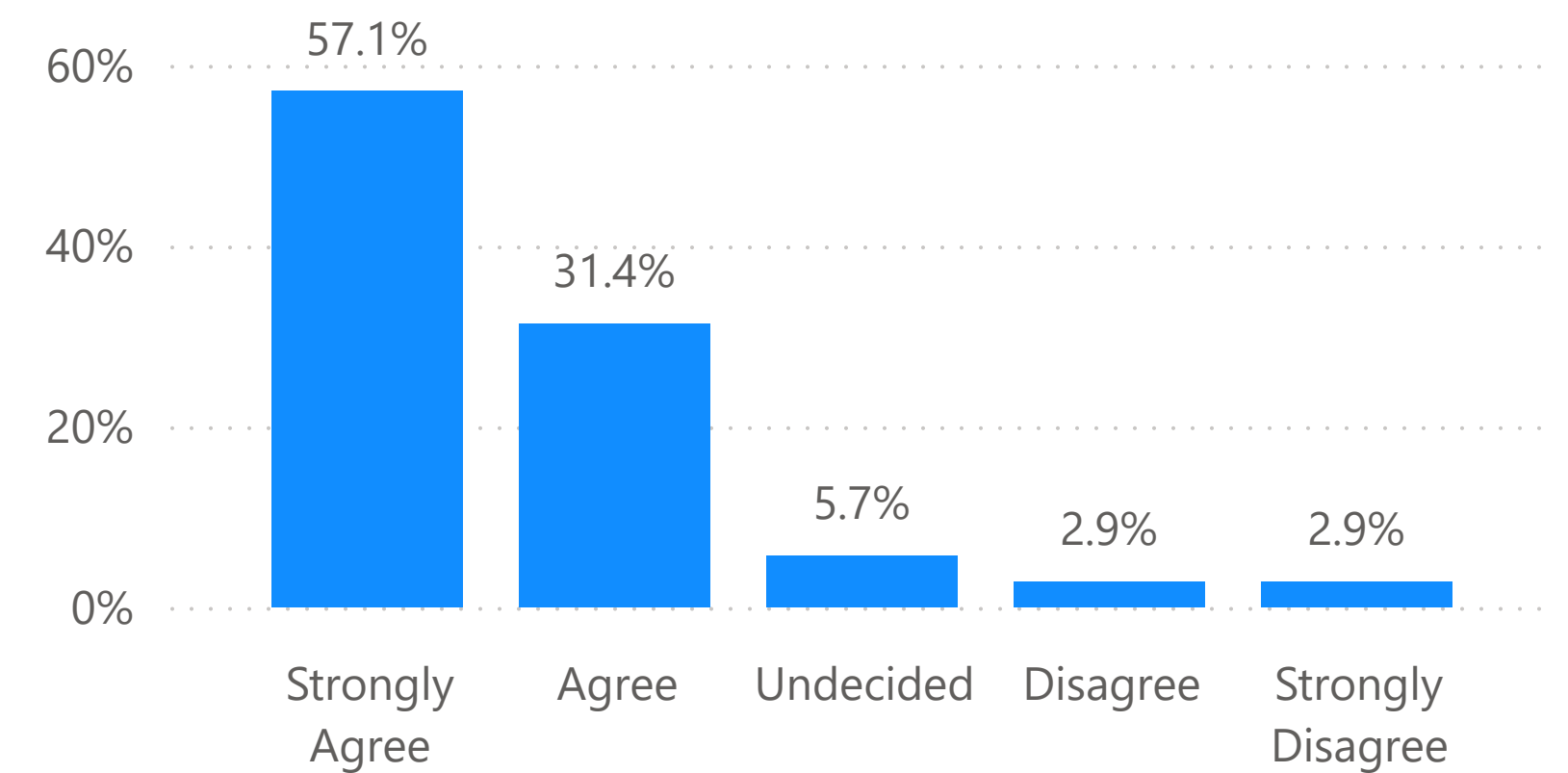
CMH ● HealthWest



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Staff Treated Me With Respect

CMH ● HealthWest

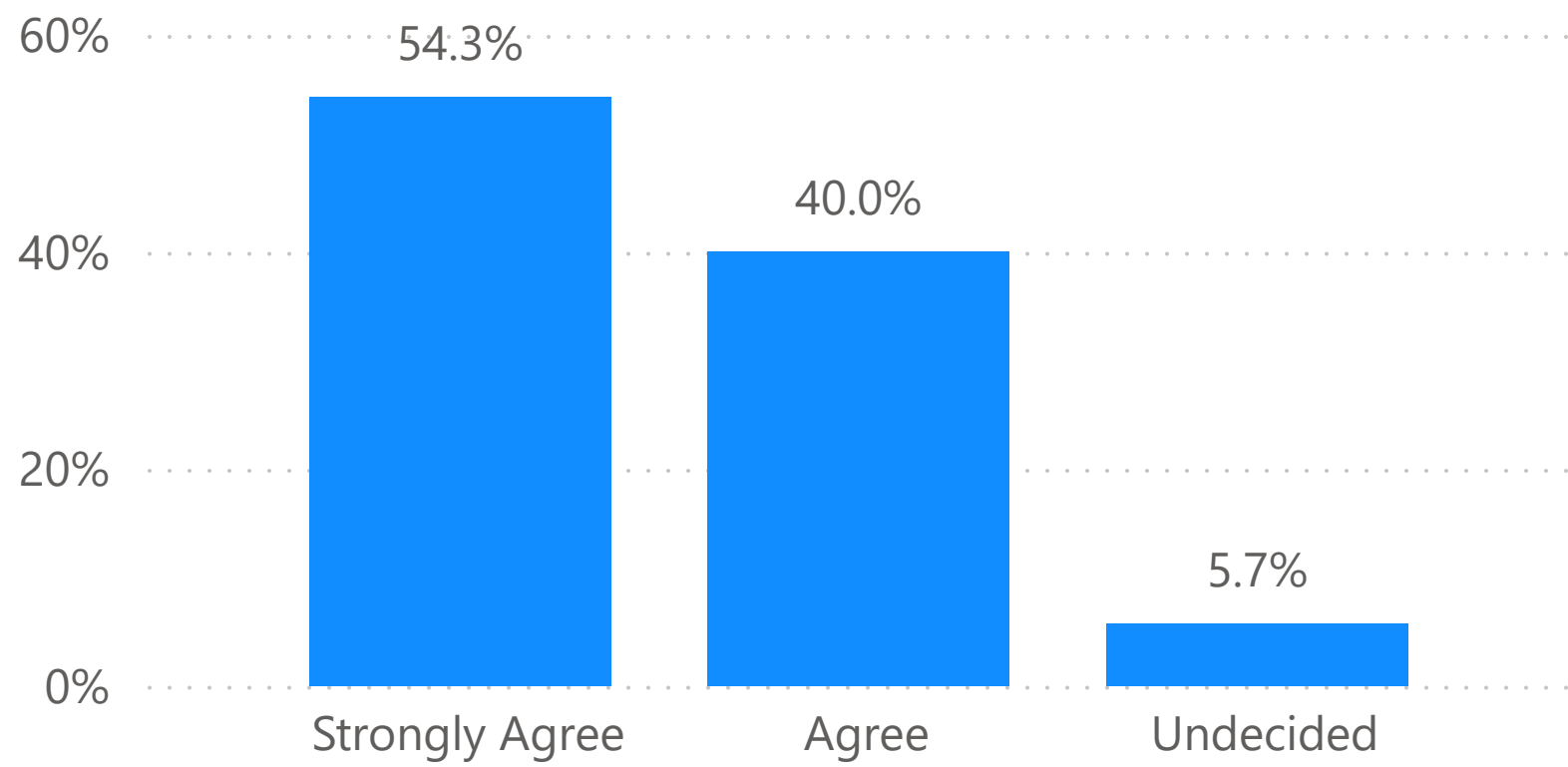


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35

CCBHC Quality - YSS - Continued

Staff Respected My Family's Religious/Spiritual Beliefs

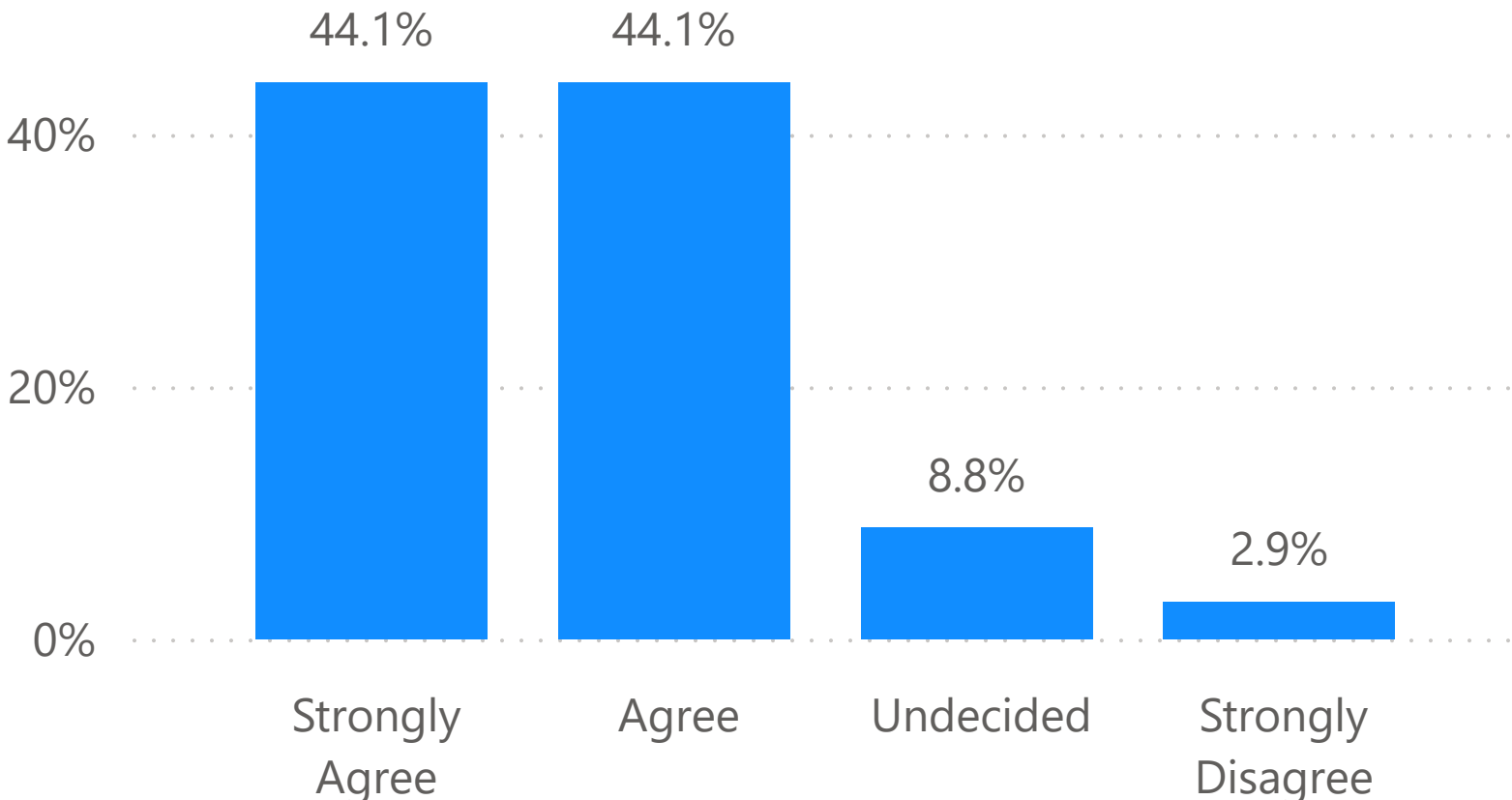
CMH ● HealthWest



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Staff Spoke With Me In A Way That I Understood

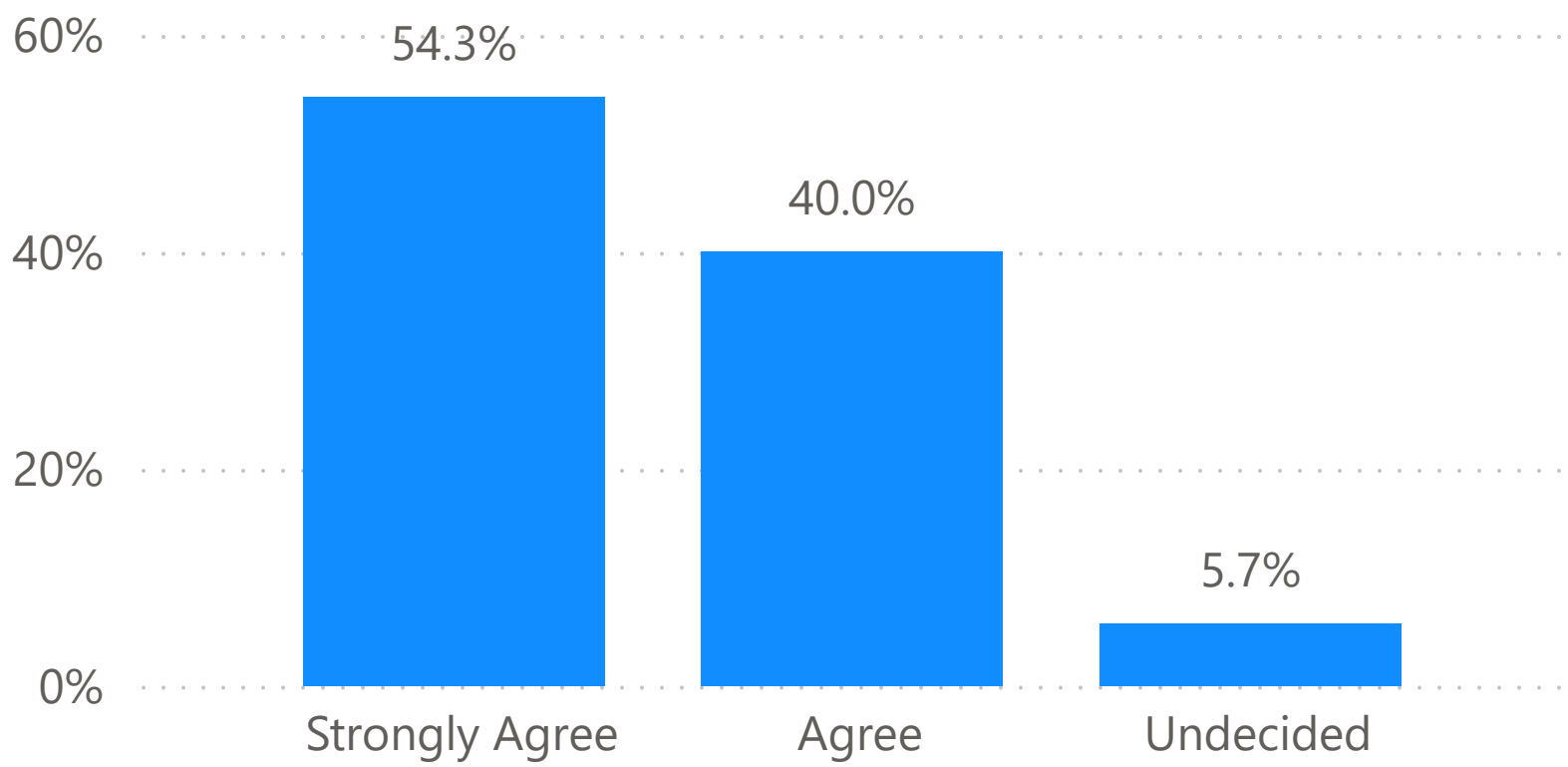
CMH ● HealthWest



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Staff Were Sensitive To My Cultural/Ethnic Background

CMH ● HealthWest

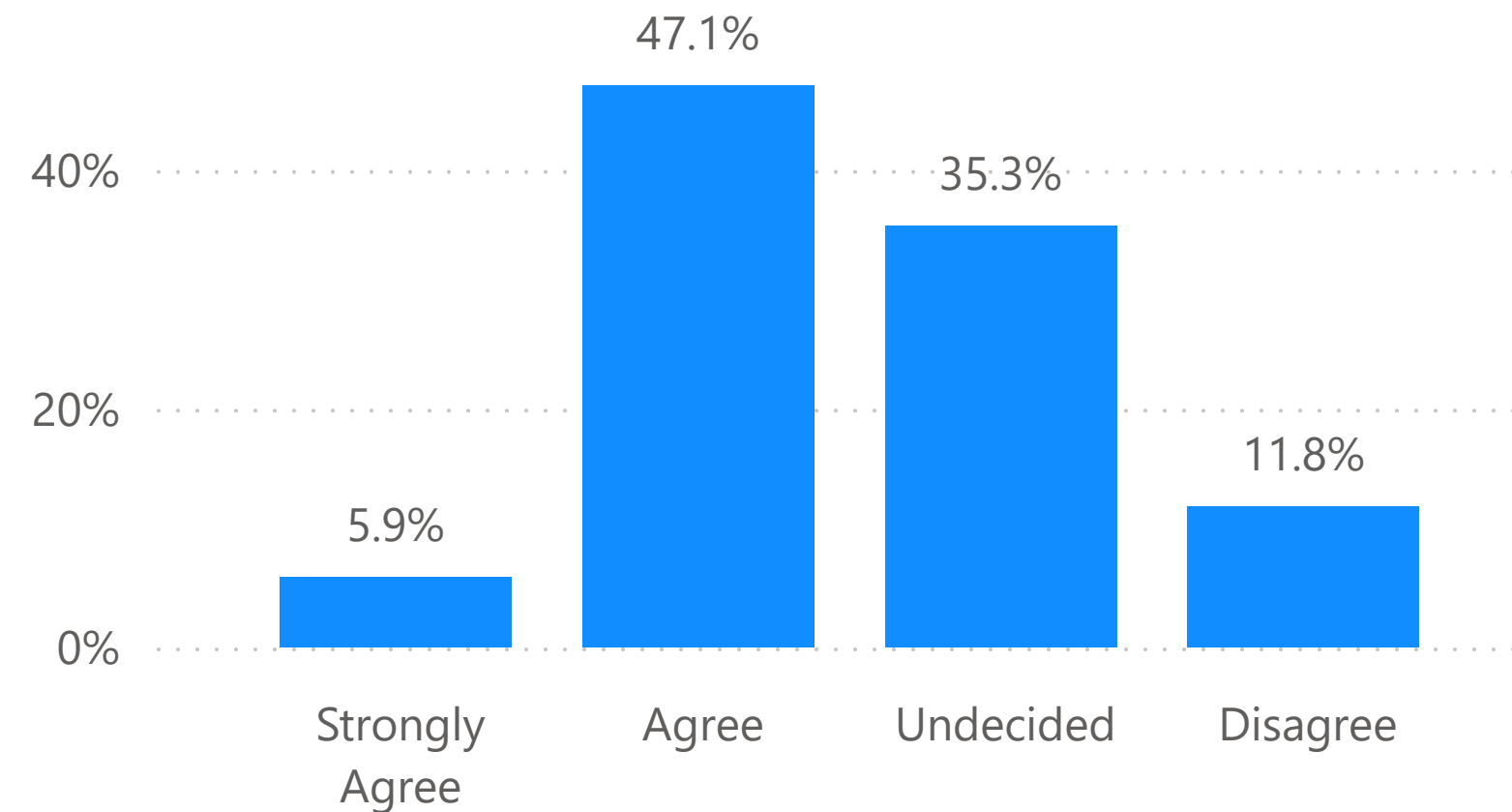


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CCBHC Outcomes - YSS

My Child Is Better At Handling Daily Life

CMH ● HealthWest

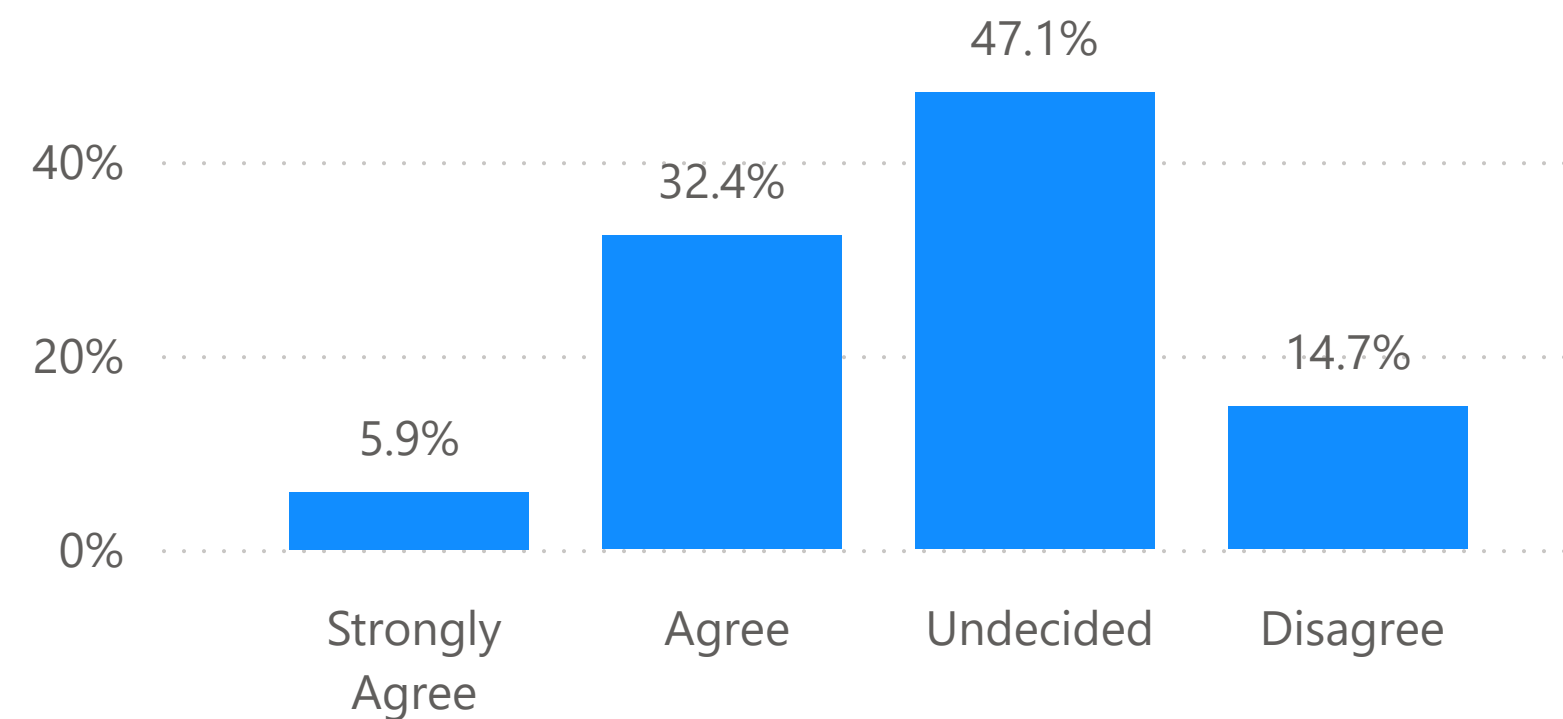


of Responses

34

My Child Gets Along Better With Friends And Other People

CMH ● HealthWest

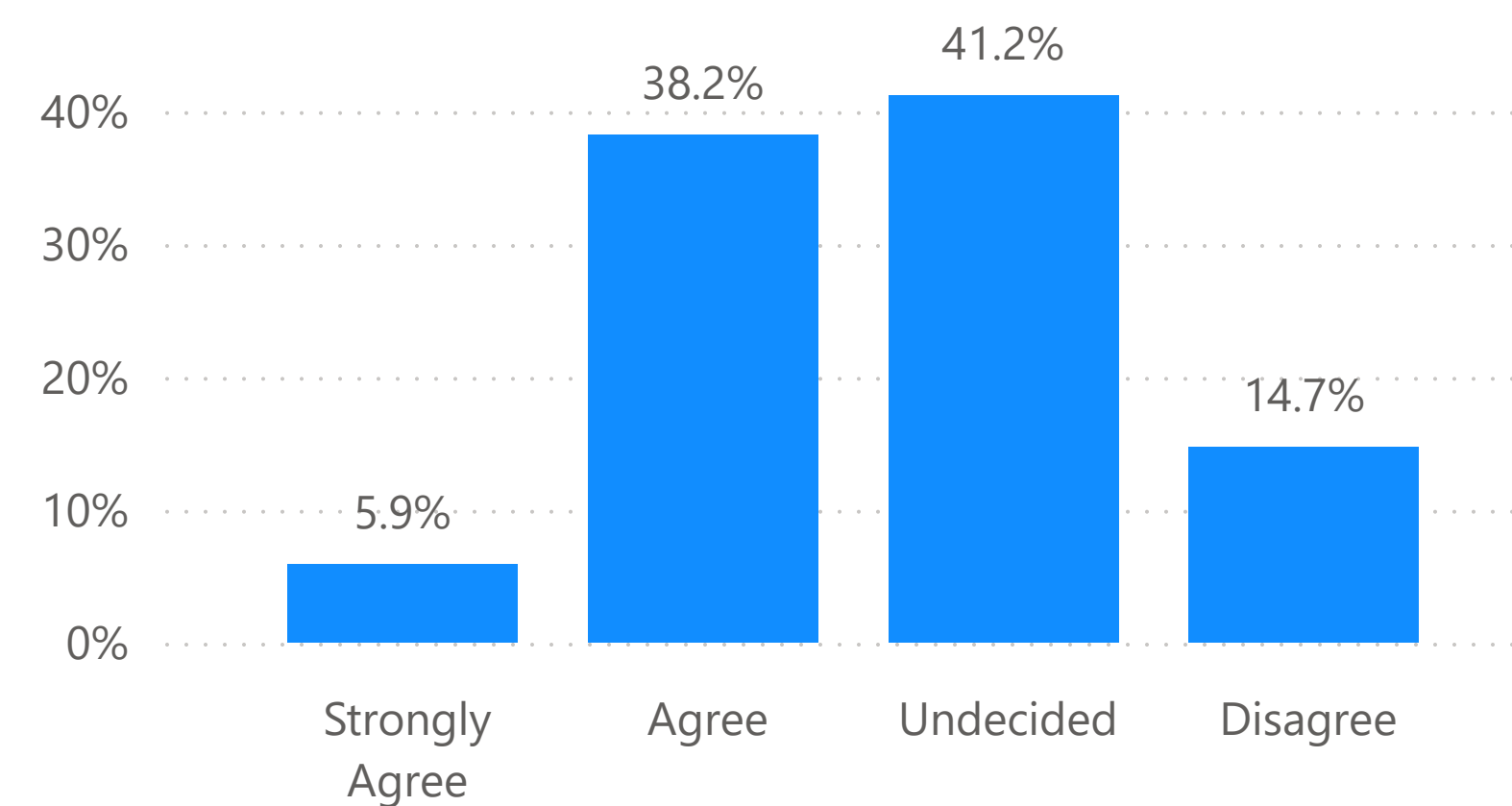


of Responses

34

My Child Gets Along Better With Family Members

CMH ● HealthWest

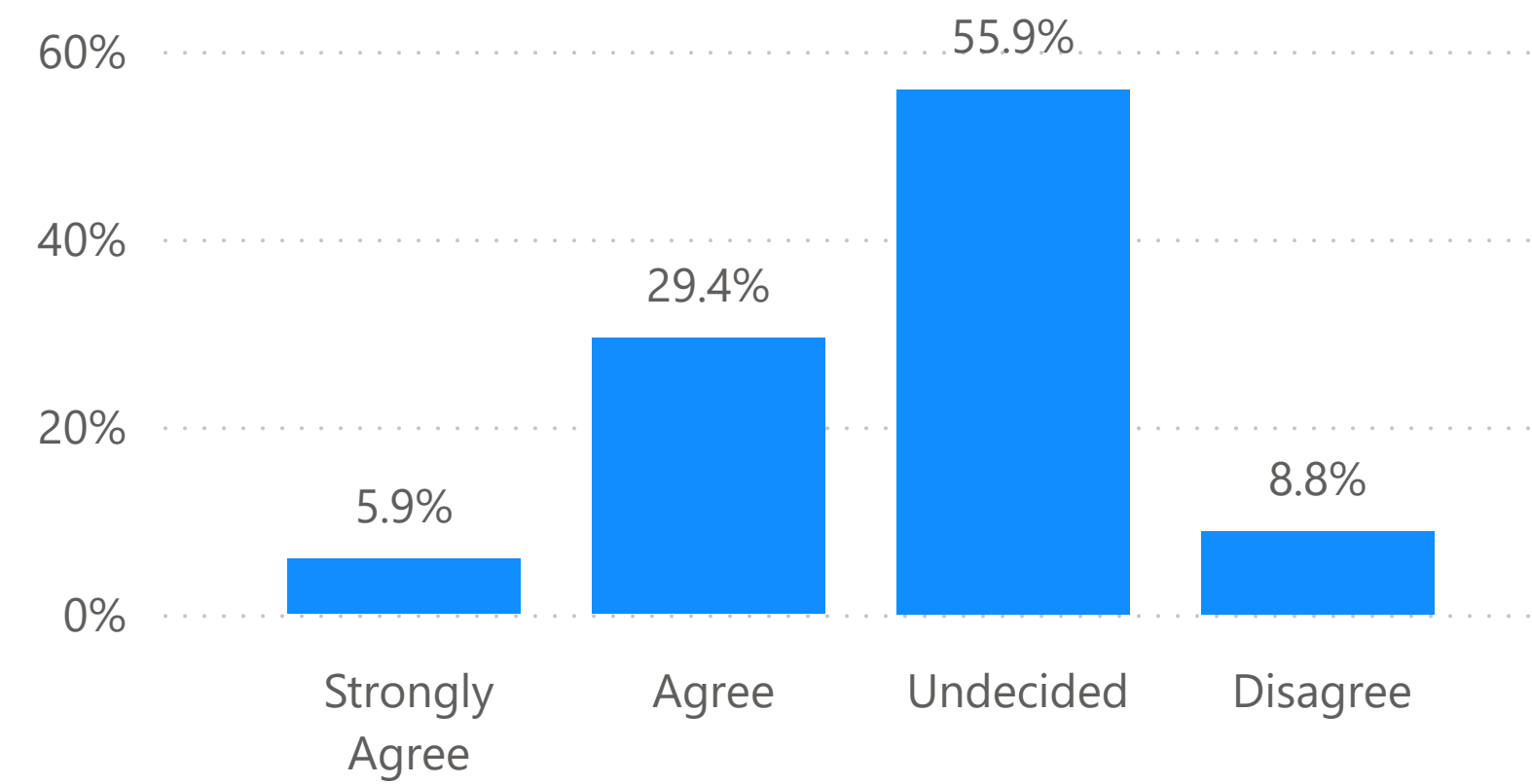


of Responses

34

My Child Is Doing Better In School And/Or Work

CMH ● HealthWest

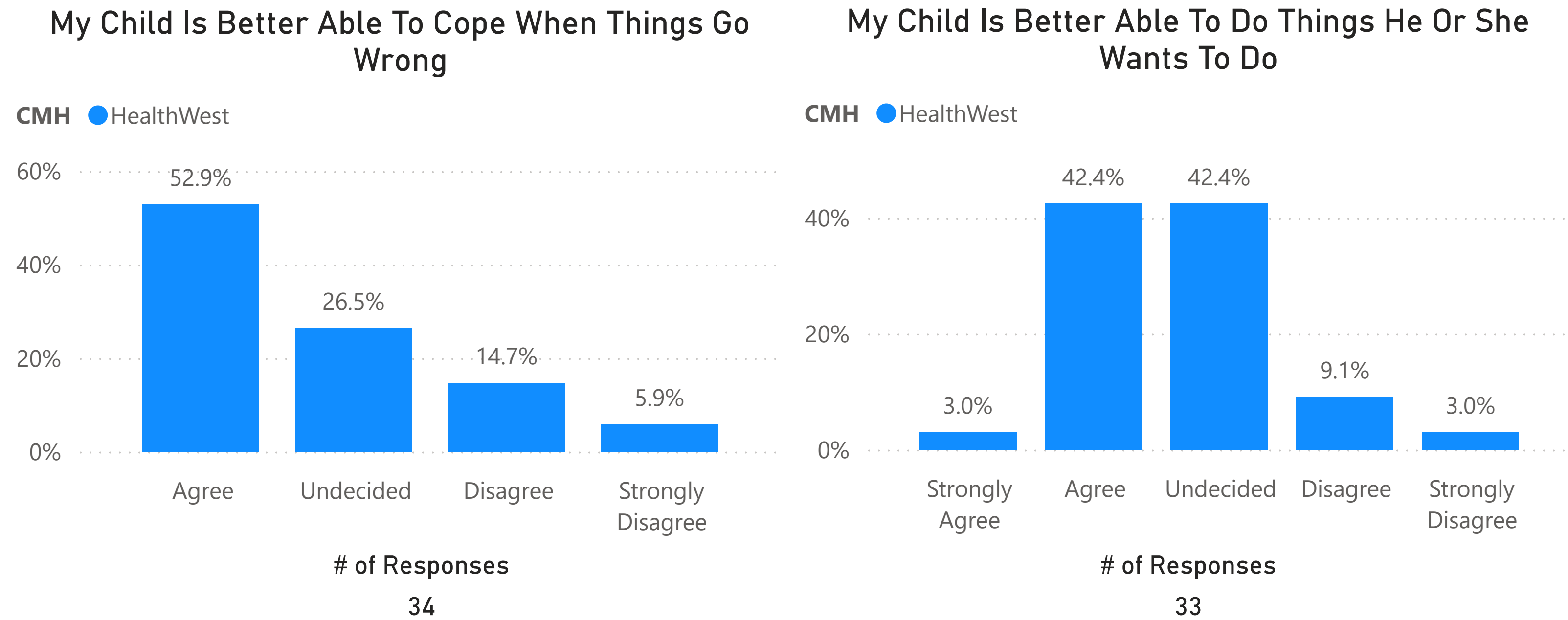


of Responses

34

Data Update Date: 4/1/2025 12:33:11 PM

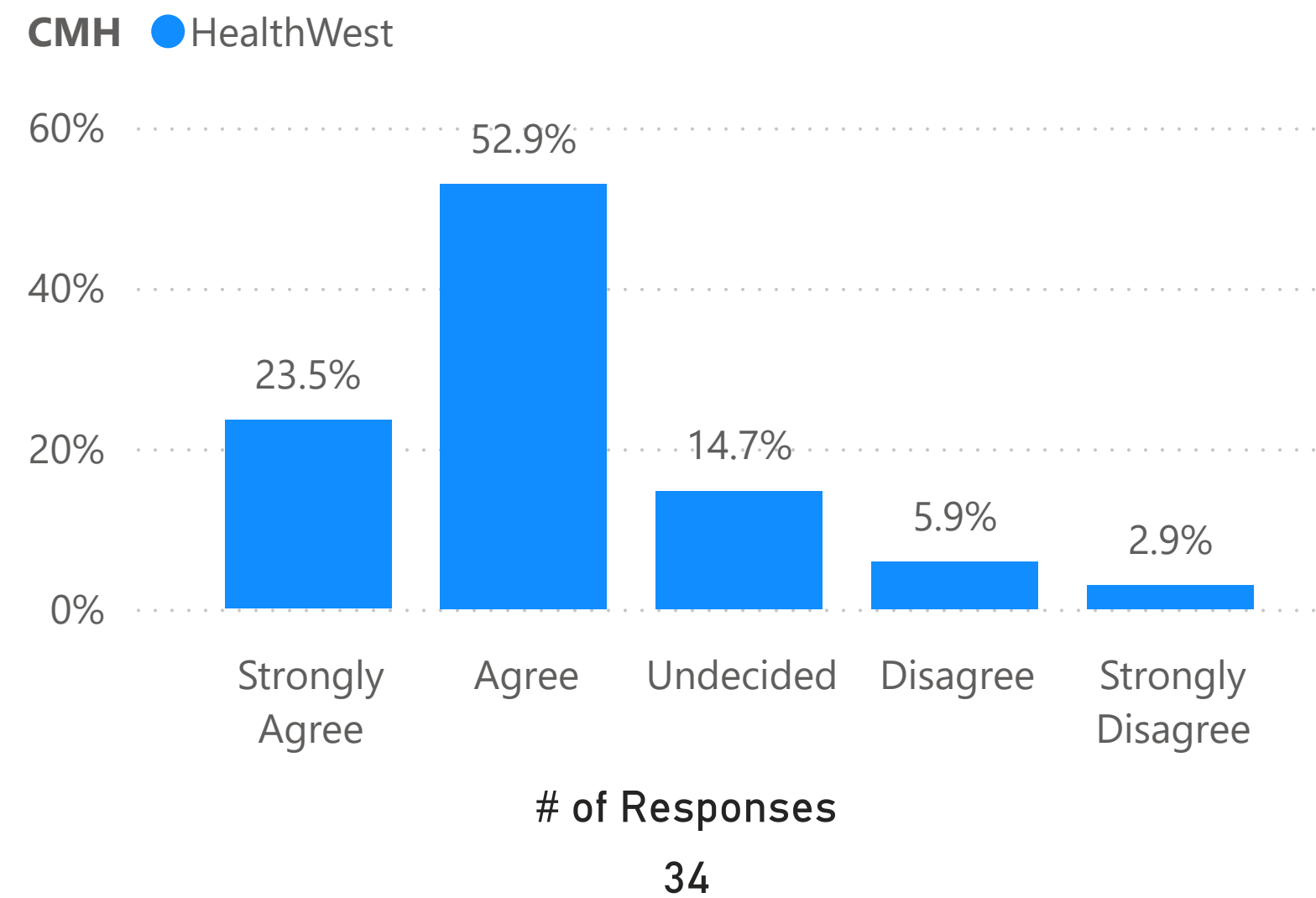
CCBHC Functioning - YSS



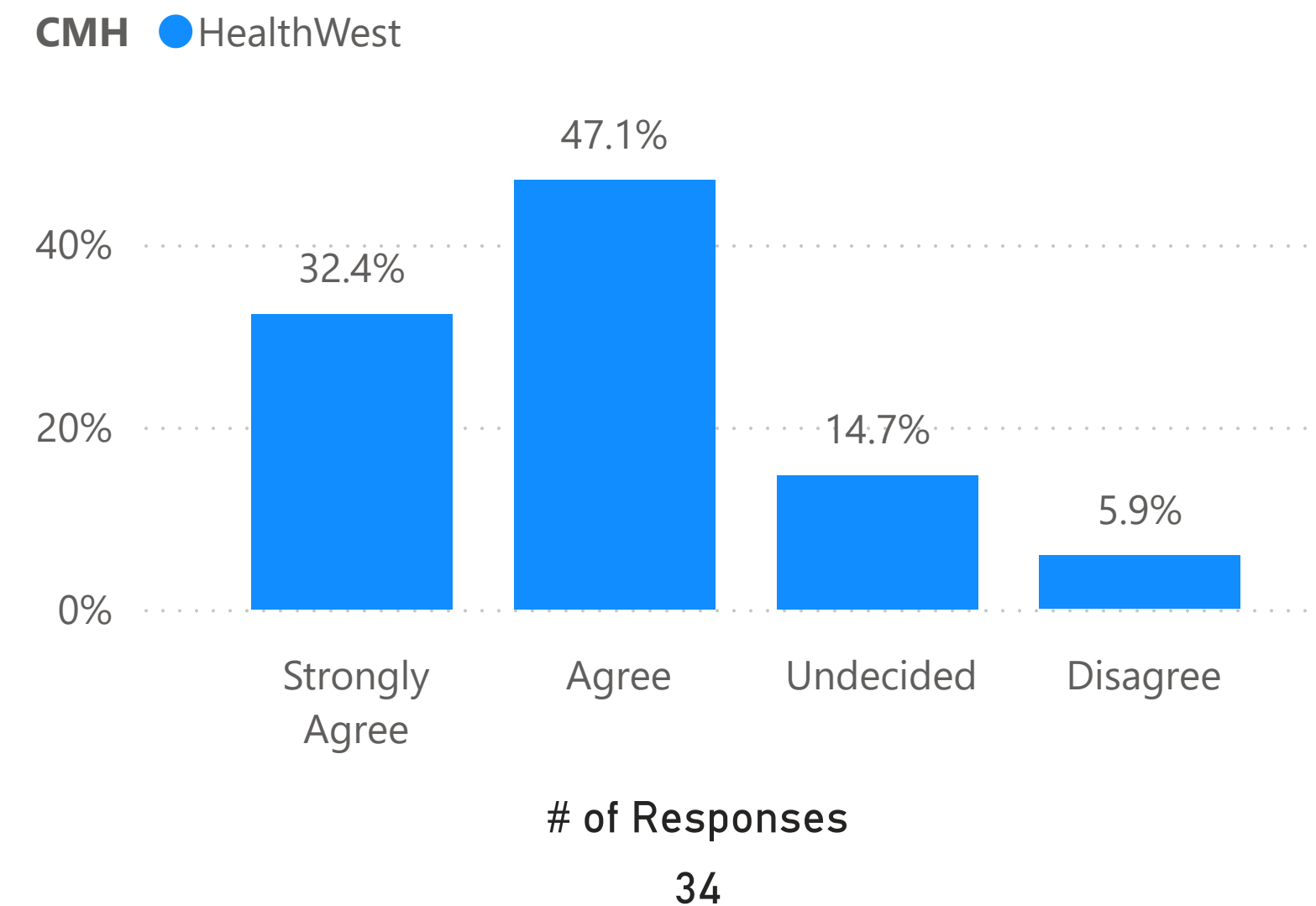
Data Update Date: 4/1/2025 12:33:11 PM

CCBHC Social Connectedness - YSS

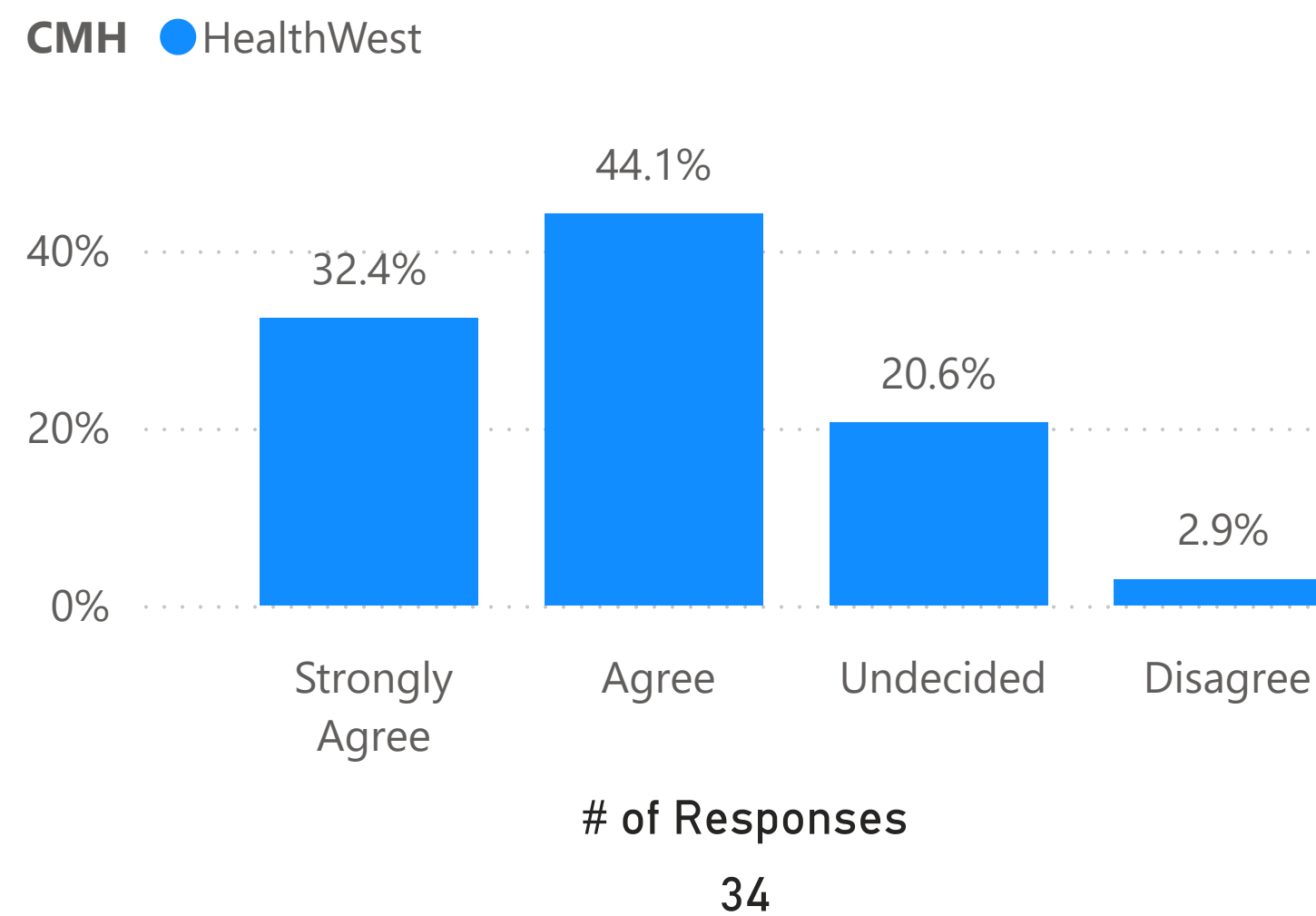
I Know People Who Will Listen And Understand Me When I Need To Talk



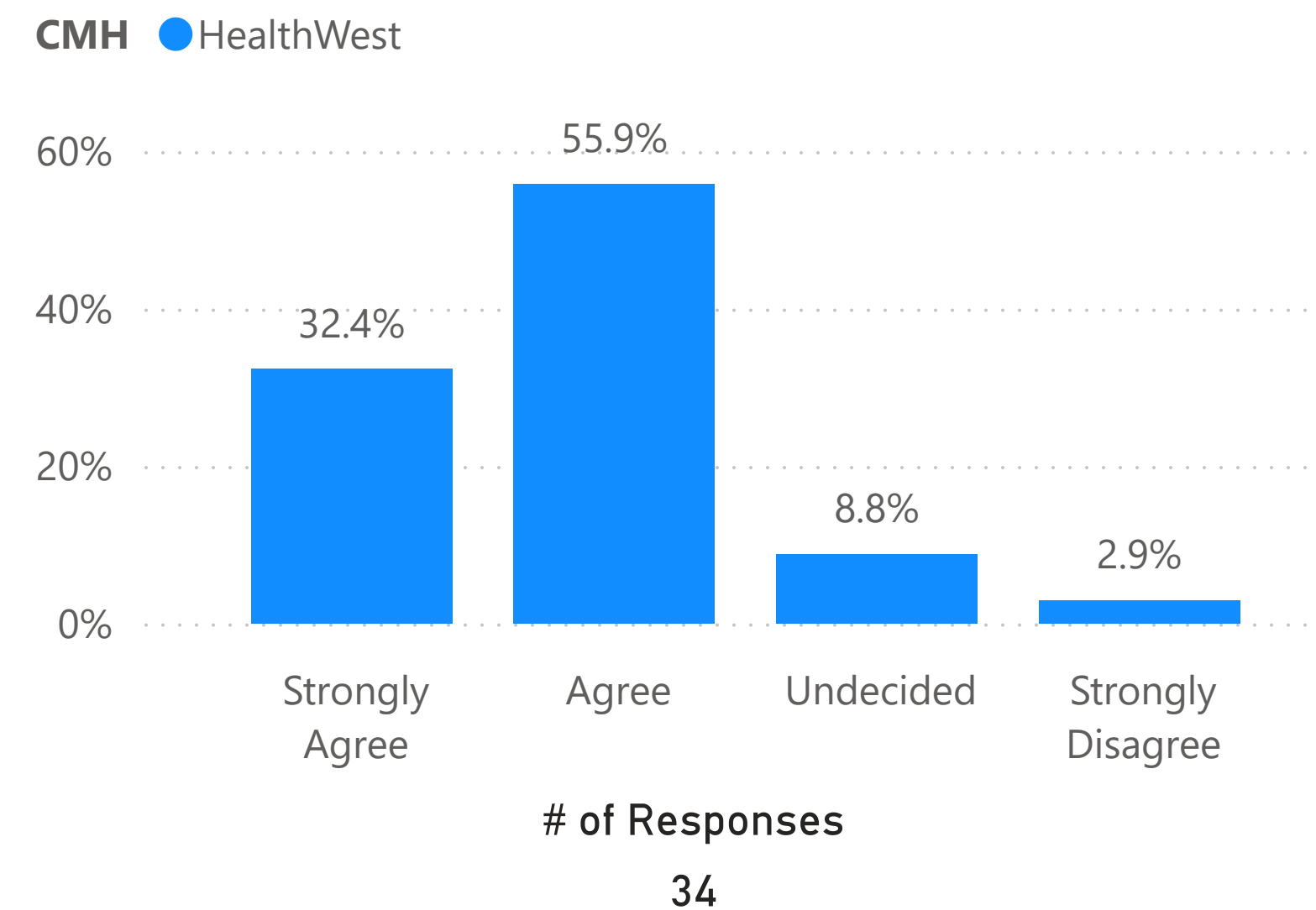
I Have People That I Am Comfortable Talking With About My Child's Problems



In A Crisis, I Would Have The Support I Need From Family Or Friends

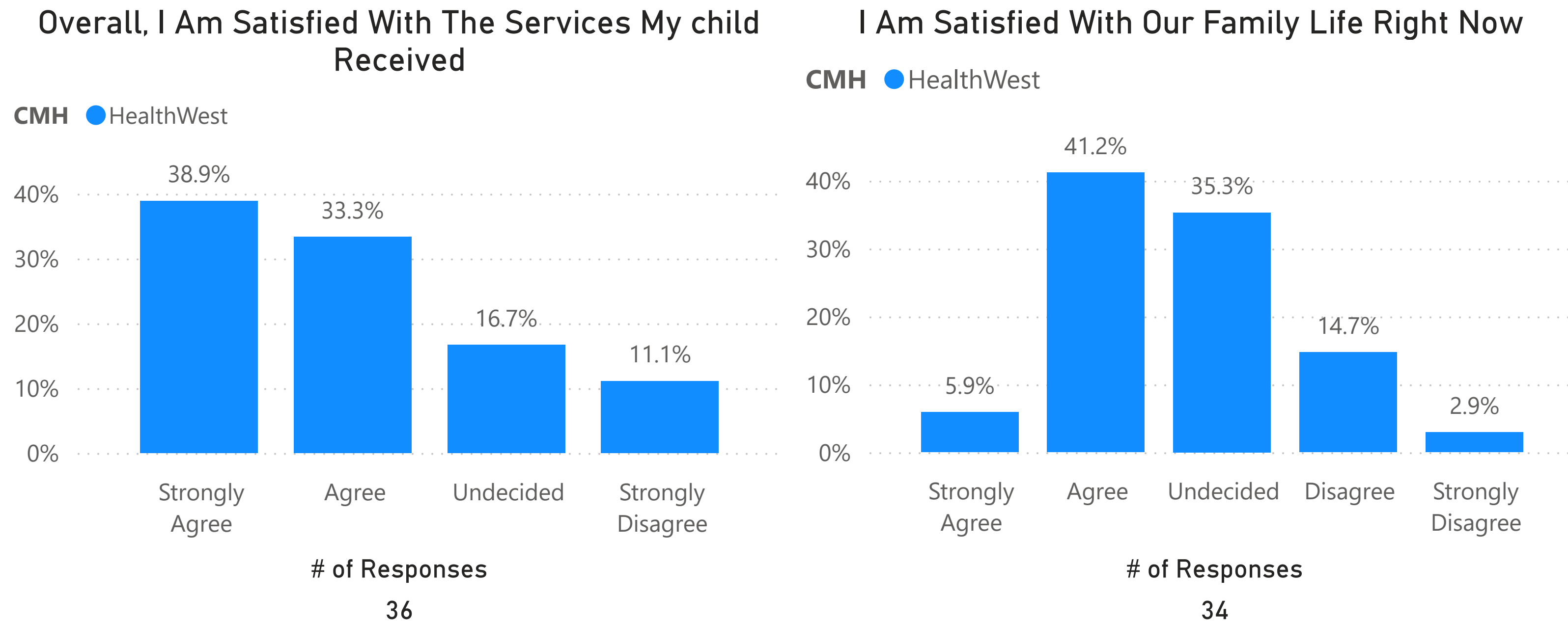


I Have People With Whom I Can do Enjoyable Things



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CCBHC Social Connectedness - YSS



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CCBHC Overall - YSS

Quality - Average Scores

CMH	I Helped To Choose My Child's Services	I Helped To Choose My Child's Treatment Goals	The People Helping My Child Stuck With Us No Matter What	I Felt My Child Had Someone To Talk To When He/She Was Troubled	I Participated In My Child's Treatment	Staff Treated Me With Respect	Staff Respected My Family's Religious/Spiritual Beliefs	Staff Spoke With Me In A Way That I Understood
HealthWest	4.14	4.20	4.11	3.88	4.38	4.37	4.49	4.26
LRE	4.14	4.20	4.11	3.88	4.38	4.37	4.49	4.26

Satisfaction - Average Scores

CMH	Overall, I Am Satisfied With The Services My Child Received	I Am Satisfied With Our Family Life Right Now
HealthWest	3.97	3.32
LRE	3.97	3.32

Functioning - Average Scores

CMH	My Child Is Better Able To Cope When Things Go Wrong	My Child Is Better Able To Do Things He Or She Wants To Do
HealthWest	3.26	3.33
LRE	3.26	3.33

Social Connectedness - Average Scores

CMH	I Know People Who Will Listen And Understand Me When I Need To Talk	I Have People That I Am Comfortable Talking With About My Child's Problems	In A Crisis, I Would Have The Support I Need From Family Or Friends	I Have People With Whom I Can Do Enjoyable Things
HealthWest	3.88	4.06	4.06	4.15
LRE	3.88	4.06	4.06	4.15

CMH	Number Of Completed Surveys
HealthWest	35
Total	35

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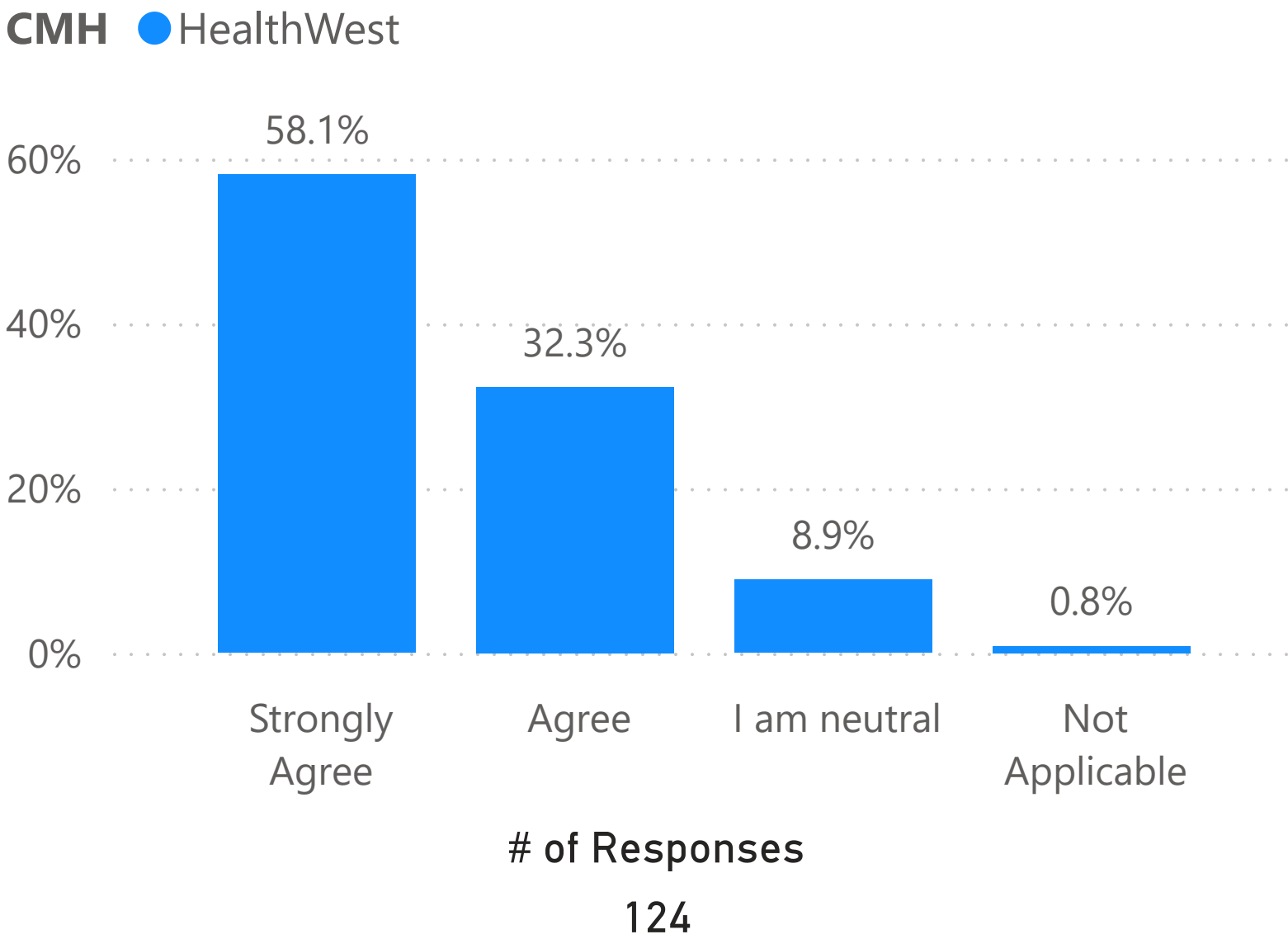
CCBHC Overall - YSS Continued

Outcomes - Average Scores					CMH	Number Of Completed Surveys
CMH	My Child Is Better At Handling Daily Life	My Child Gets Along Better With Family	My Child Gets Along Better With Friends And Other People	My Child Is Doing Better In School And/Or Work	HealthWest	35
HealthWest	3.47	3.35	3.29	3.32	Total	35
LRE	3.47	3.35	3.29	3.32		

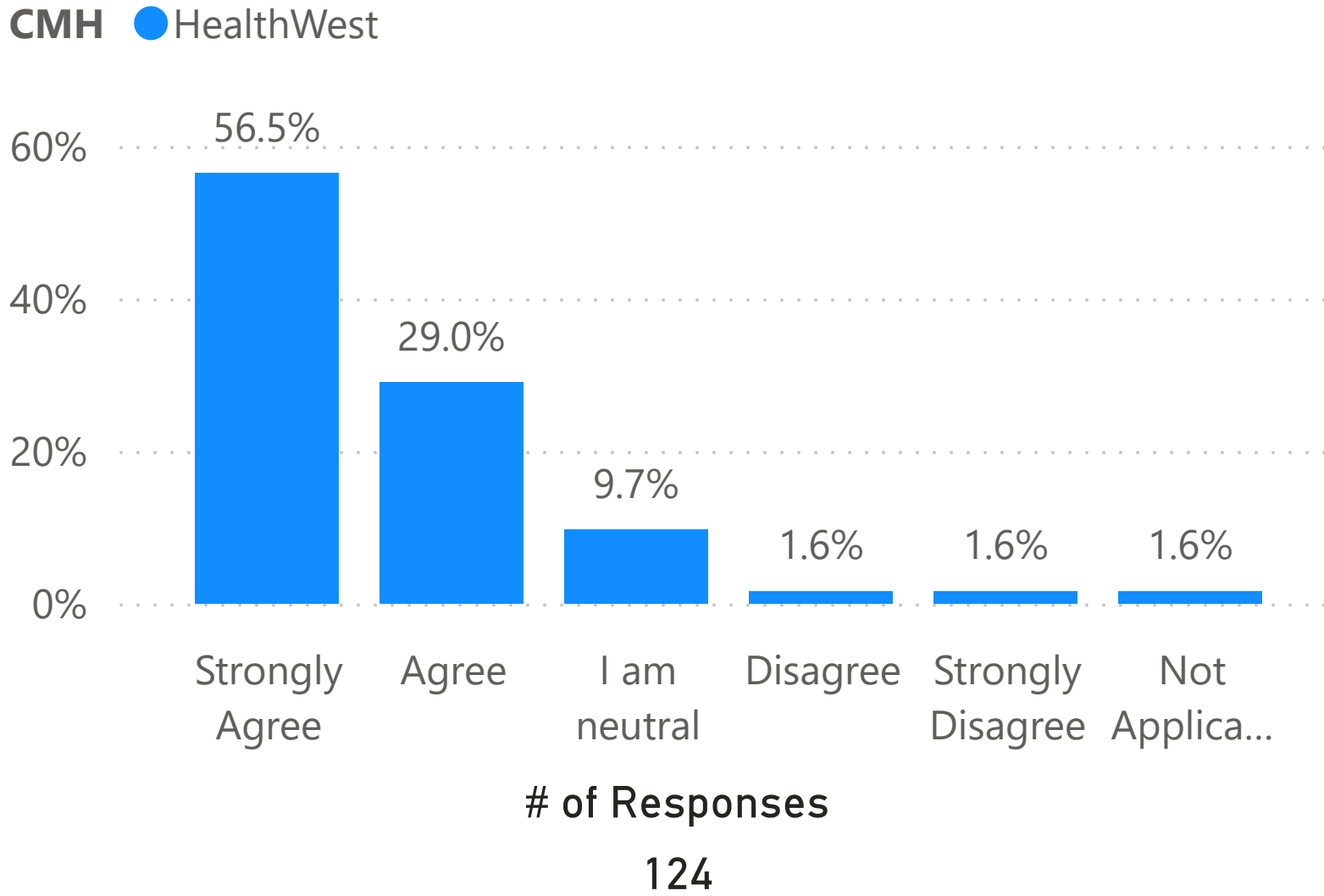
Access - Average Scores					
CMH	The Services My Child And/Or Family Received Were Right For Us	The Location Of Services Was Convenient For Us	Services Were Available At Times That Were Convenient For Us	My Family Got The Help We Wanted For My Child	My Family Got As Much Help As We Needed For My Child
HealthWest	3.89	4.06	4.06	4.06	3.80
LRE	3.89	4.06	4.06	4.06	3.80

CCBHC Access - MHSIP

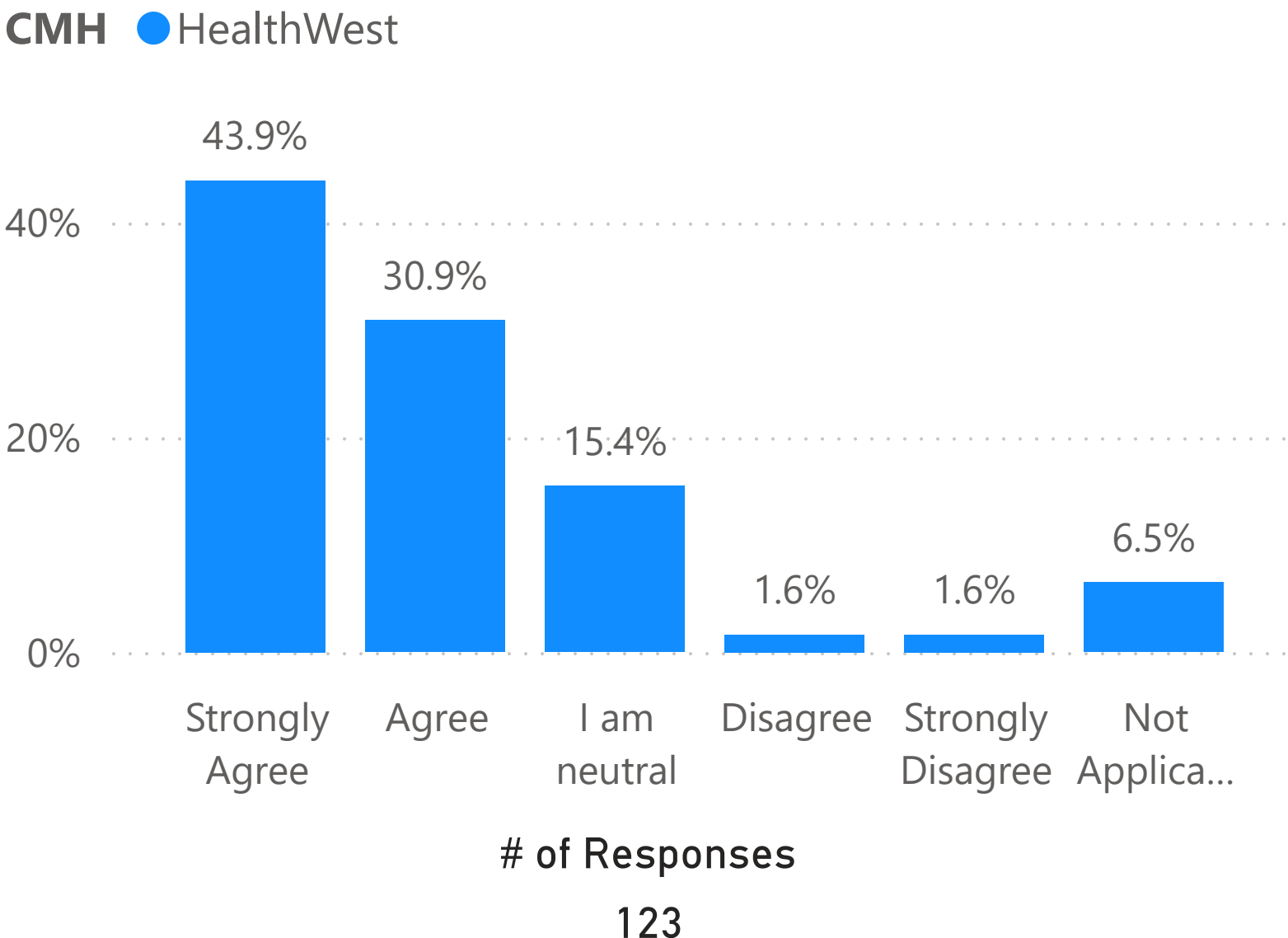
The Location Of Services Was Convenient



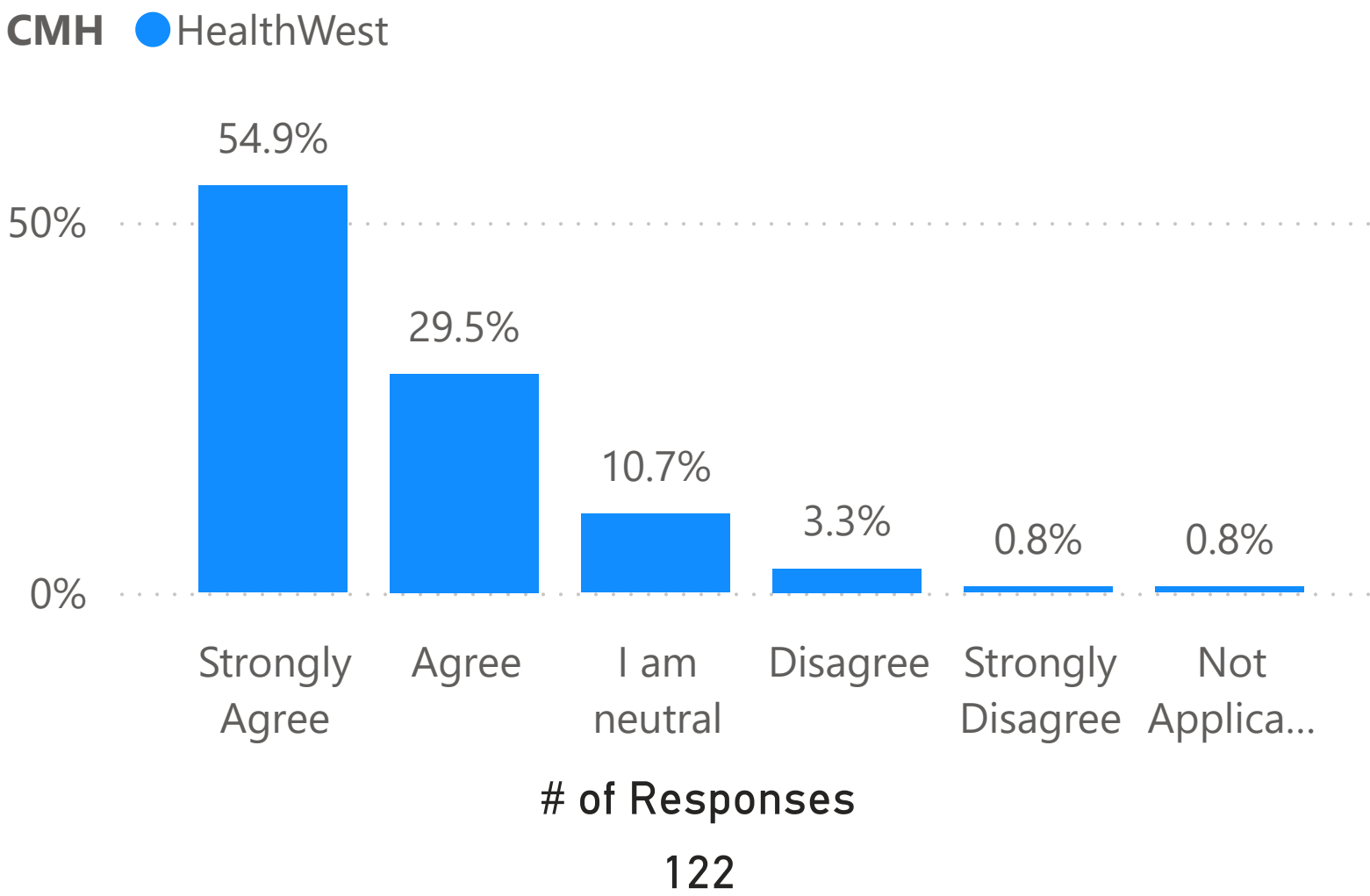
Staff Were Willing To See Me As Often As I Felt It Was Necessary



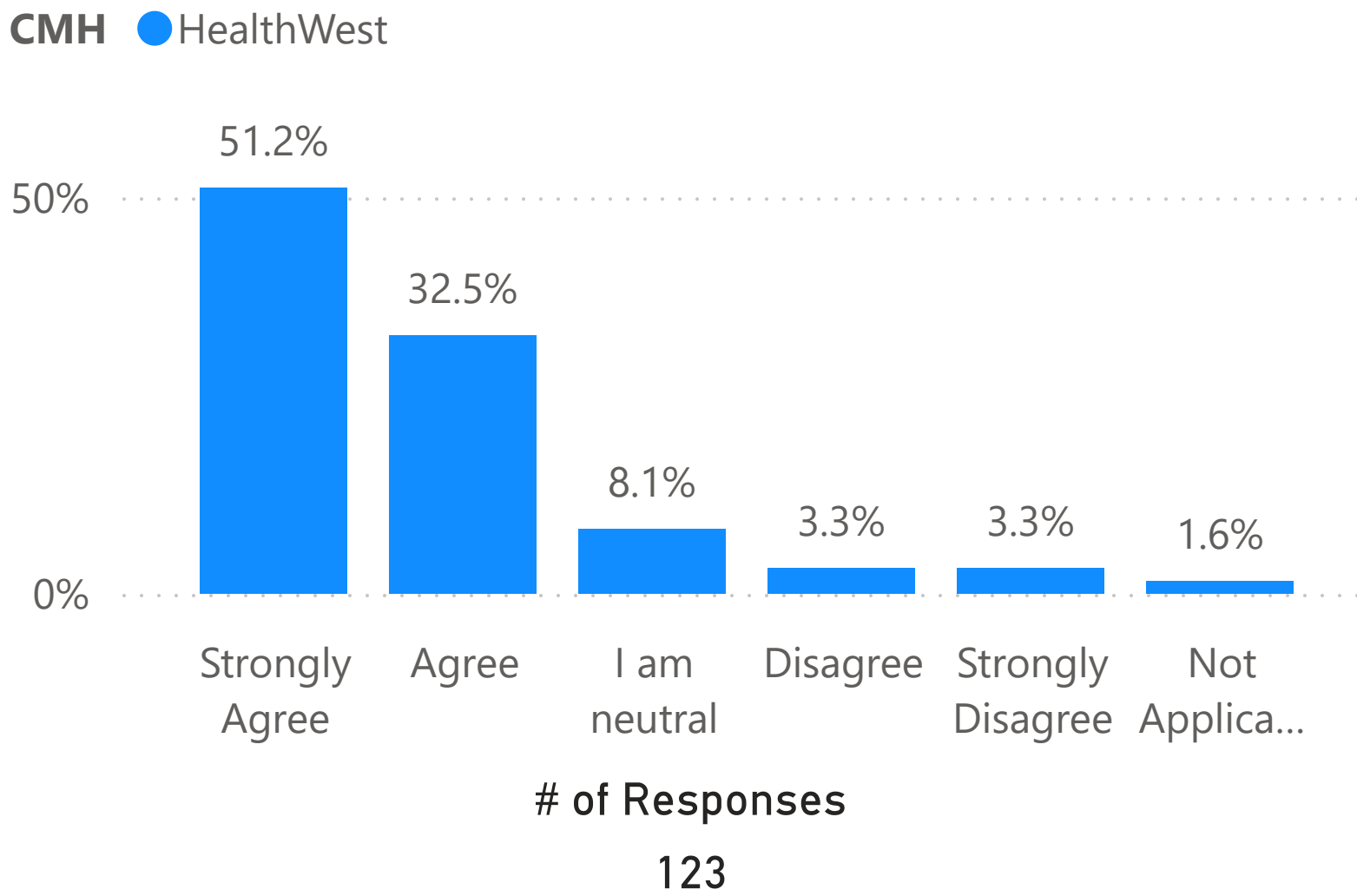
Staff Returned My Call Within 24 Hours



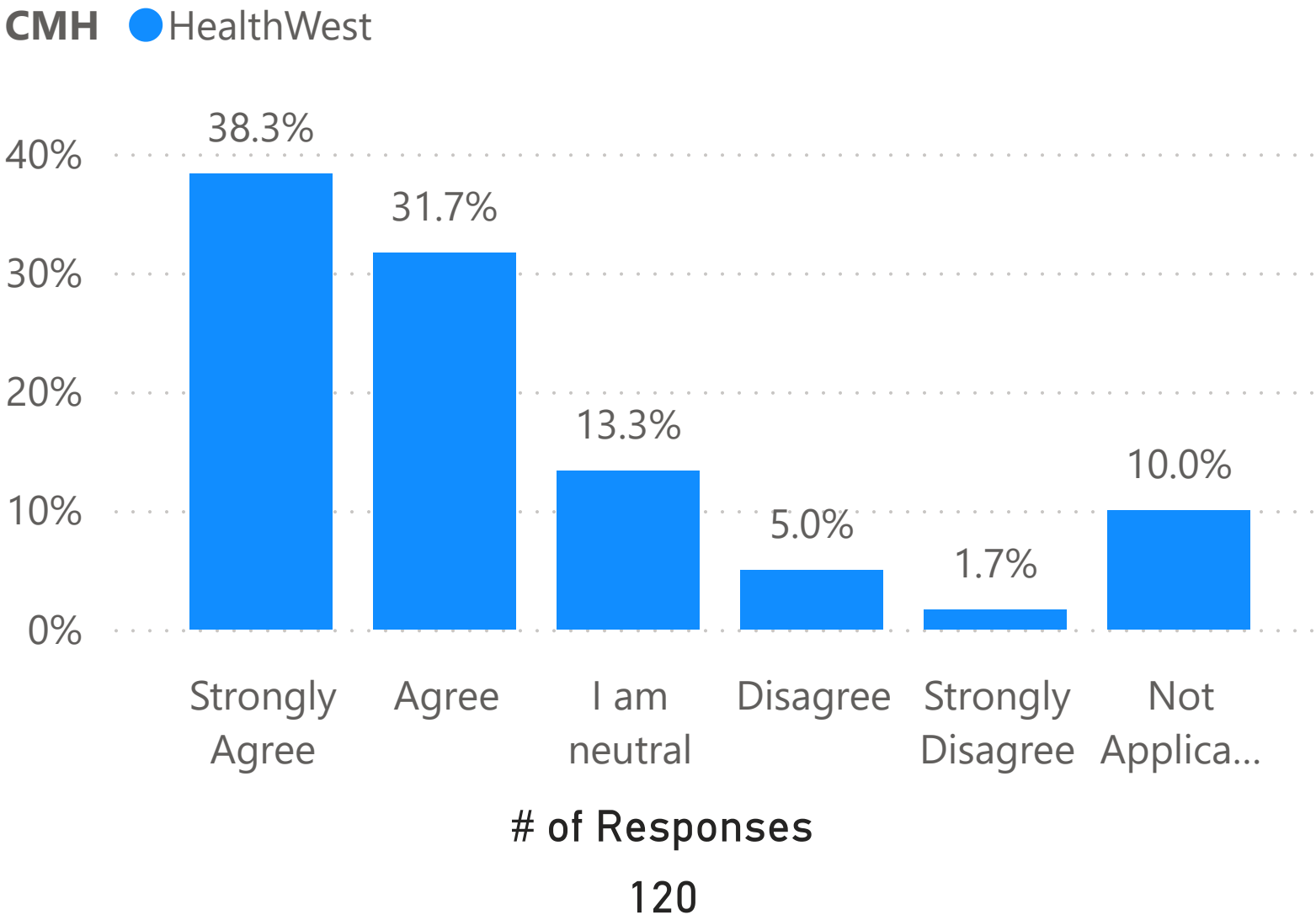
Services Were Available At Times That Were Good For Me



I Was Able To Get All The Services I Thought I Needed



I Was Able To See A Psychiatrist When I Wanted To

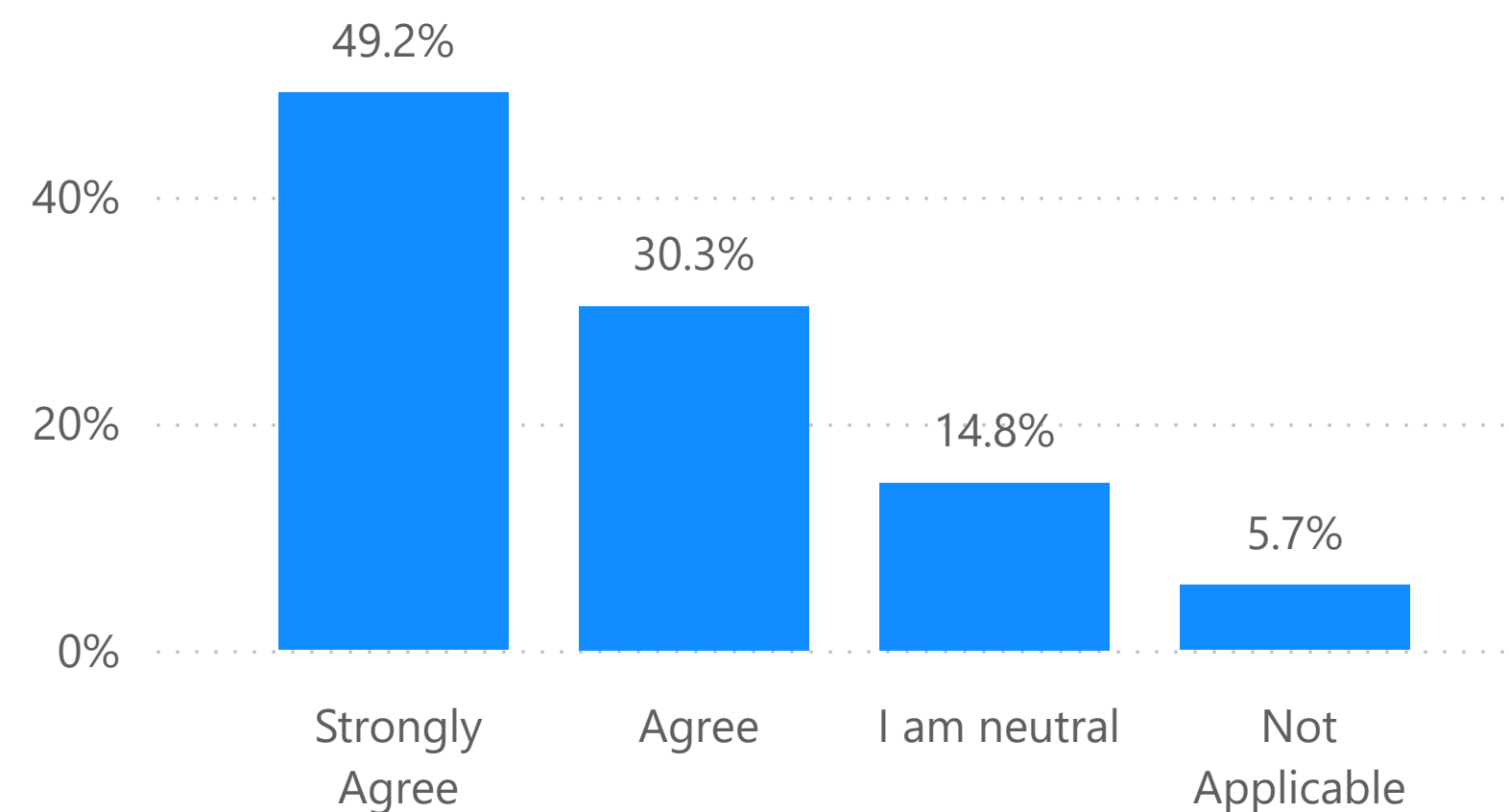


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CCBHC Quality - MHSIP

Staff Believed That I Can Grow, Change And Recover

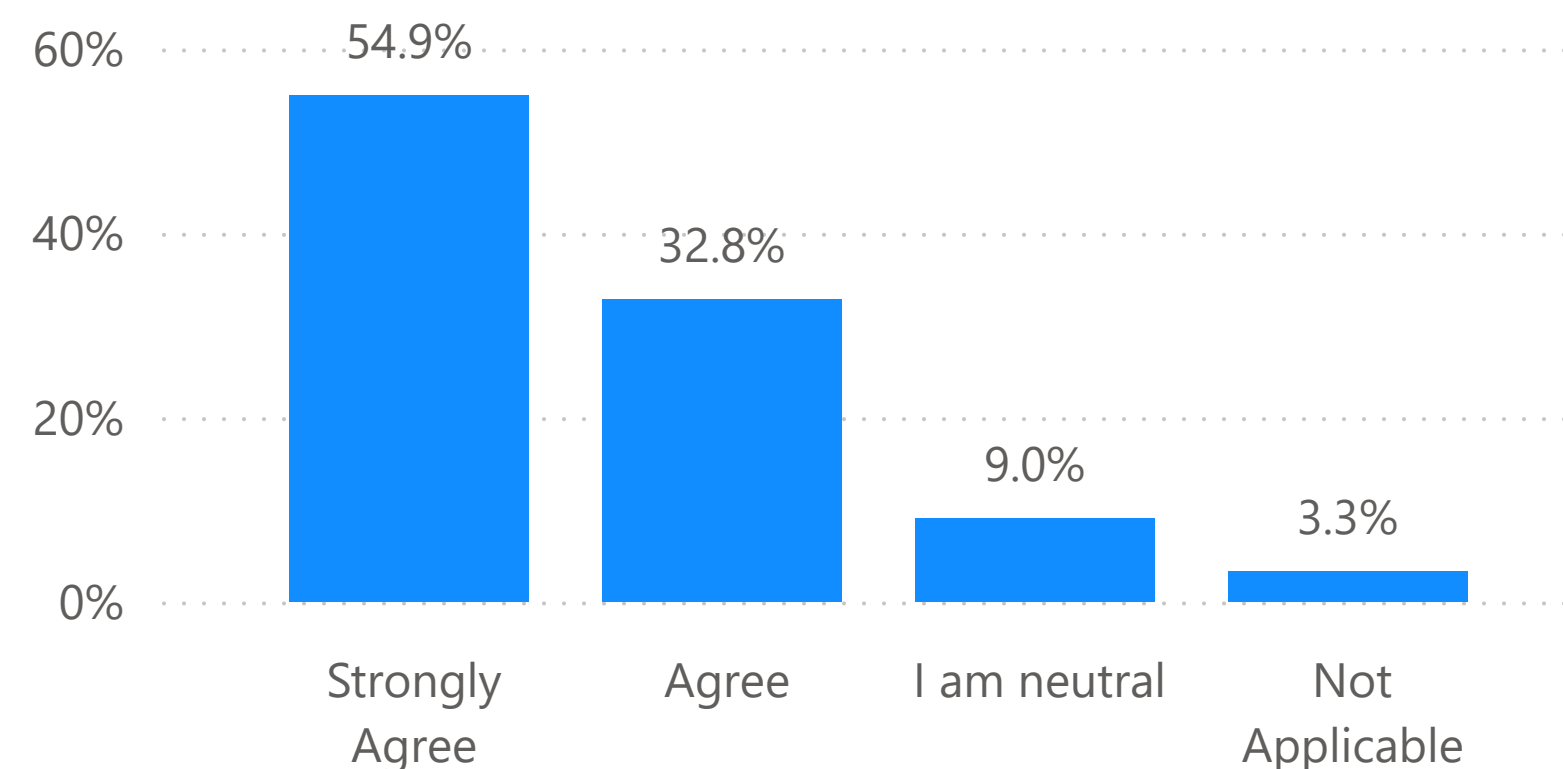
CMH ● HealthWest



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122

I Felt Comfortable Asking Questions About My Treatment And Medication

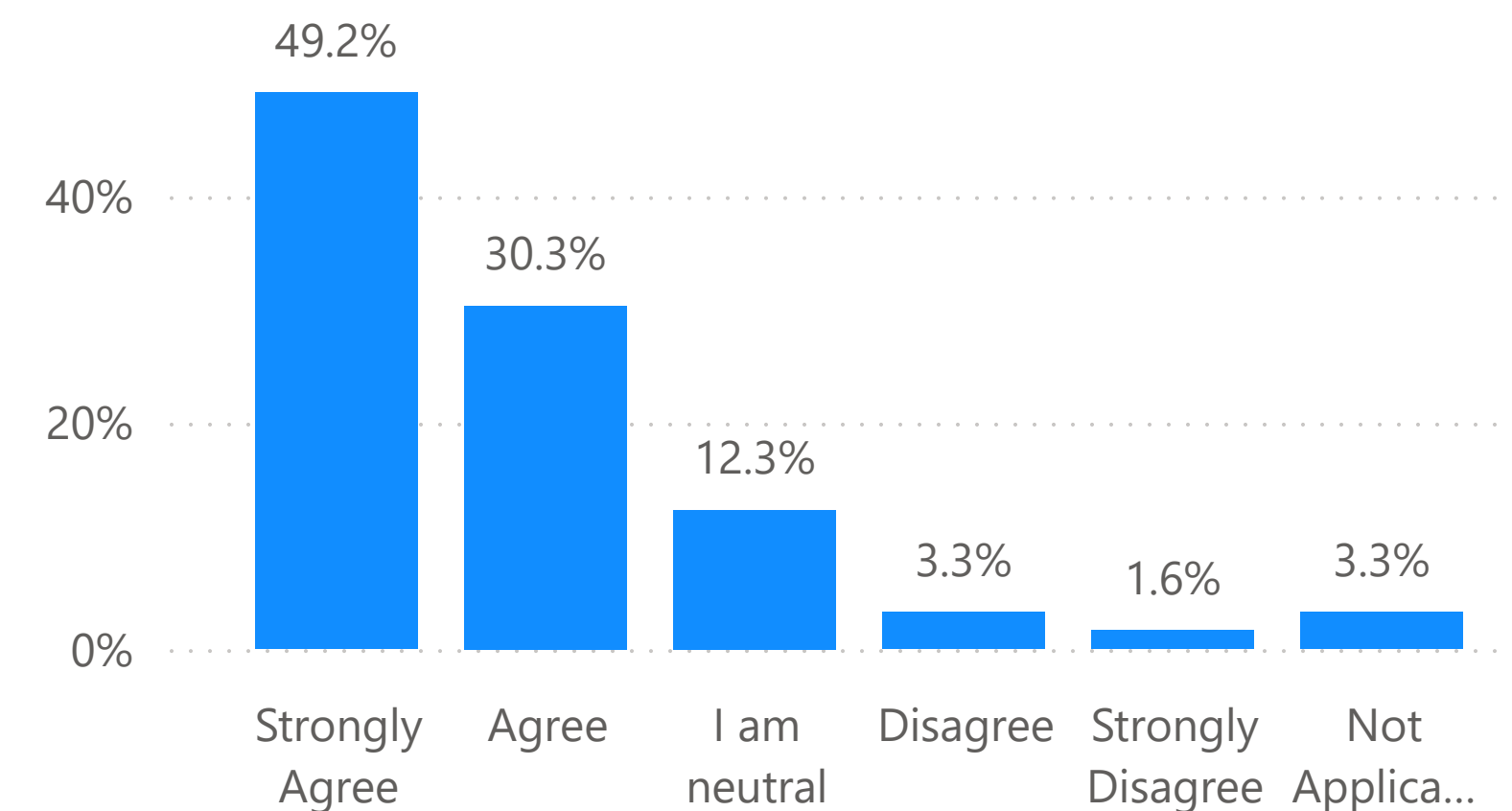
CMH ● HealthWest



of Responses
122

I Felt Free To Complain

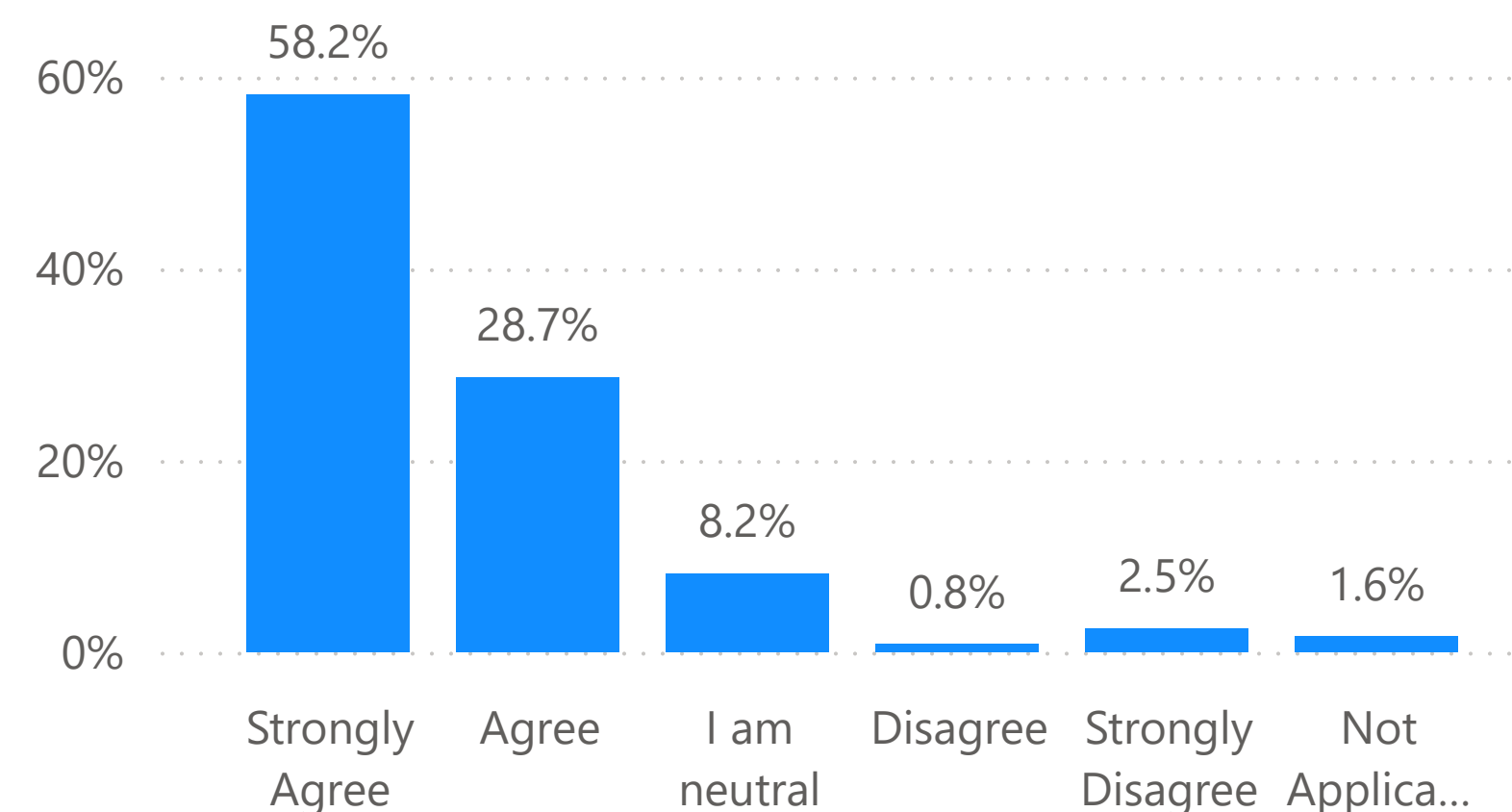
CMH ● HealthWest



of Responses
122

I Was Given Information About My Rights

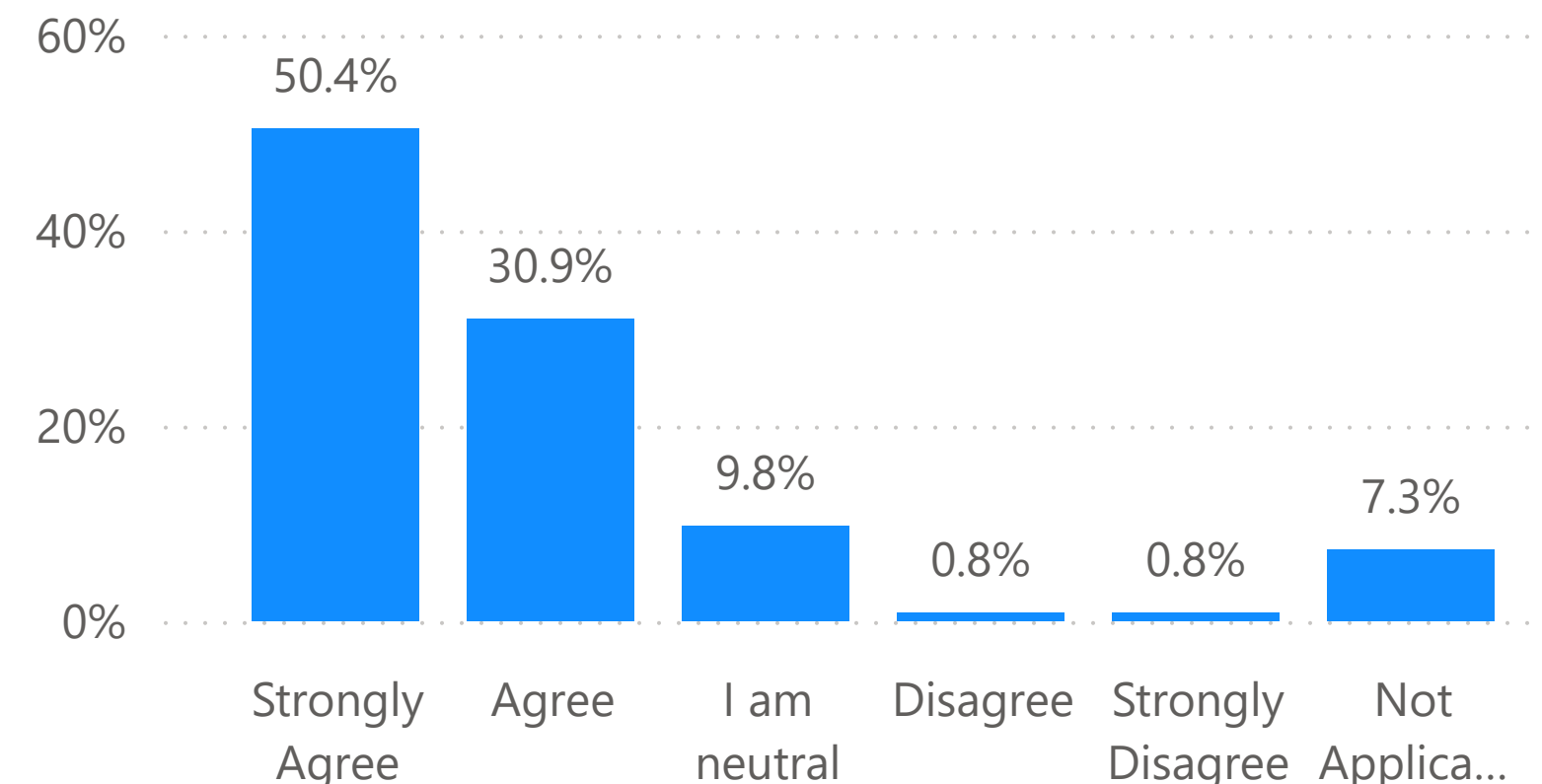
CMH ● HealthWest



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122

Staff Encouraged Me To Take Responsibility For How I Live My Life

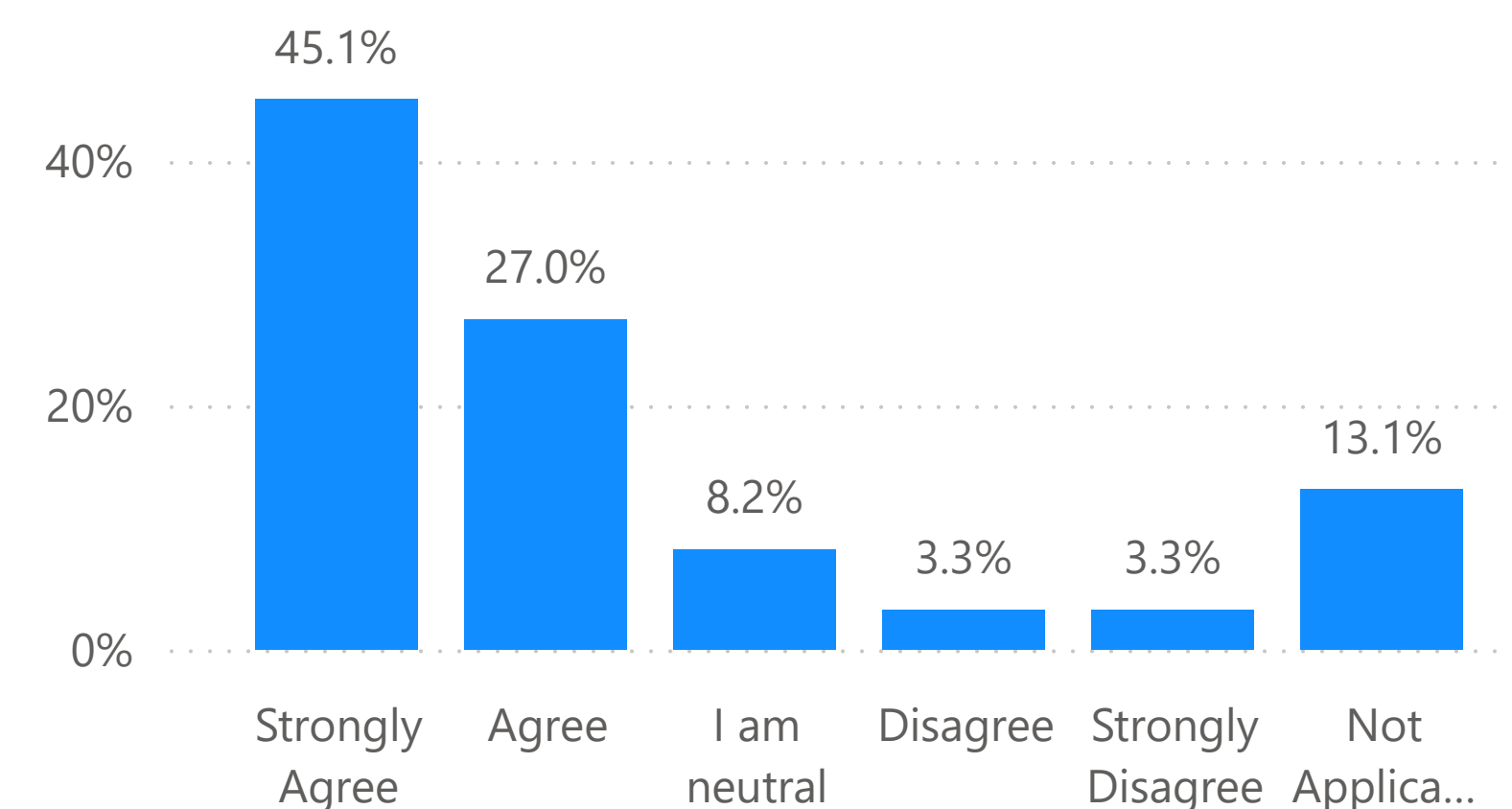
CMH ● HealthWest



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123

Staff Told Me What Side Effects To Watch Out For

CMH ● HealthWest



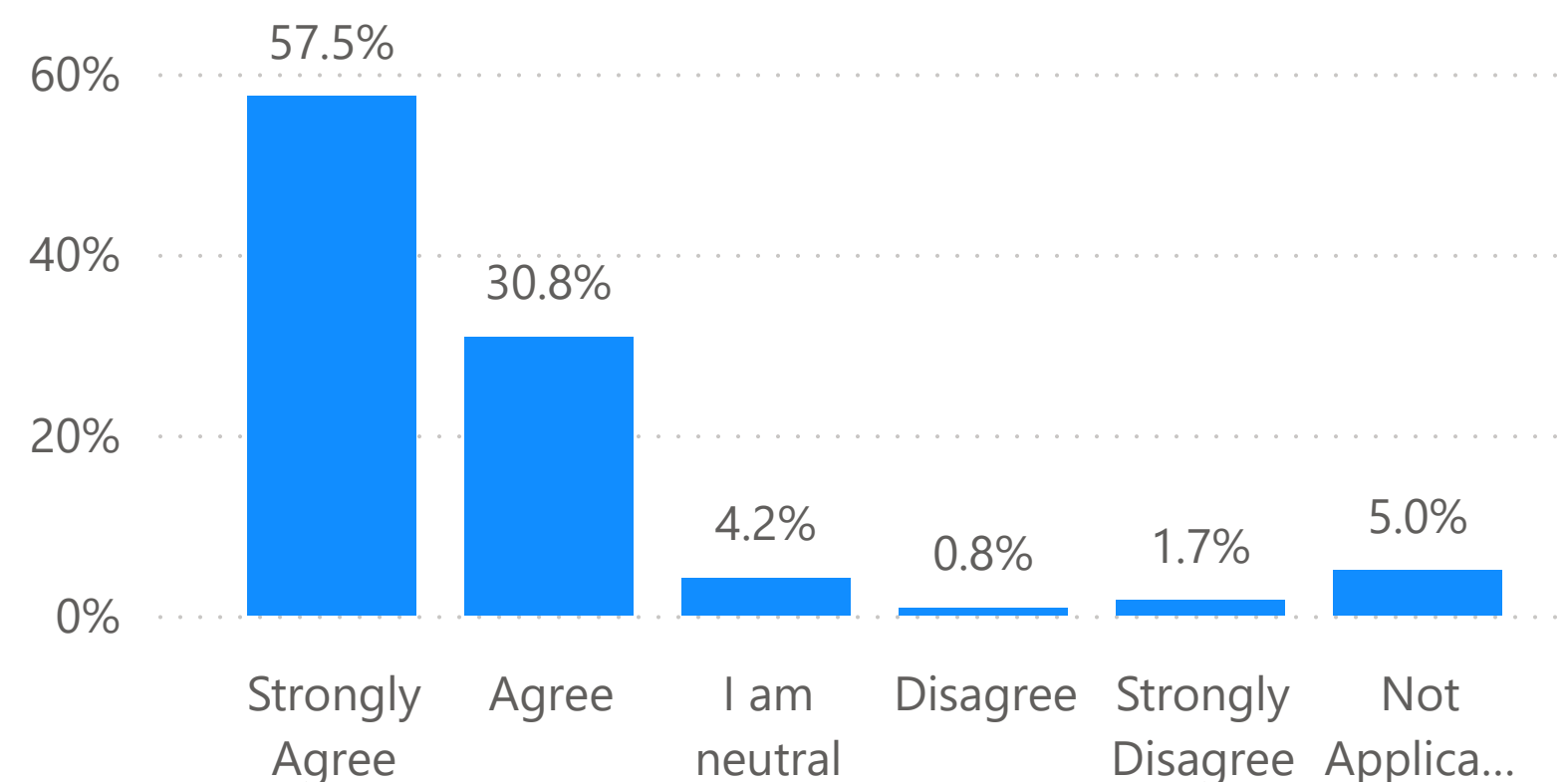
of Responses
122

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CCBHC Quality - MHSIP - Continued

Staff Respected My Wishes About Who Is And Who Is Not To Be Given Information About My Treatment

CMH ● HealthWest

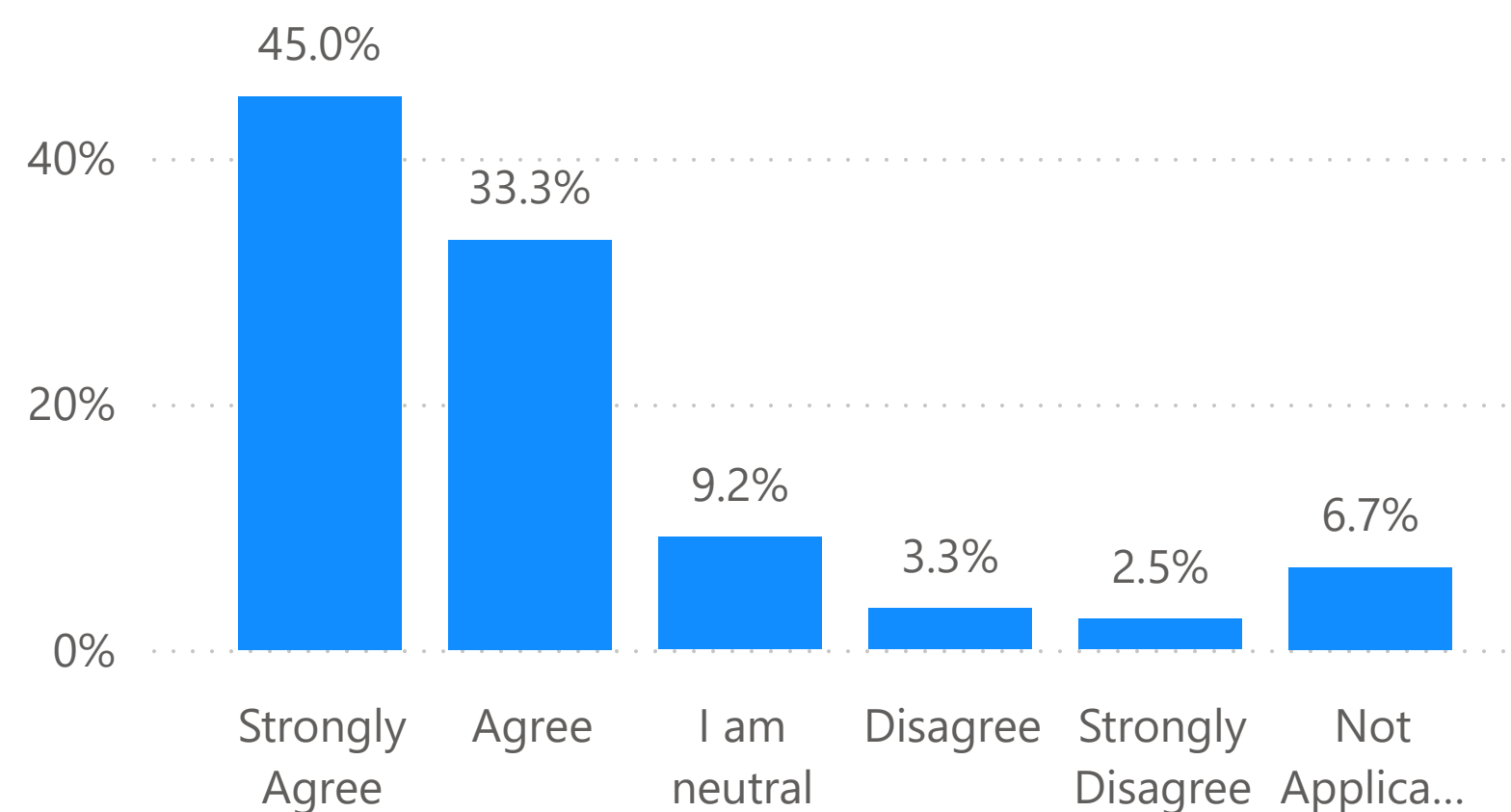


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120

I, Not Staff, Decided My Treatment Goals

CMH ● HealthWest

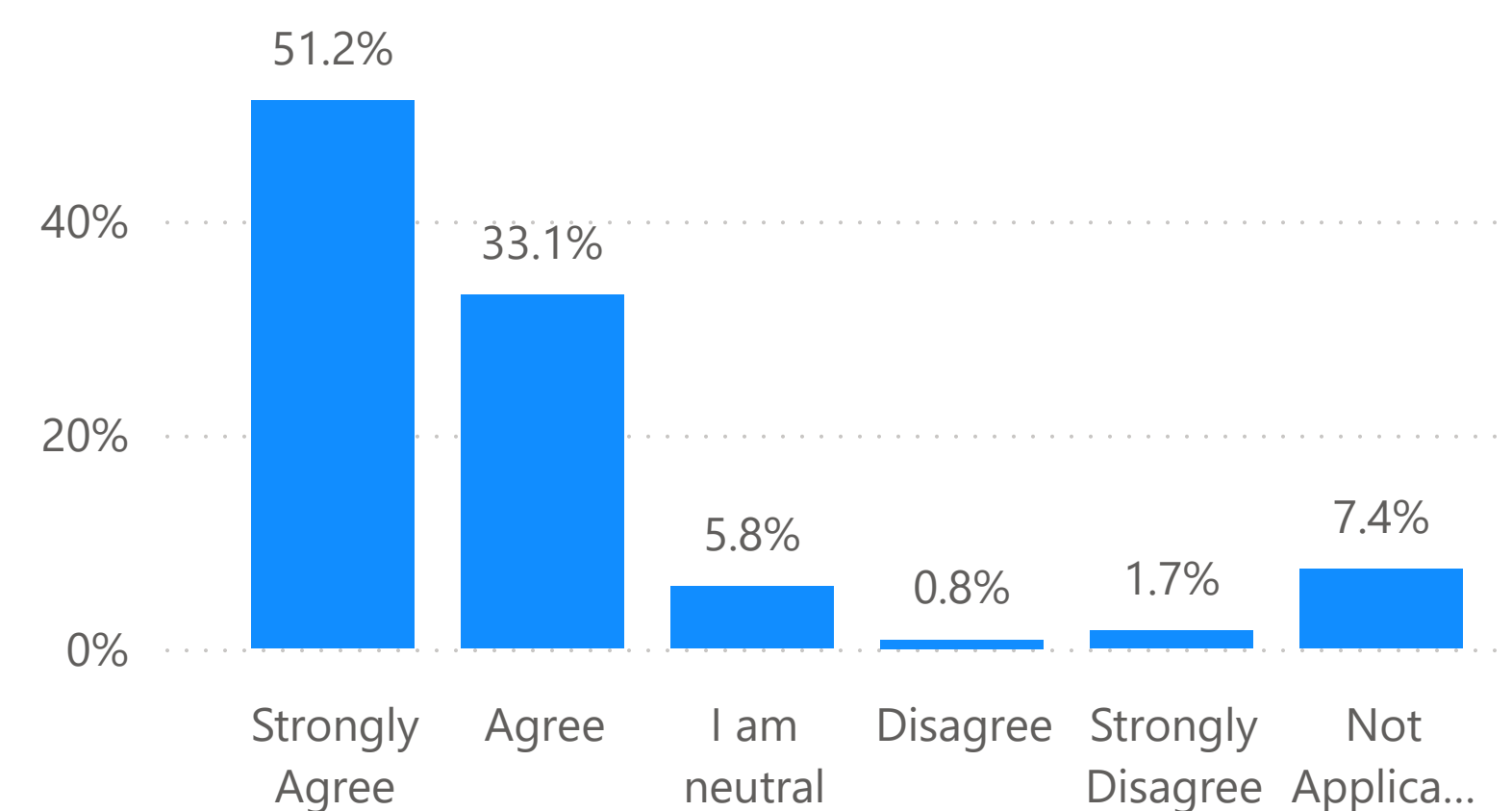


of Responses

120

Staff Were Sensitive To My Cultural Background

CMH ● HealthWest

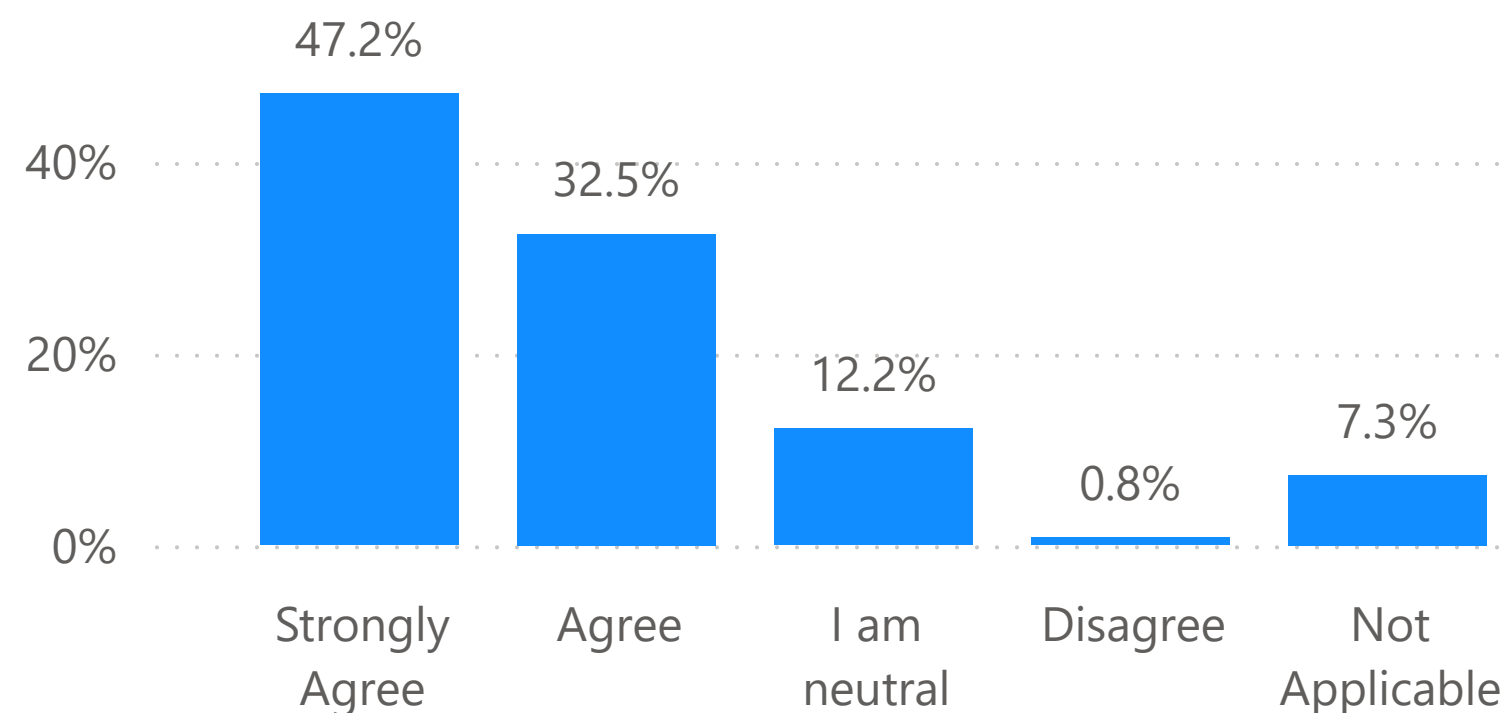


of Responses

121

Staff Helped Me Obtain The Information I Needed So That I Could Take Charge Of Managing My Illness

CMH ● HealthWest

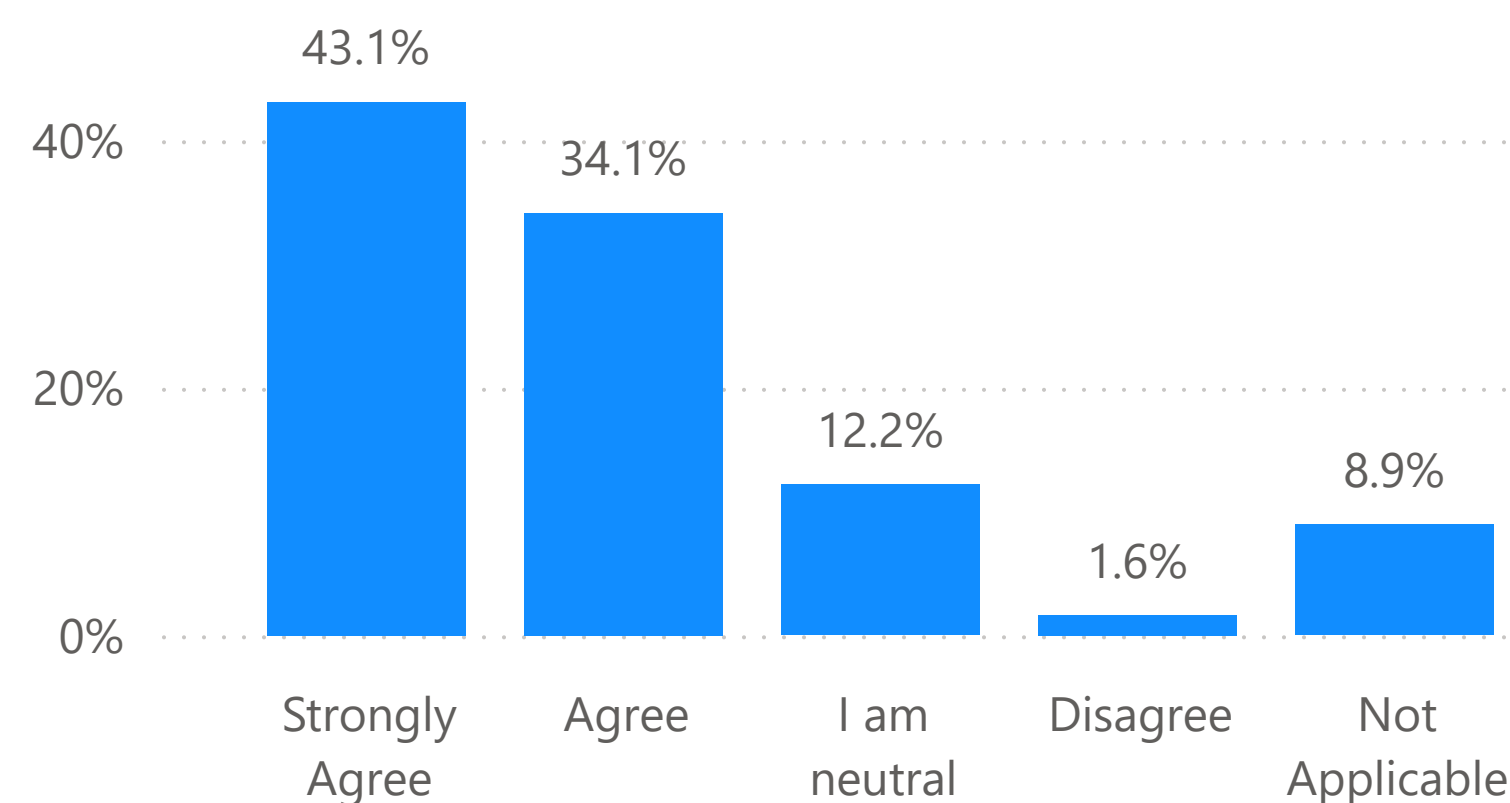


of Responses

123

I Was Encouraged To Use Consumer-Run Programs

CMH ● HealthWest



of Responses

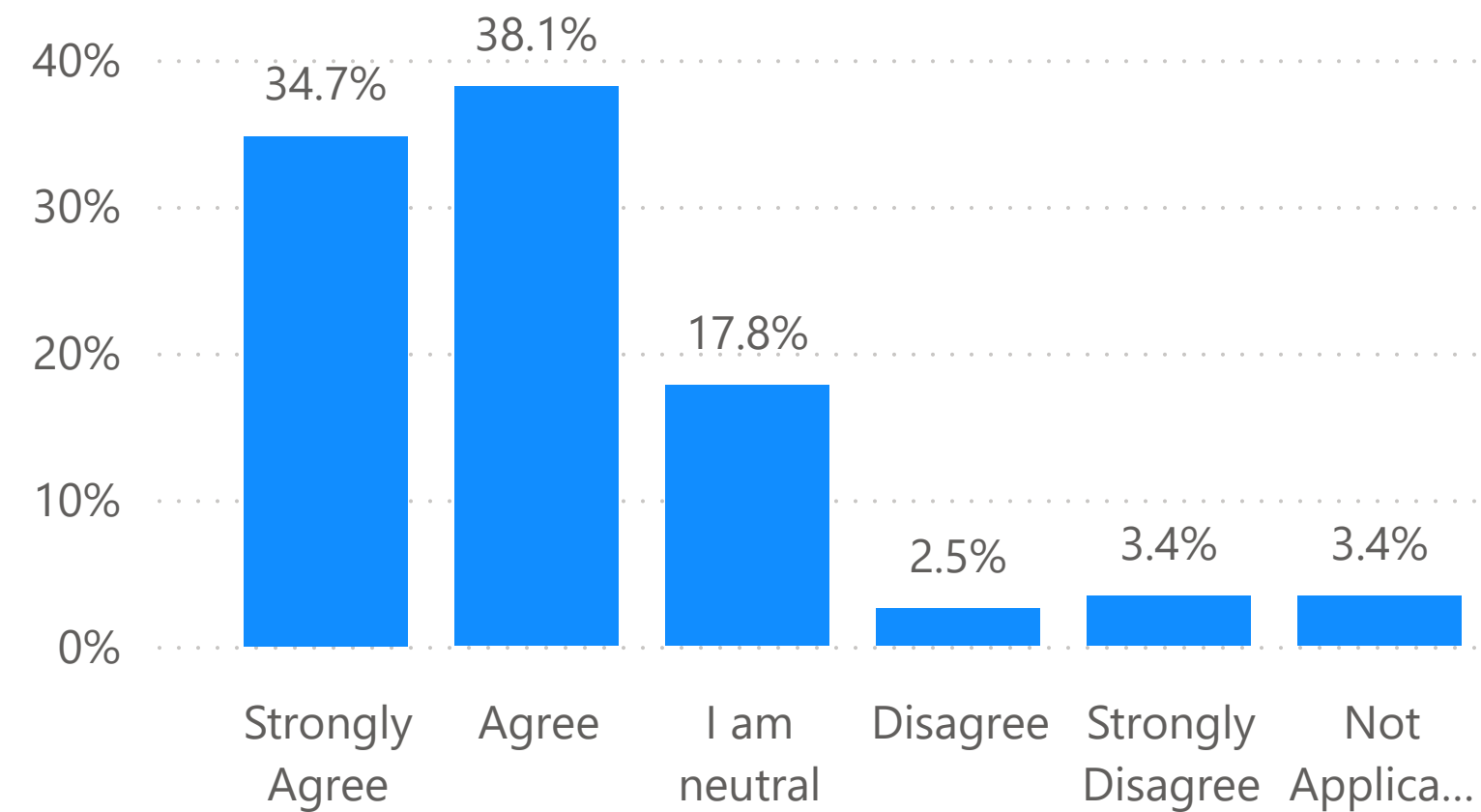
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Data Update Date: 4/1/2025 12:33:11 PM

CCBHC Outcomes - MHSIP

I Deal More Effectively With Daily Problems

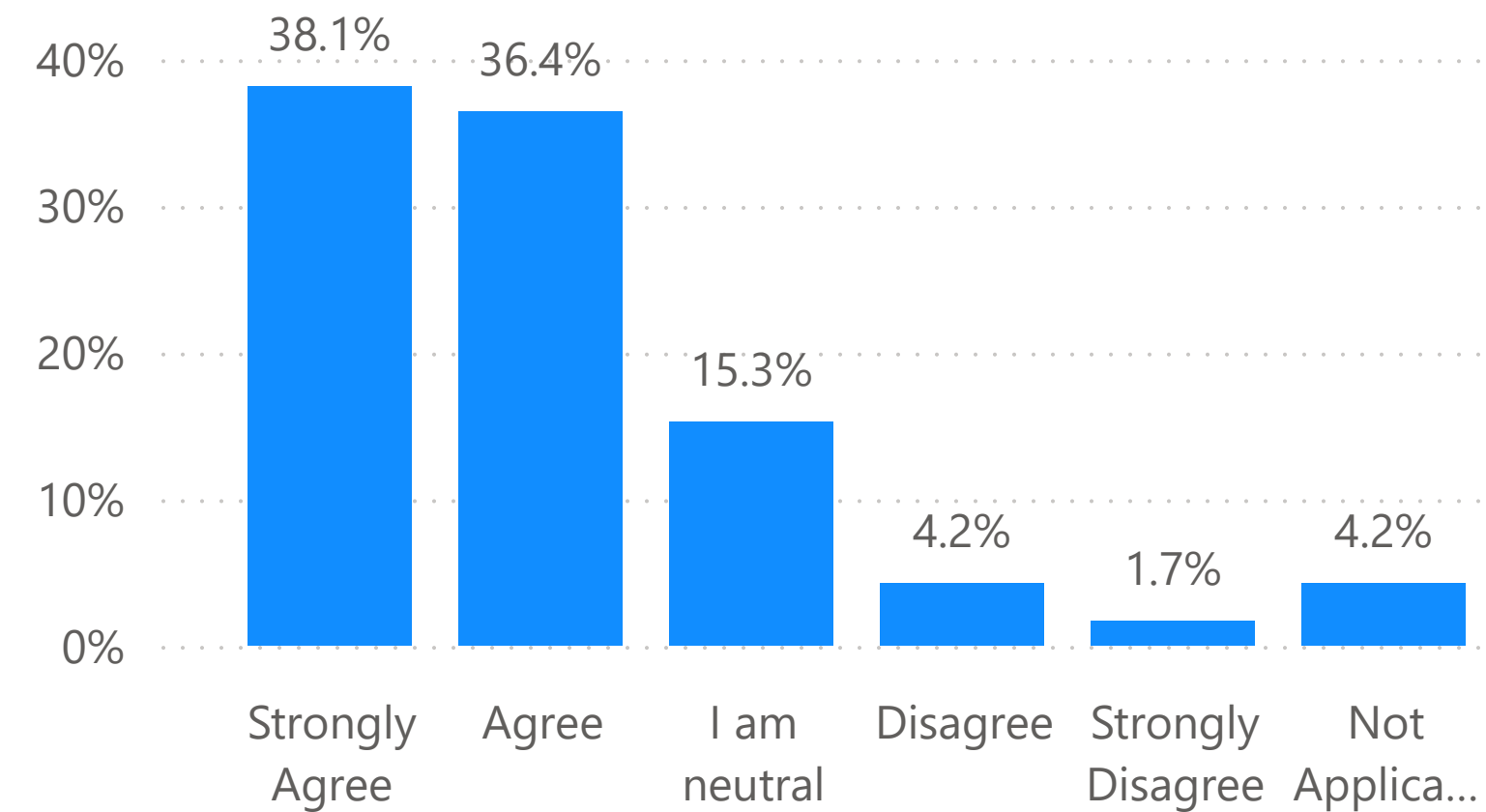
CMH ● HealthWest



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118

I Am Better Able To Control My Life

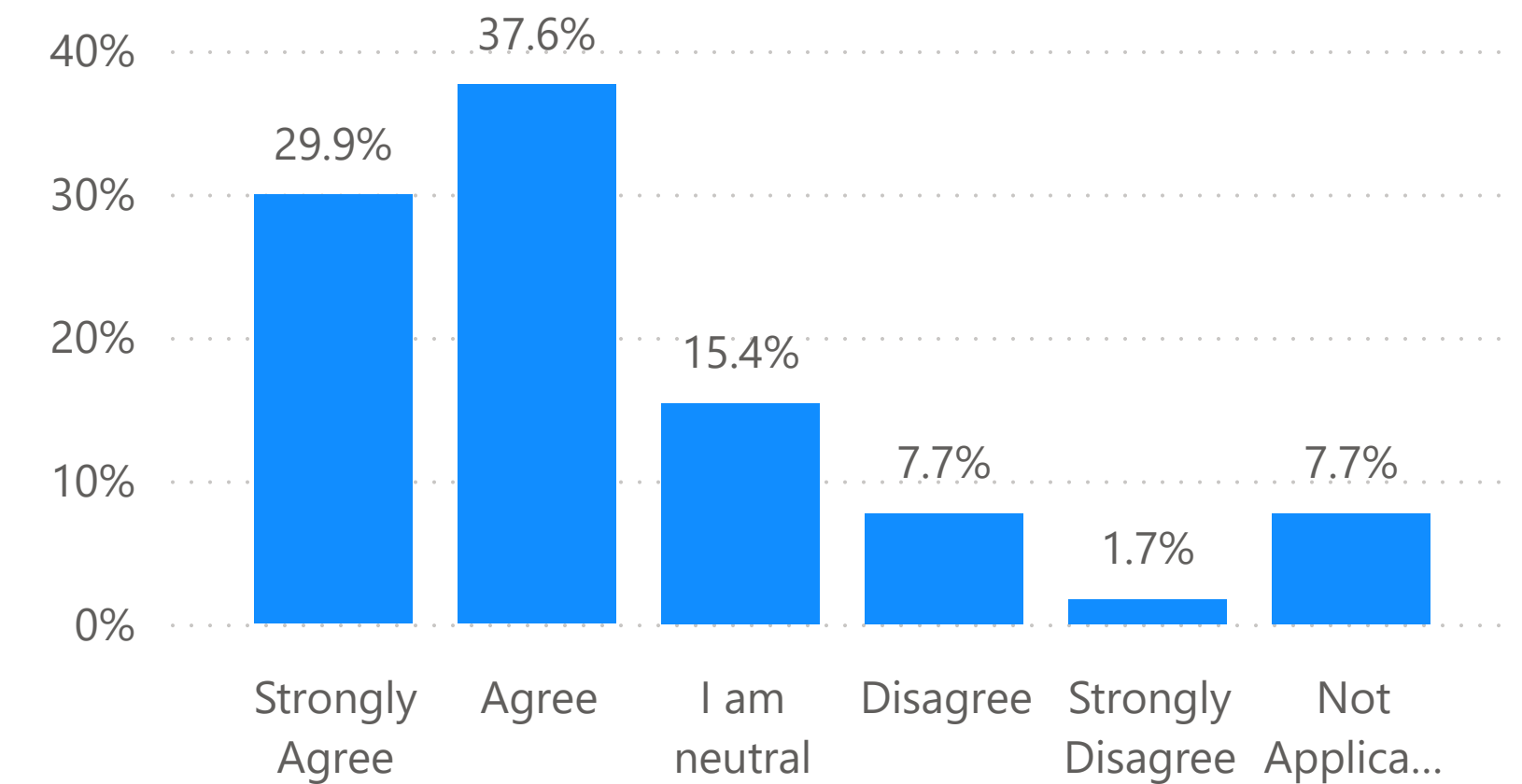
CMH ● HealthWest



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118

I Am Better Able To Deal With Crisis

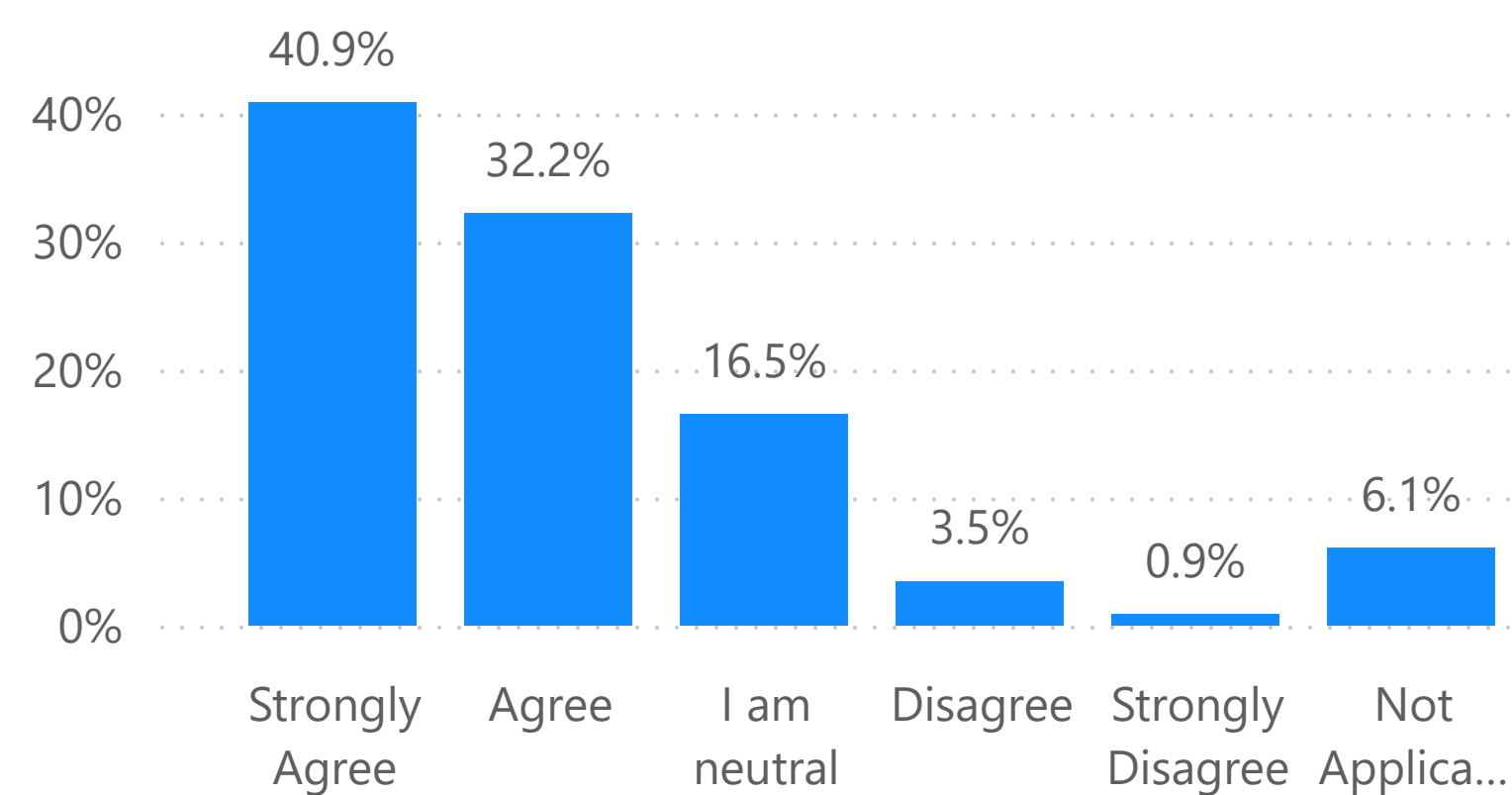
CMH ● HealthWest



of Responses
117

I Am Getting Along Better With My Family

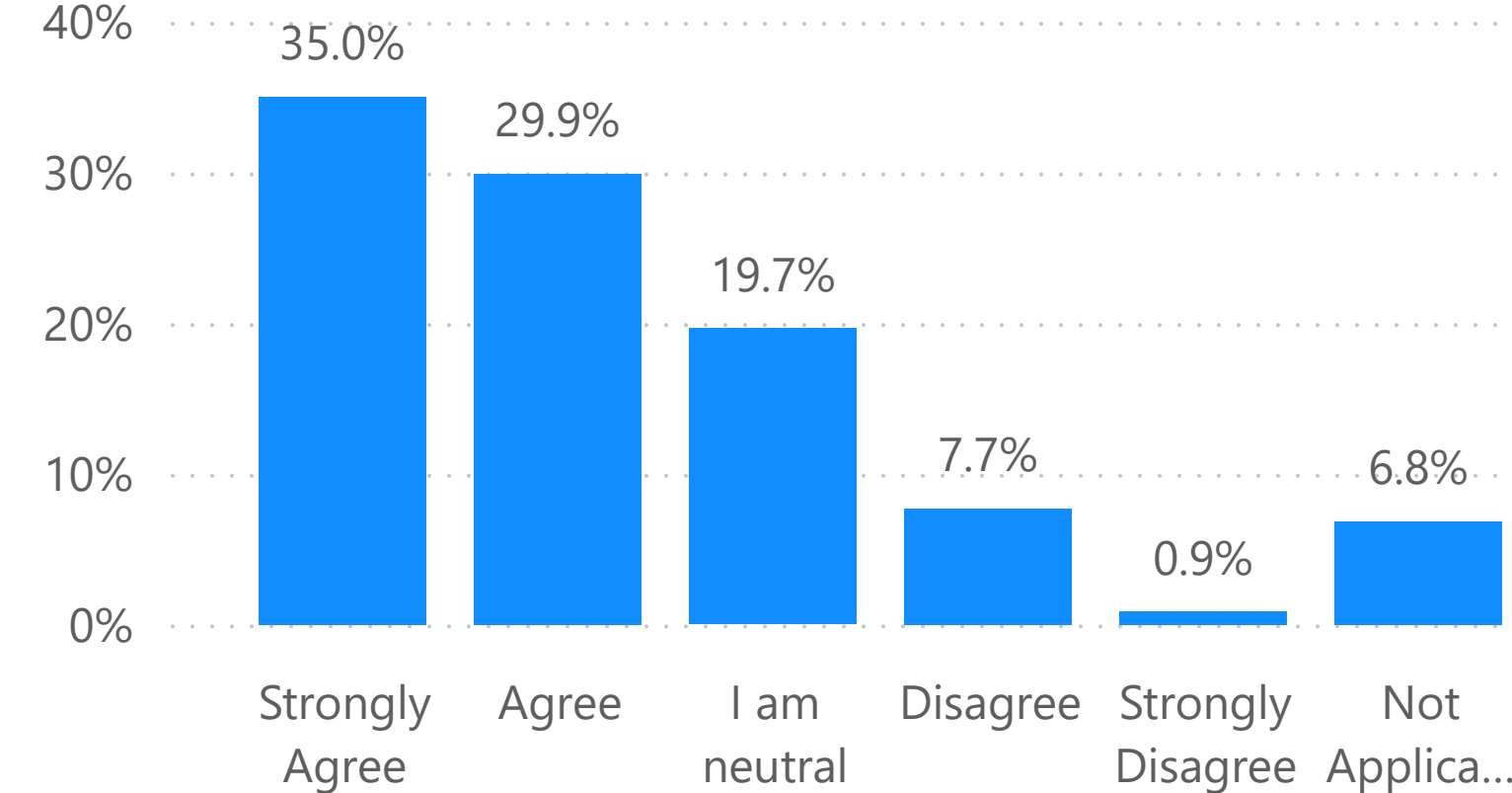
CMH ● HealthWest



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115

I Do Better In Social Situations

CMH ● HealthWest



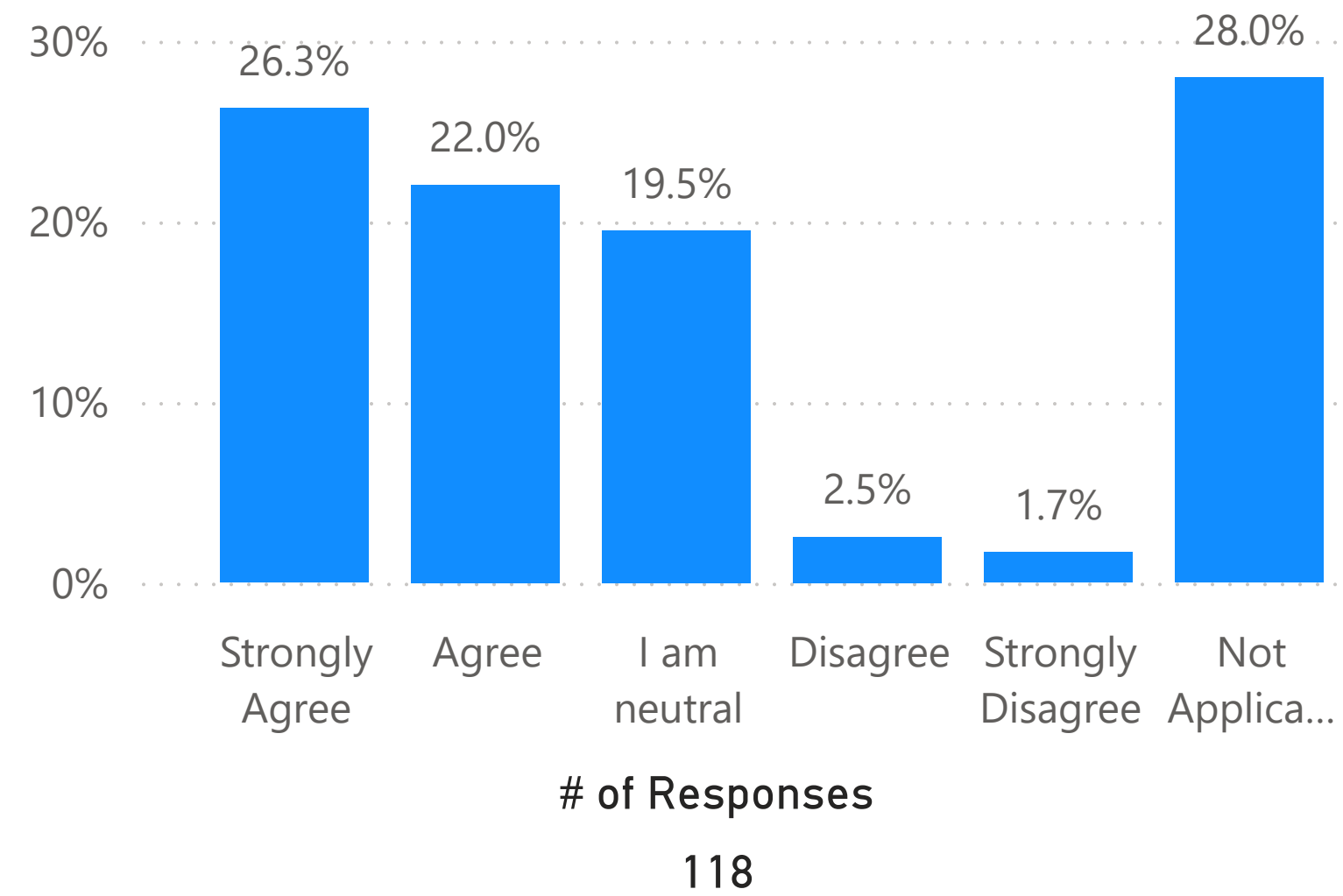
of Responses
117

Data Update Date: 4/1/2025 12:33:11 PM

CCBHC Outcomes - MHSIP - Continued

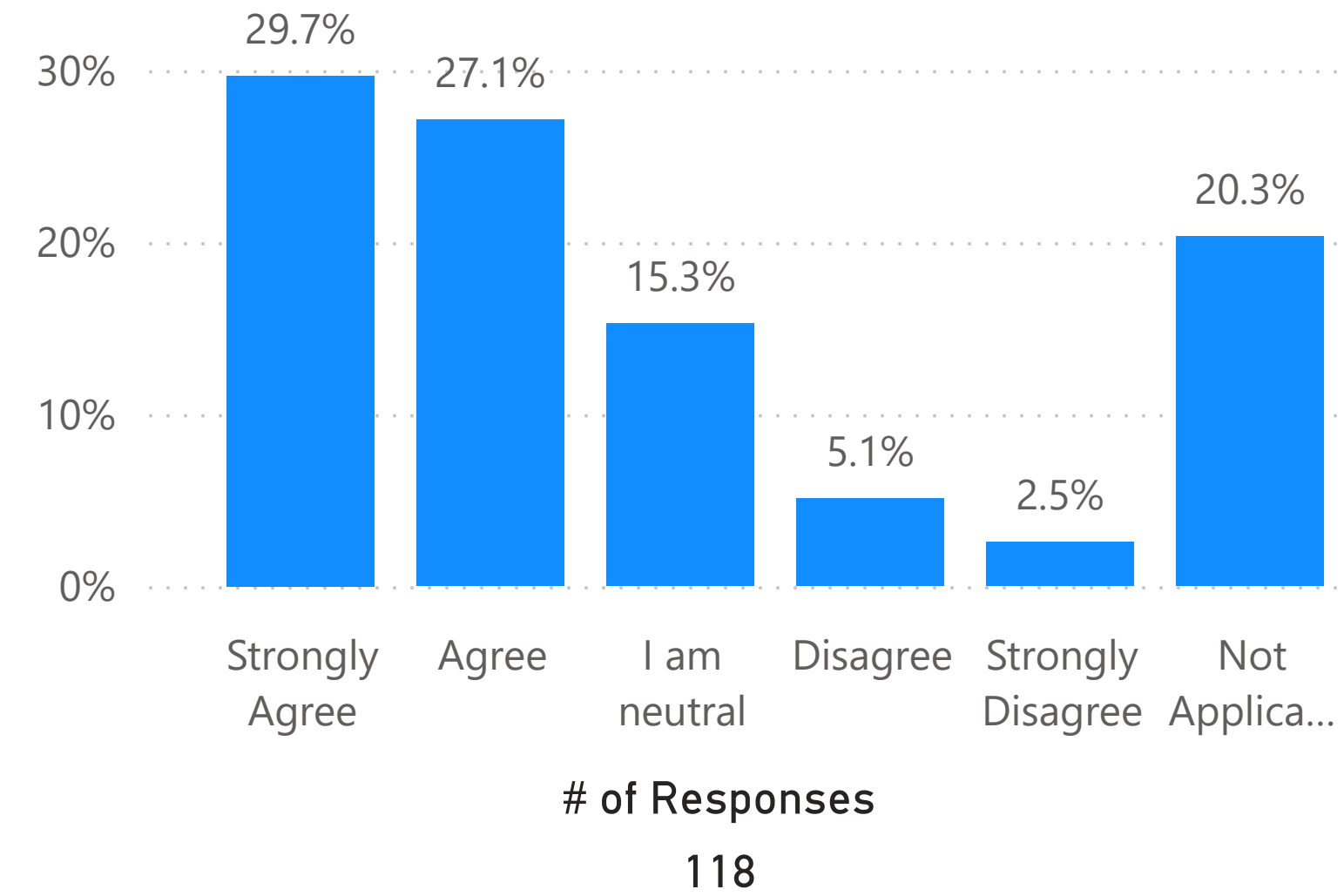
I Do Better In School And/Or Work

CMH ● HealthWest



My Housing Situation Has Improved

CMH ● HealthWest

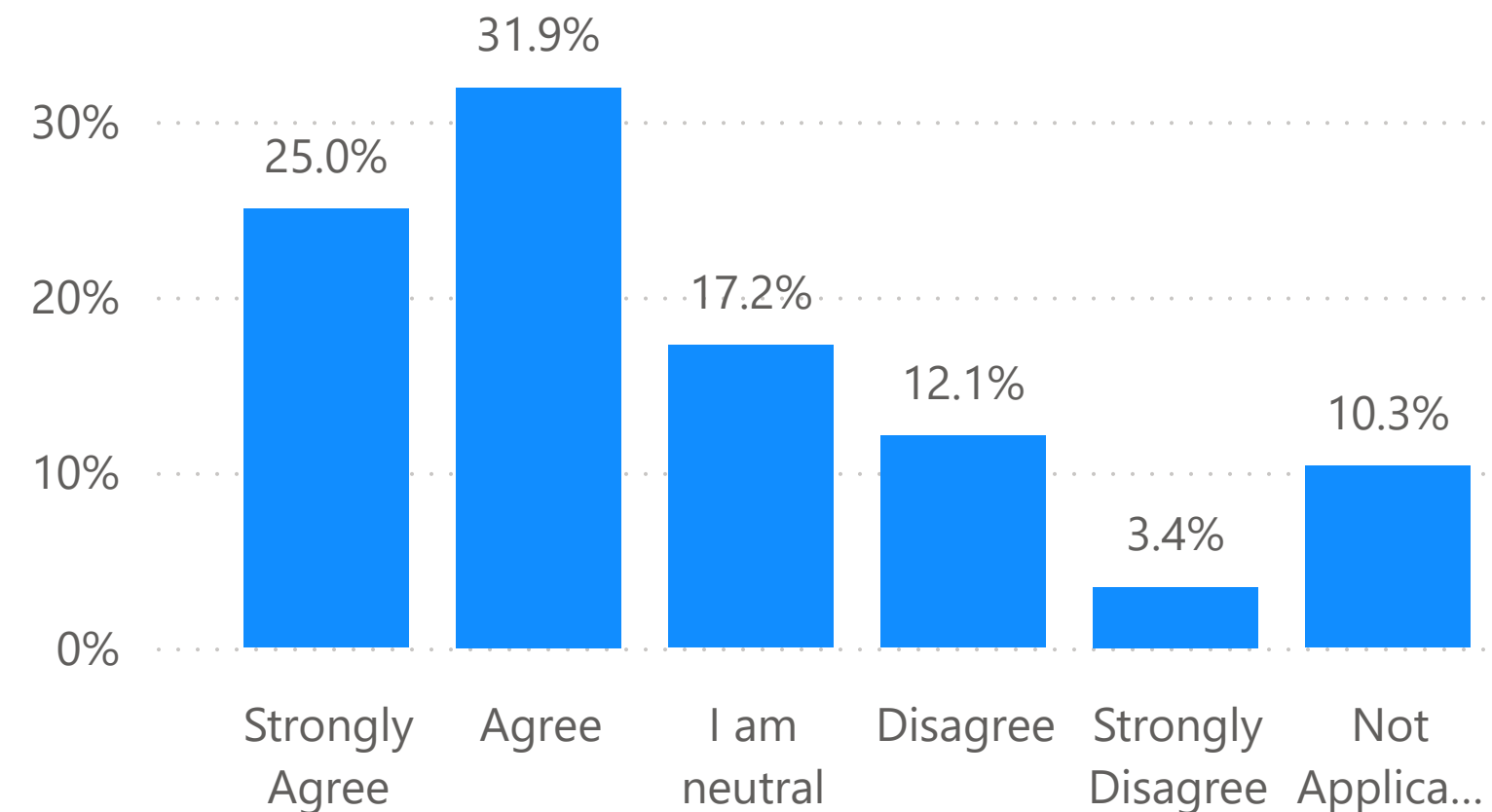


Data Update Date: 4/1/2025 12:33:11 PM

CCBHC Functioning - MHSIP

My Symptoms Are Not Bothering Me As Much

CMH ● HealthWest

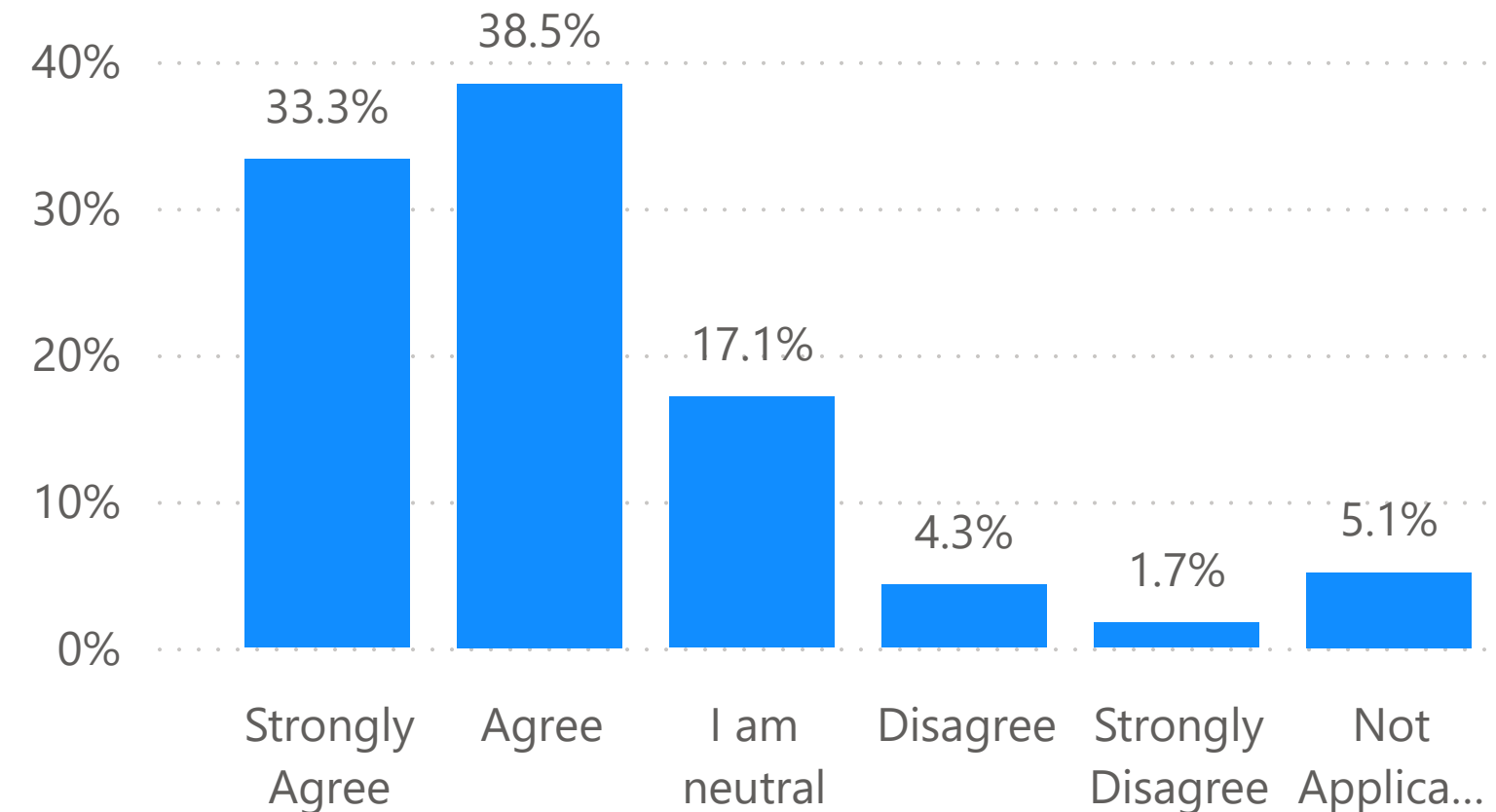


of Responses

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I Do Things That Are More Meaningful To Me

CMH ● HealthWest

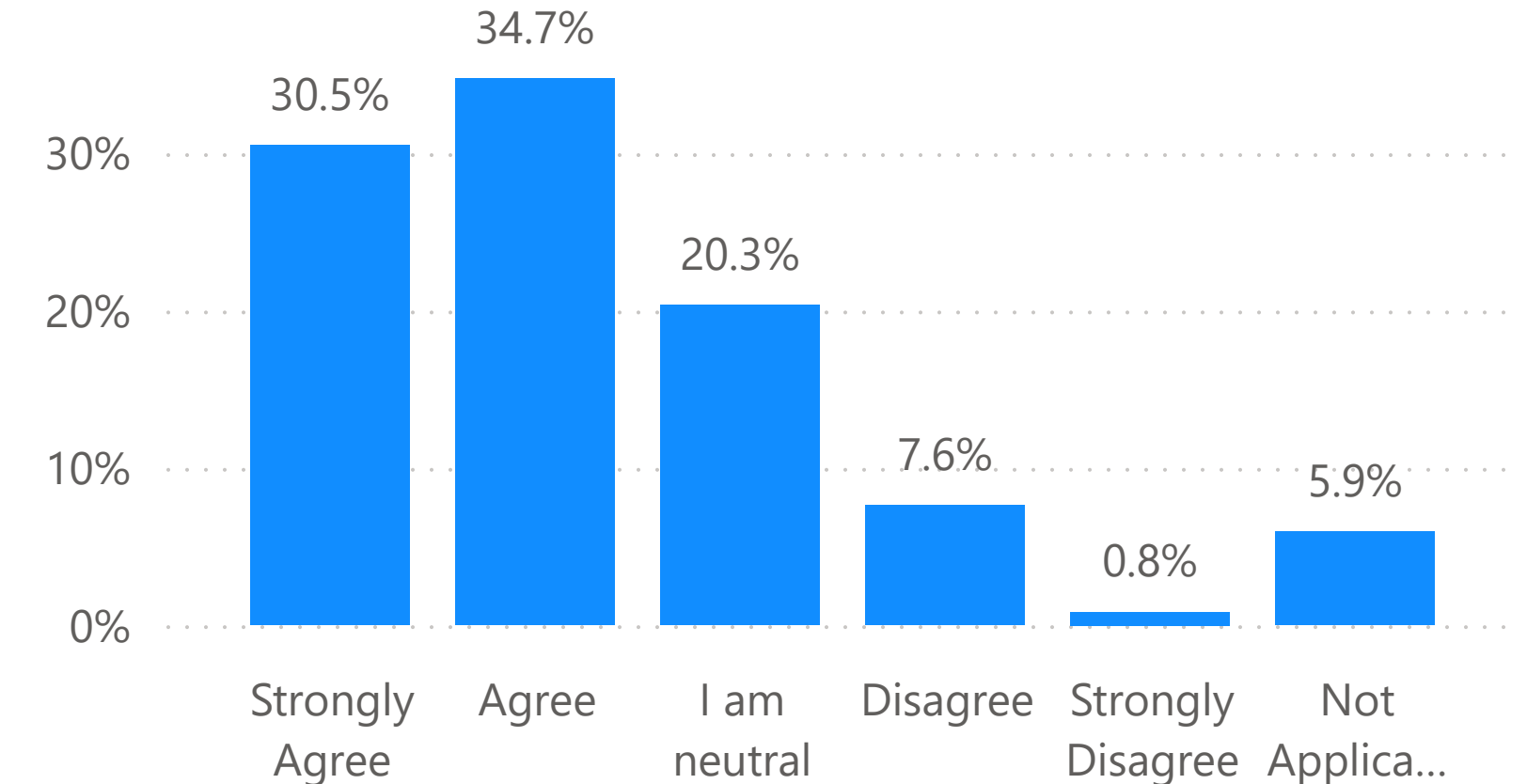


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I Am Better Able To Take Care Of My Needs

CMH ● HealthWest

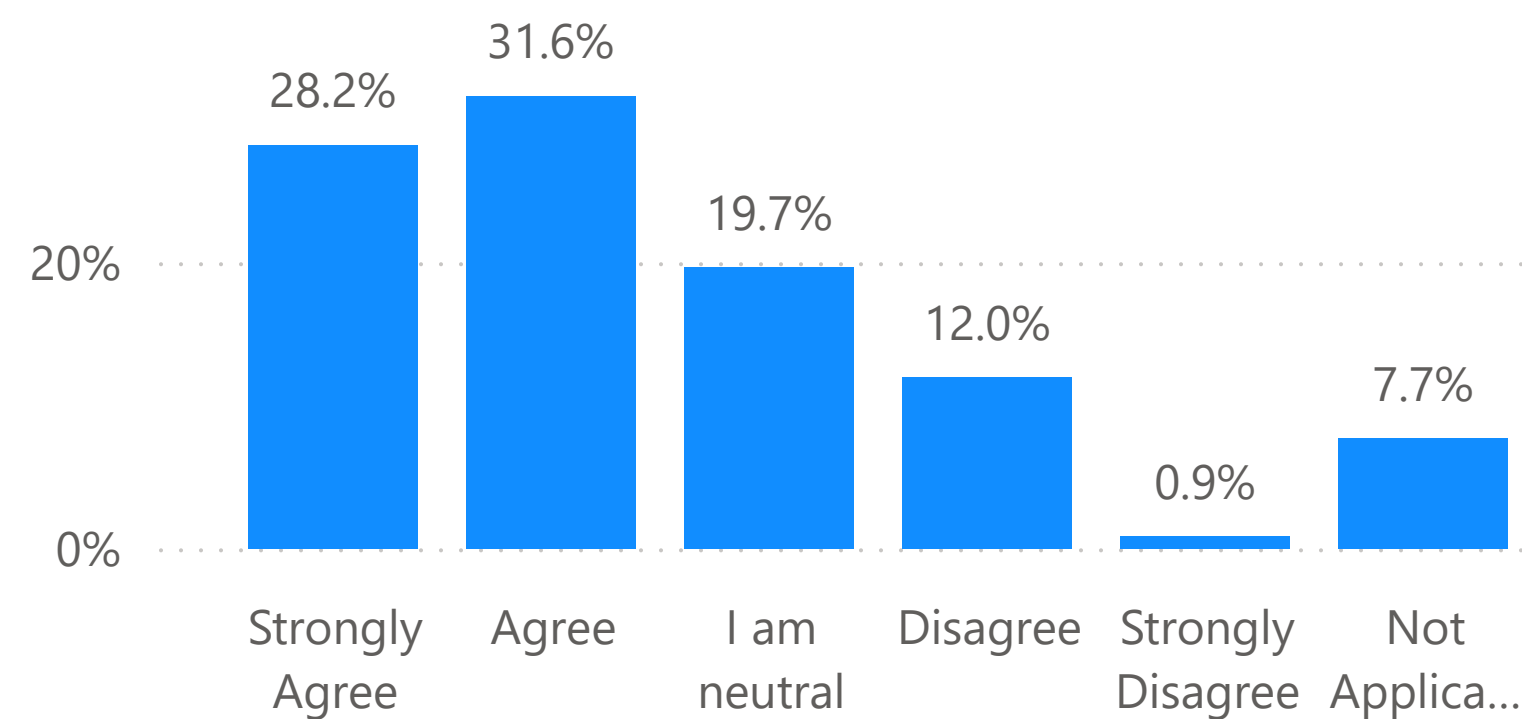


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I Am Better Able To Handle Things When They Go Wrong

CMH ● HealthWest

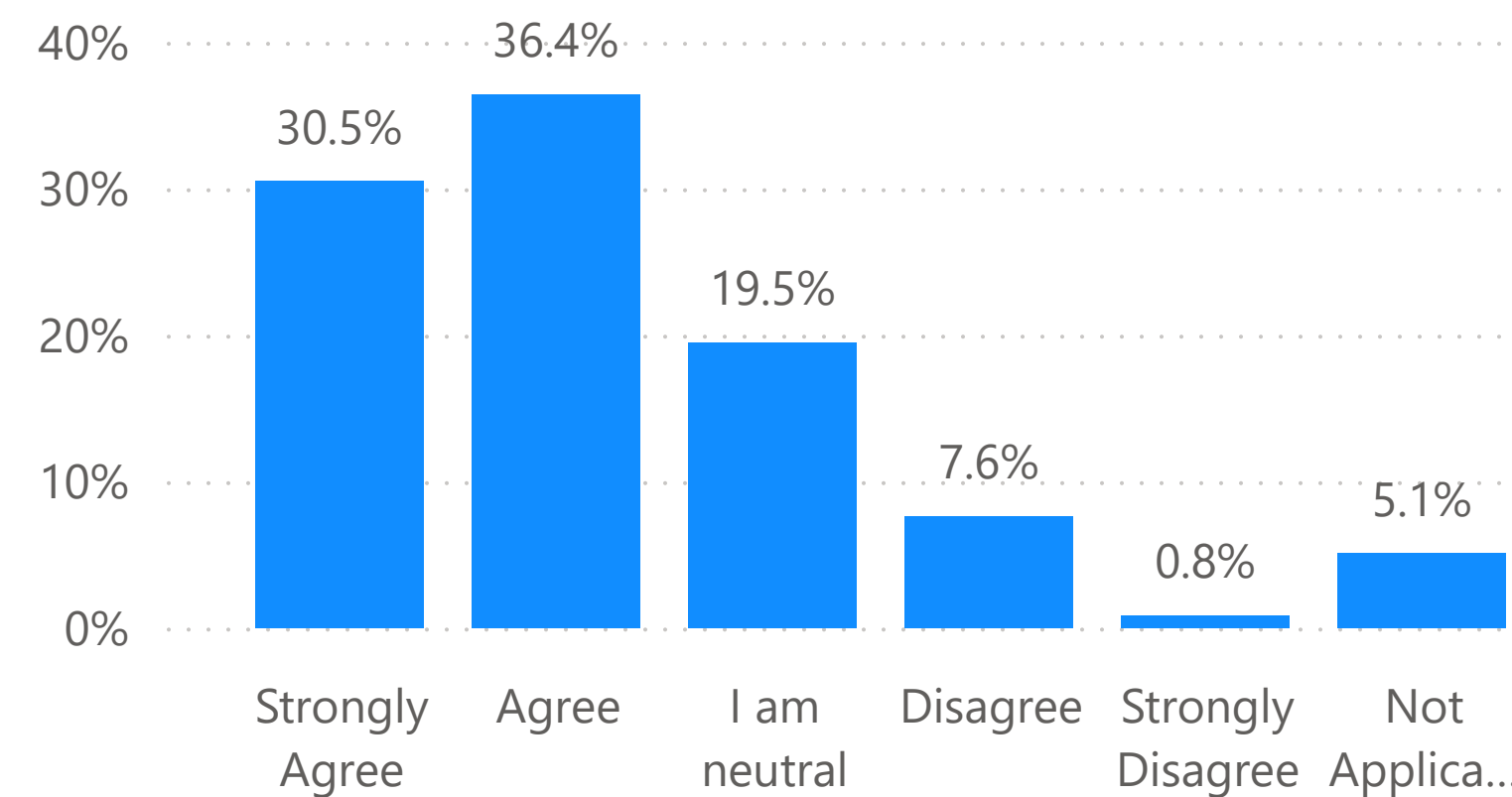


of Responses

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I Am Better Able To Do Things That I Want To Do

CMH ● HealthWest

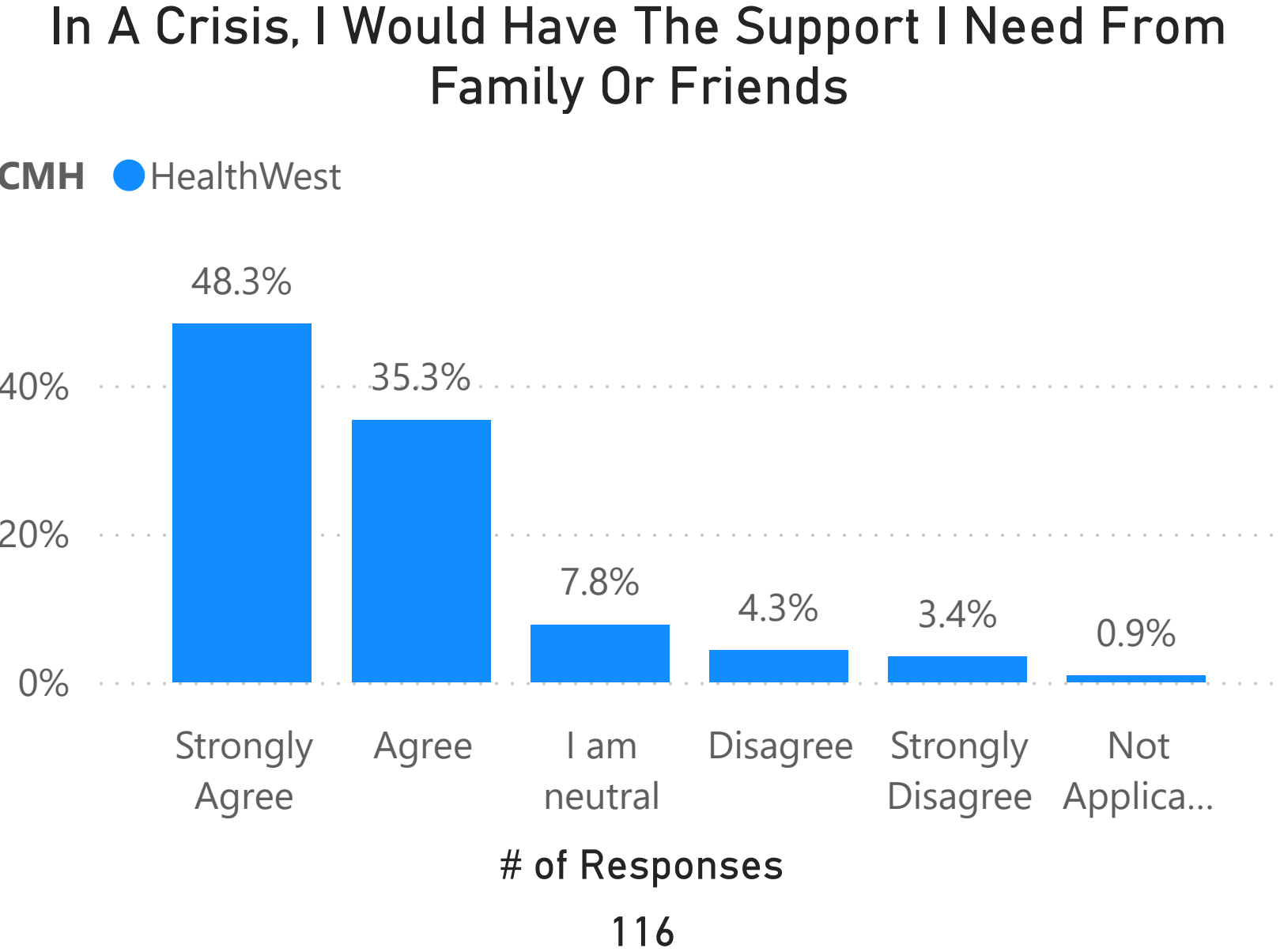
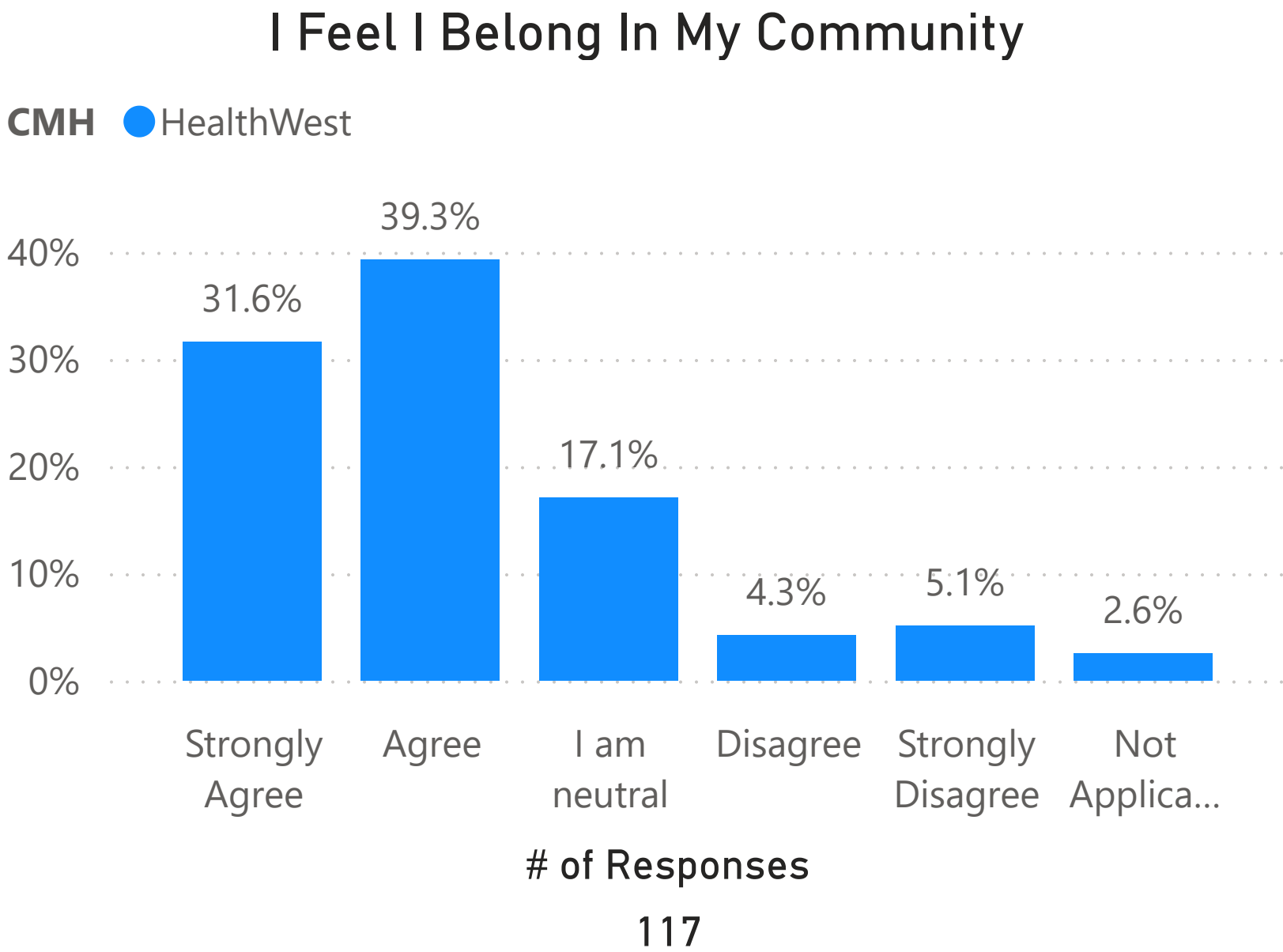
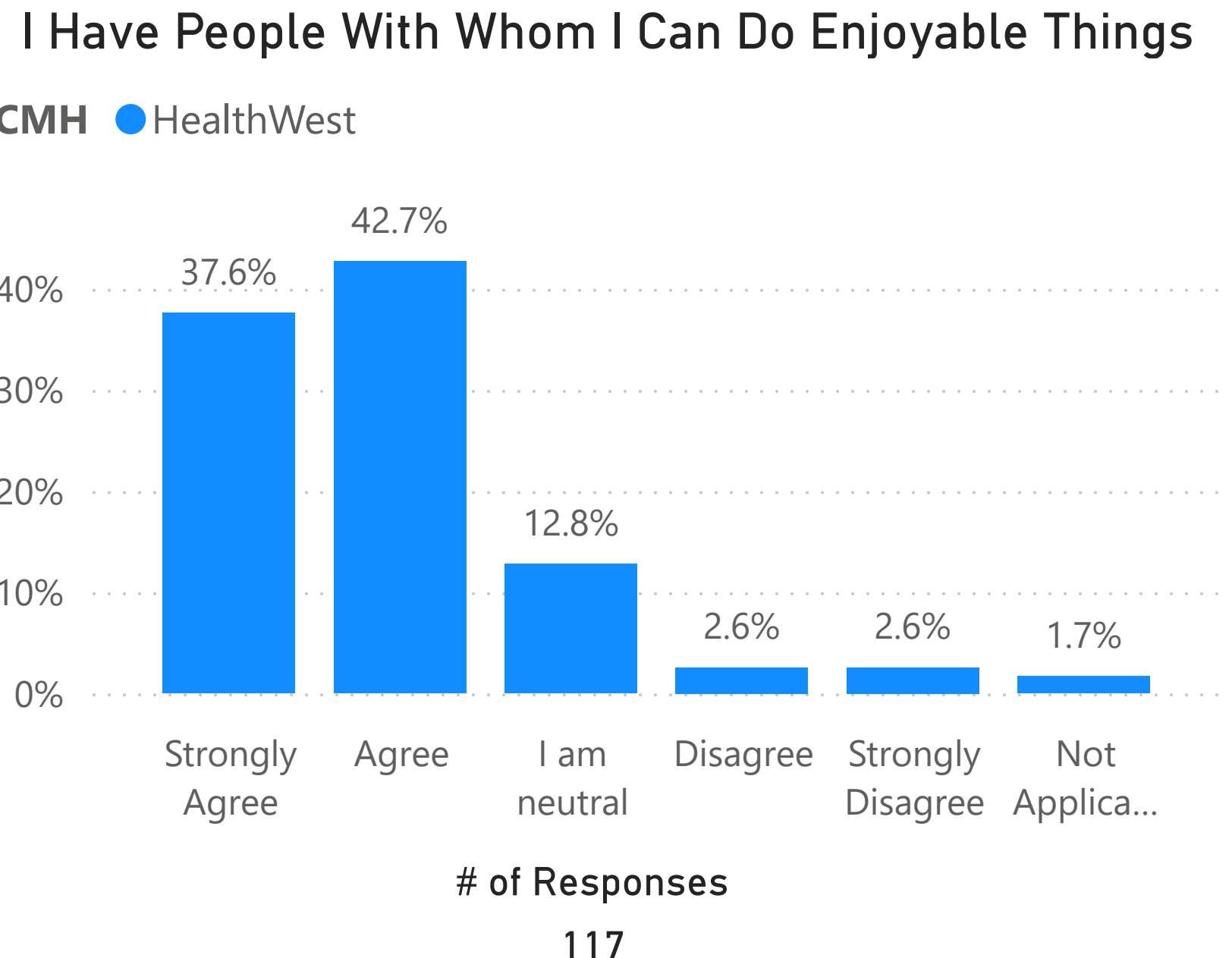
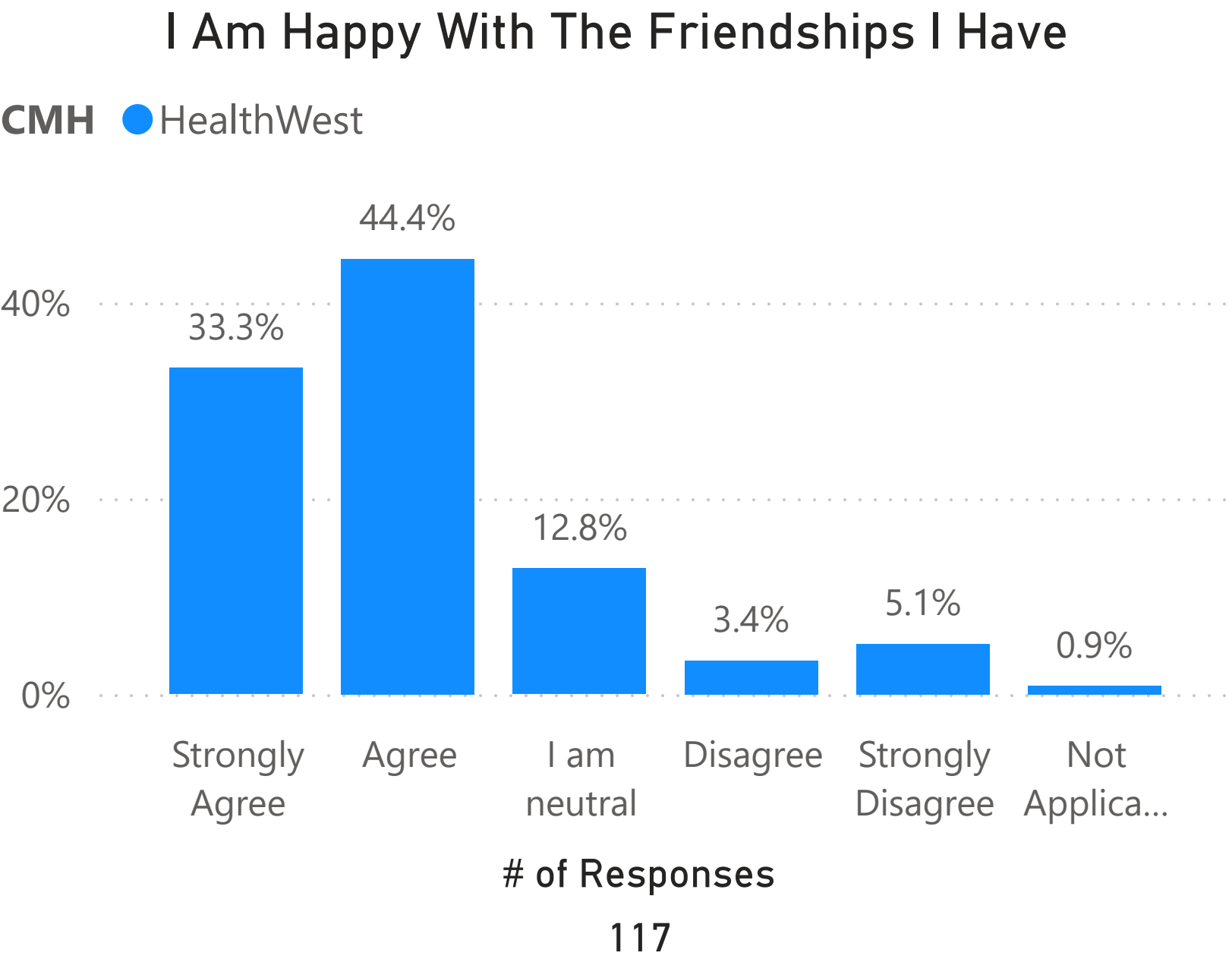


of Responses

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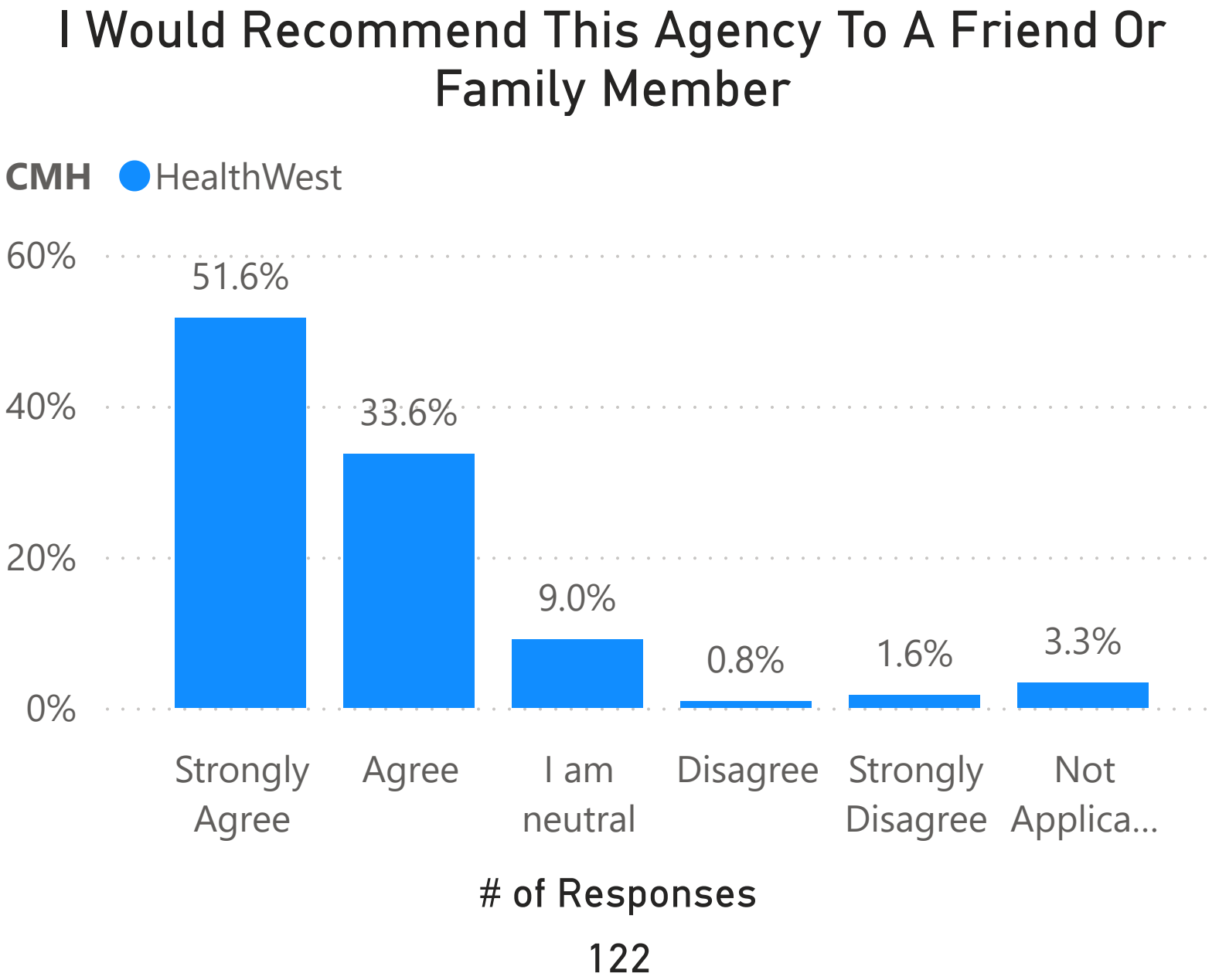
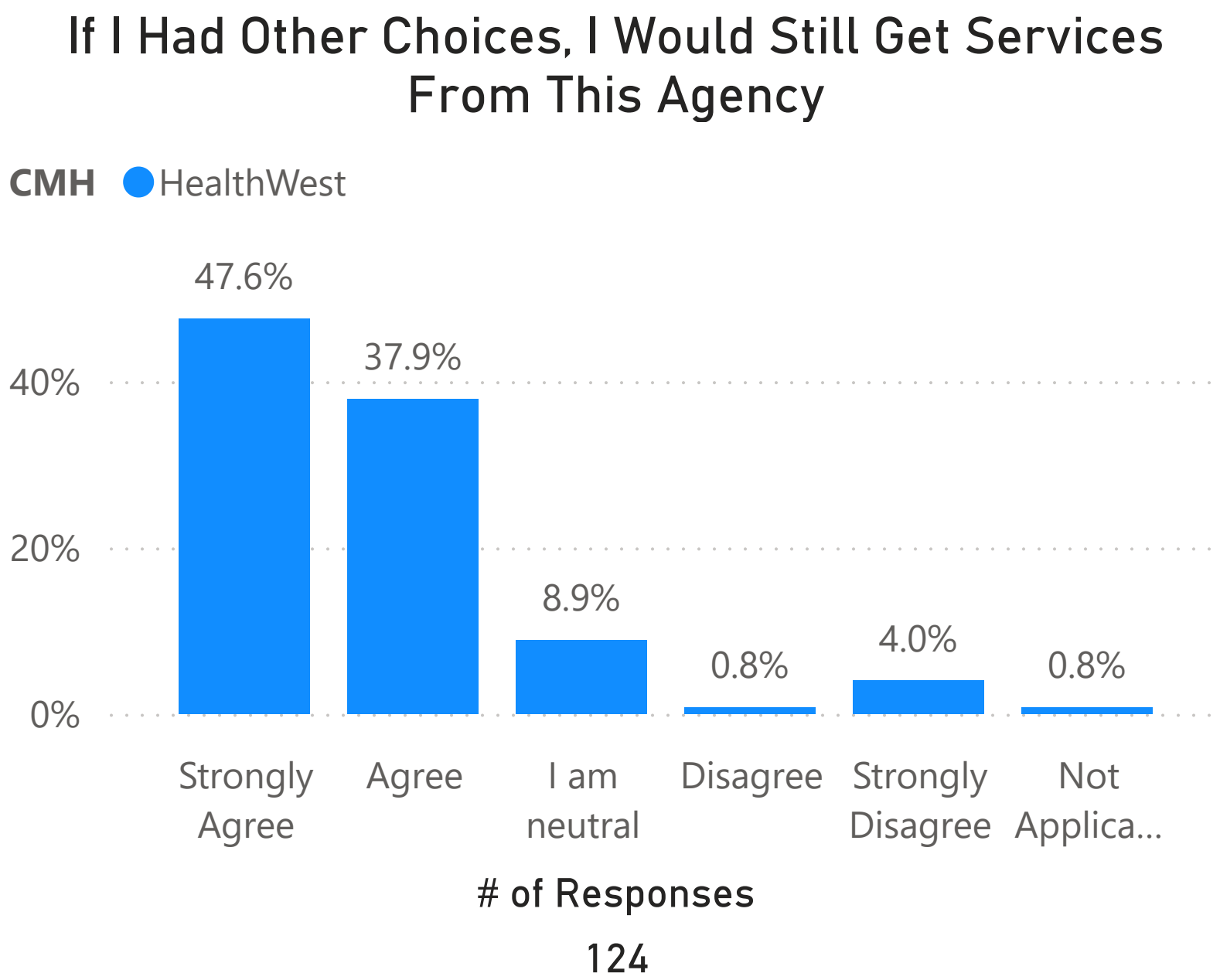
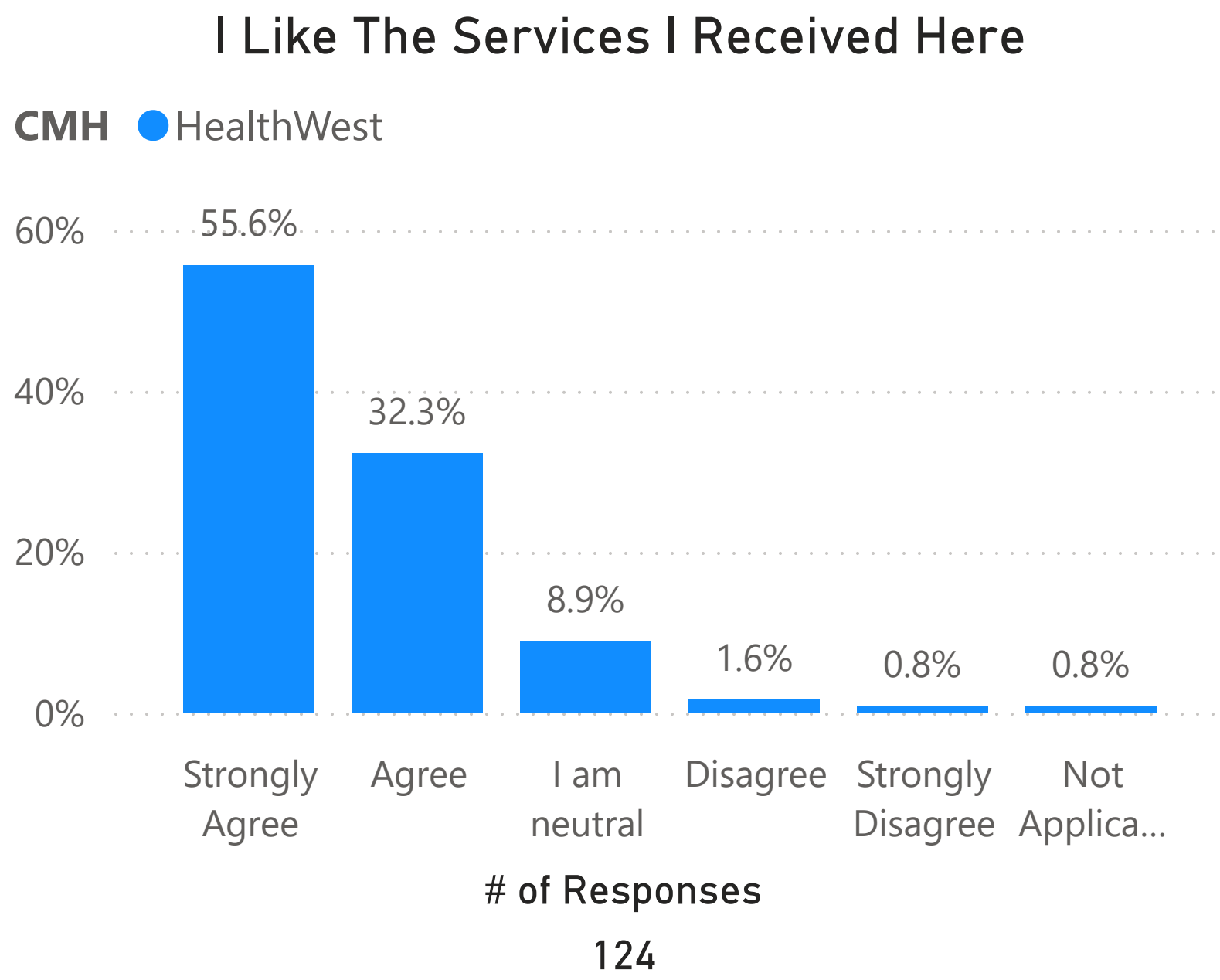
Data Update Date: 4/1/2025 12:33:11 PM

CCBHC Social Connectedness - MHSIP



Data Update Date: 4/1/2025 12:33:11 PM

CCBHC Satisfaction - MHSIP



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CCBHC Overall - MHSIP

Quality - Average Scores							
CMH	Staff Believed That I Could Grow, Change, And Recover	I Felt Comfortable Asking Questions About My Treatment, Services, And Medication	I Felt Free To Complain	I Was Given Information About My Rights	Staff Encouraged Me To Take Responsibility For How I Live My Life	Staff Told Me What Side Effects To Watch For	Staff Respected My W Is Not To Be Given Infr
HealthWest	4.36	4.47	4.26	4.41	4.39	4.23	
LRE	4.36	4.47	4.26	4.41	4.39	4.23	



Satisfaction - Average Scores			
CMH	I Like The Services That I Receive Here	If I Had Other Choices, I Would Still Get Services From This Agency	I Would Recommend This Agency To A Friend Or Family Member
HealthWest	4.41	4.24	4.36
LRE	4.41	4.24	4.36

CMH	Number Of Completed Surveys
HealthWest	123
Total	123

Functioning - Average Scores					
CMH	My Symptoms Are Not Bothering Me As Much	I Do Things That Are More Meaningful To Me	I Am Better Able To Take Care Of My Needs	I Am Better Able To Handle Things When They Go Wrong	I Am Better Able To Do Things That I Want To Do
HealthWest	3.70	4.03	3.92	3.81	3.93
LRE	3.70	4.03	3.92	3.81	3.93

Data Update Date: 4/1/2025 12:33:11 PM

CCBHC Overall - MHSIP Continued

Outcomes - Average Scores

CMH	I Deal More Effectively With Daily Problems	I Am Better Able To Control My Life	I Am Better Able To Deal With Crisis	I Am Getting Along Better With My Family	I Do Better In Social Situations	I Do Better In School And/Or Work	My Housing Situation Has Improved
HealthWest	4.02	4.10	3.94	4.16	3.97	3.95	3.96
LRE	4.02	4.10	3.94	4.16	3.97	3.95	3.96

Access - Average Scores

CMH	The Location Of Services Was Convenient	Staff Were Willing To Se Me As Often As I Felt It Was Neccessary	Staff Returned My Calls Within 24 Hours	Services Were Available At Times That Were Good For Me	I Was Able To Get All The Services I Thought I Needed	I Was Able To See A Psychiatrist When I Wanted To
HealthWest	4.49	4.40	4.21	4.35	4.27	4.10
LRE	4.49	4.40	4.21	4.35	4.27	4.10

Social Connectedness - Average Scores

CMH	I Am Happy With The Friendships I Have	I Have People With Who I Can Do Enjoyable Things	I Feel I Belong In My Community	In A Crisis, I Would Have The Support I Need From Family Or Friends
HealthWest	3.98	4.12	3.90	4.22
LRE	3.98	4.12	3.90	4.22

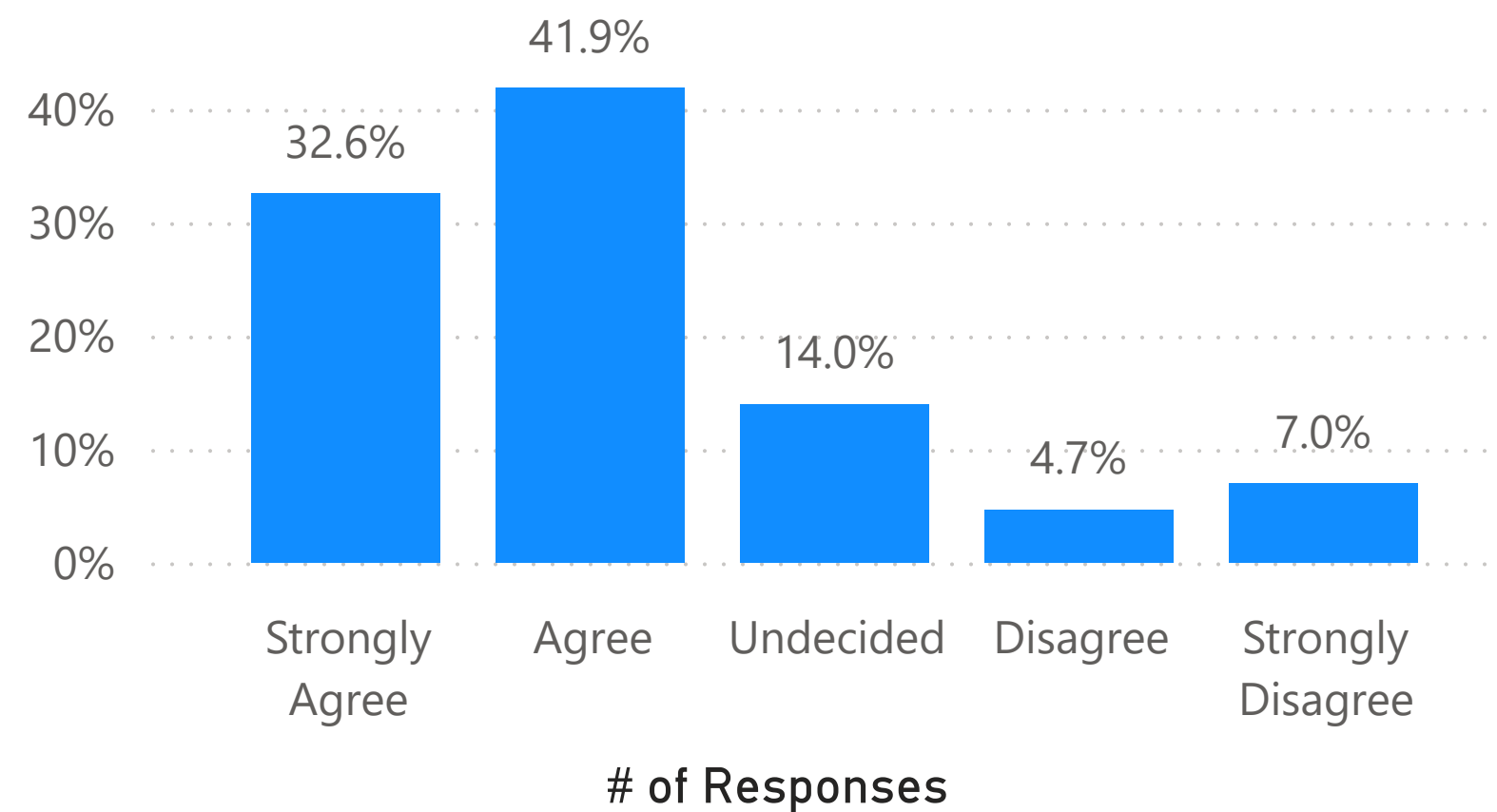
CMH	Number Of Completed Surveys
HealthWest	123
Total	123

Data Update Date: 4/1/2025 12:33:11 PM

HSAG Access and Availability - YSS

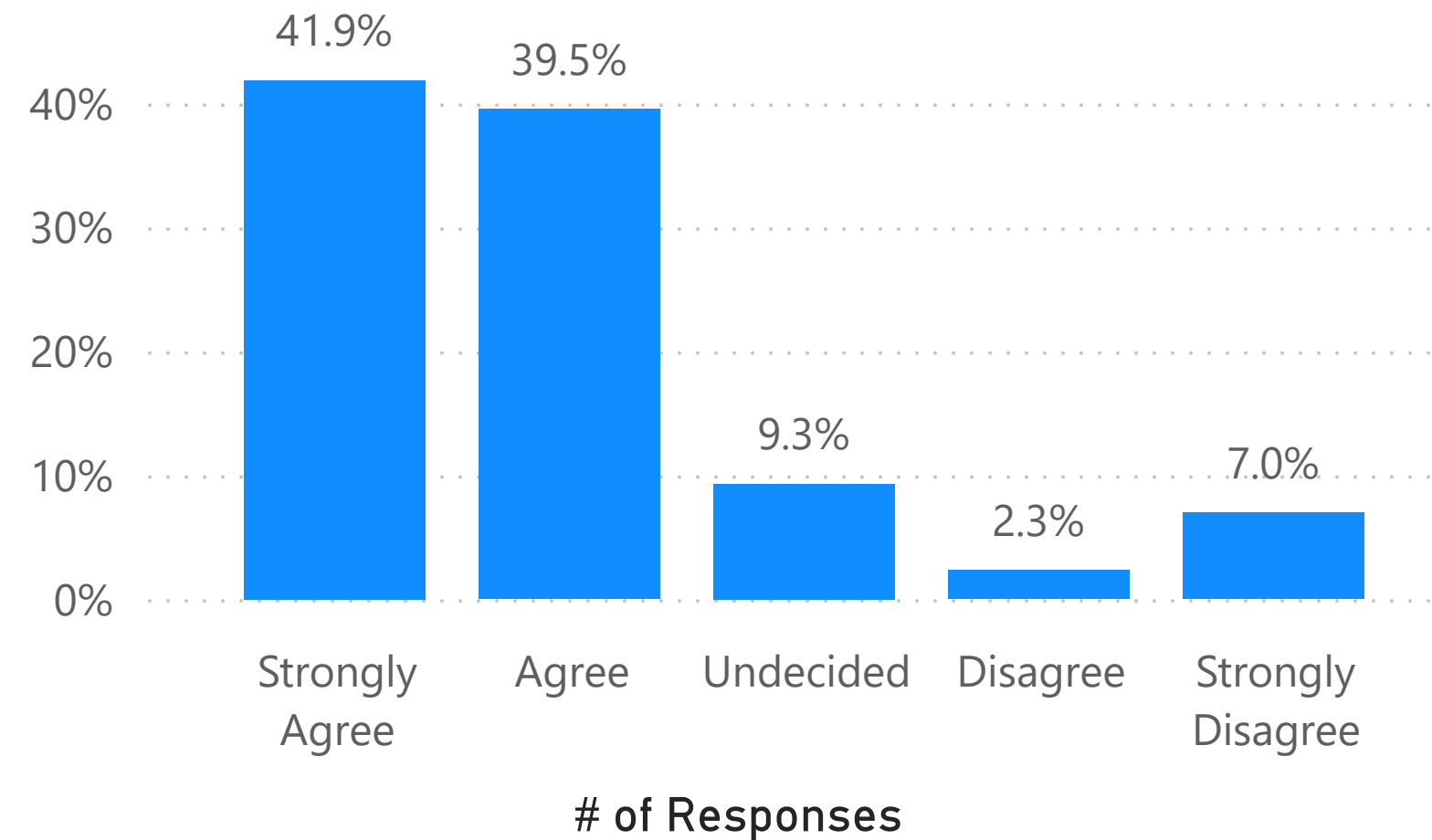
The Services My Child And/Or Family Received Were Right For Us

CMH ● HealthWest



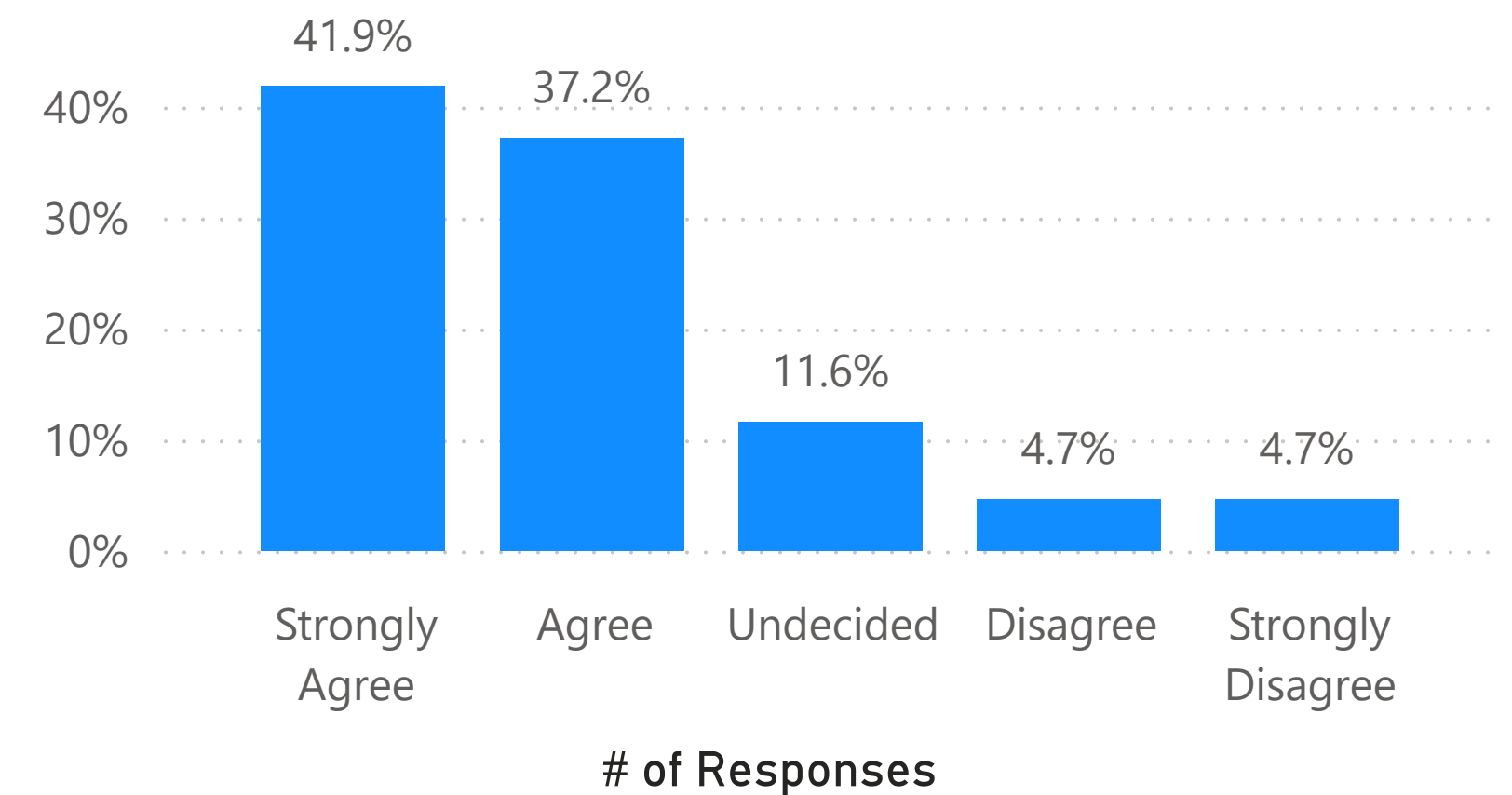
The Location Of Services Was Convenient For Us

CMH ● HealthWest



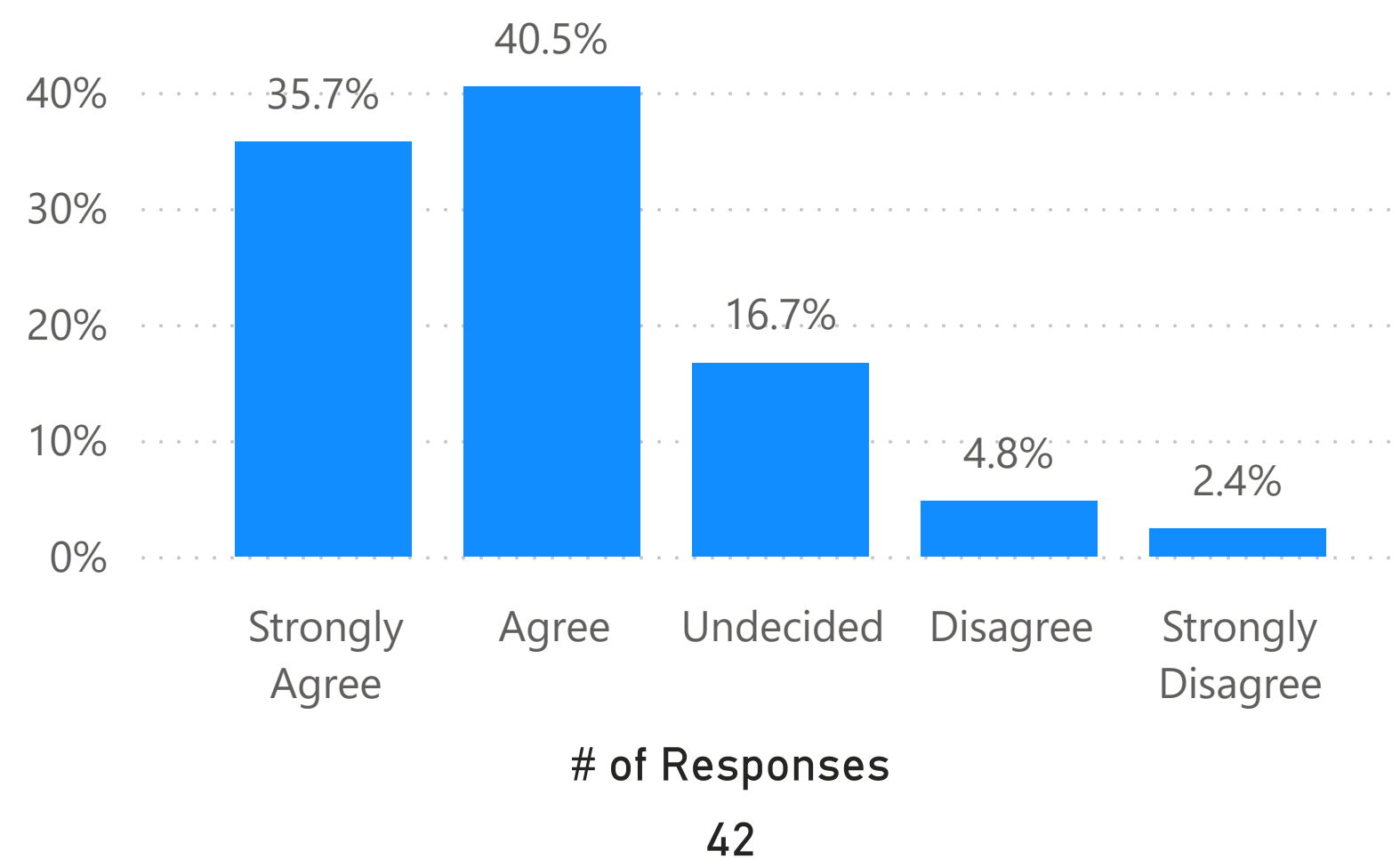
Services Were Available At Times That Were Convenient For Us

CMH ● HealthWest



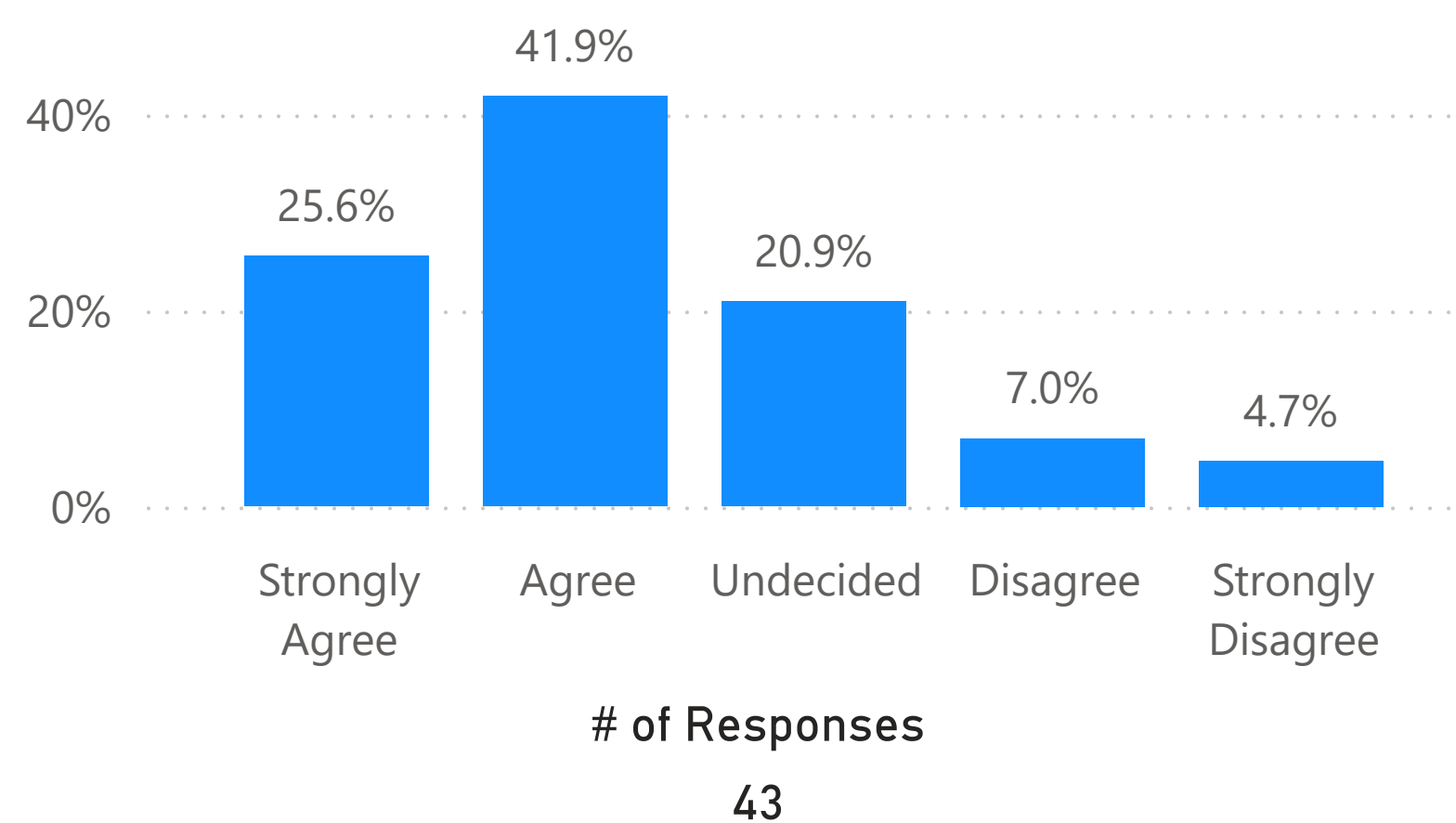
My Family Got The Help We Wanted For My Child

CMH ● HealthWest



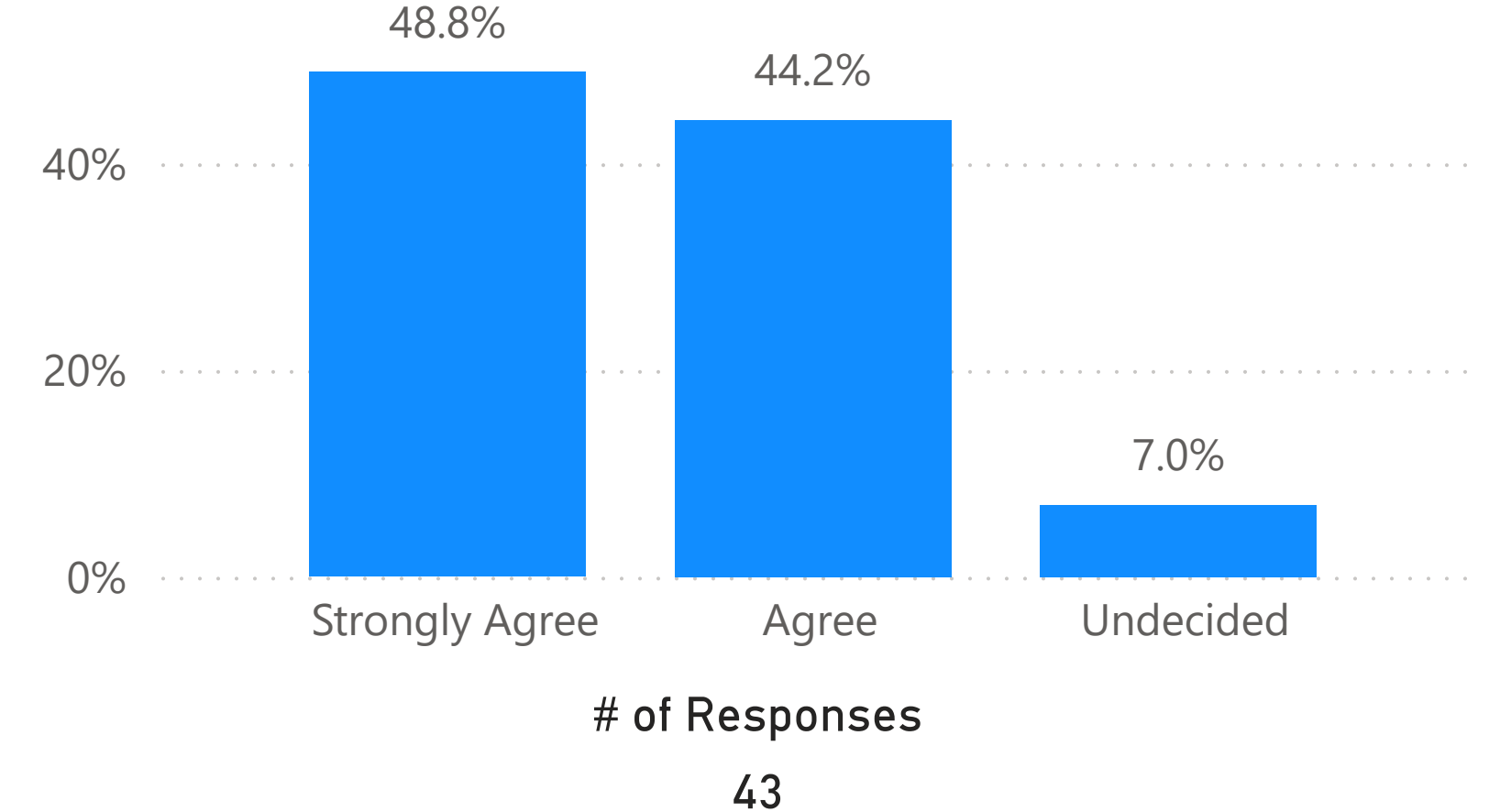
My Family Got As Much Help As We Needed For My Child

CMH ● HealthWest



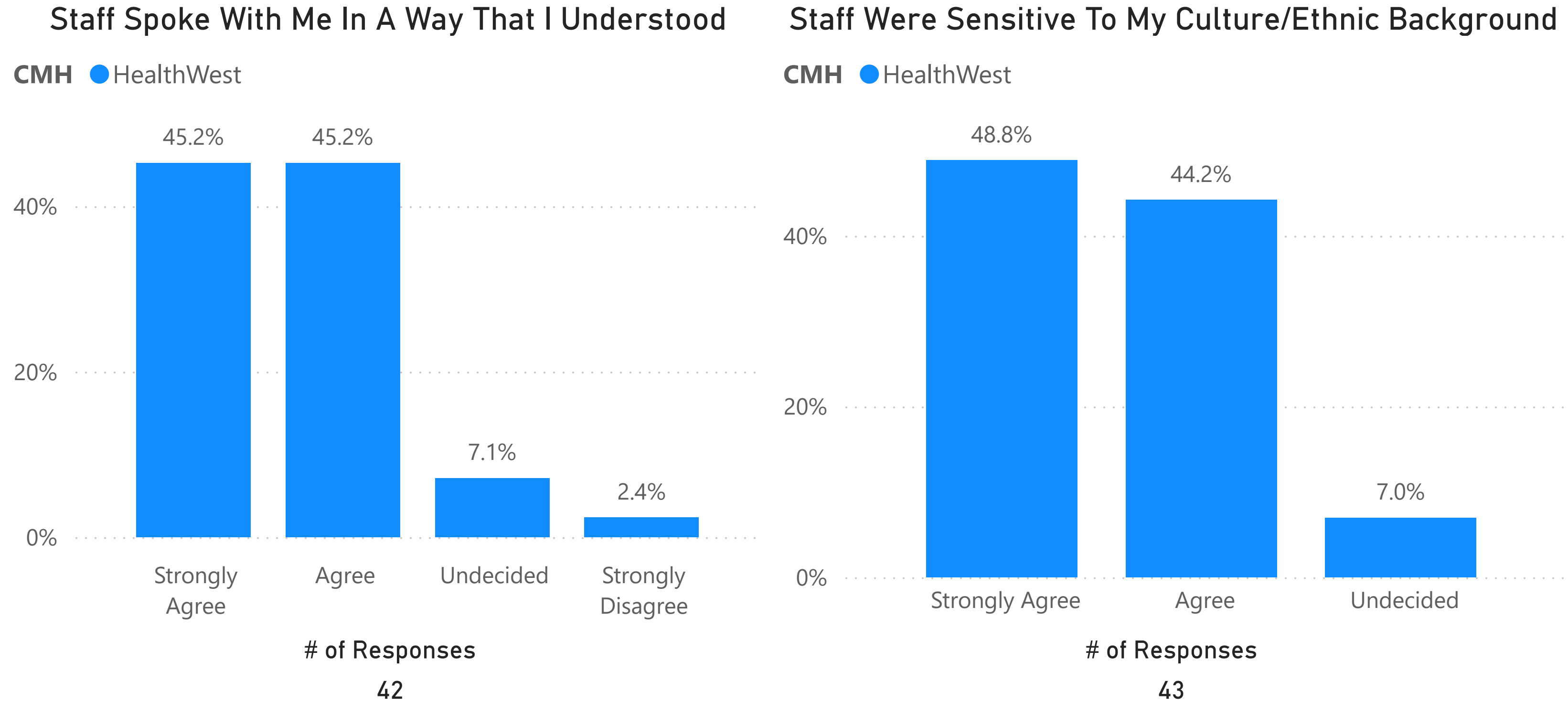
Staff Respected My Family's Religious/Spiritual Beliefs

CMH ● HealthWest



Data Update Date: 4/1/2025 12:33:11 PM

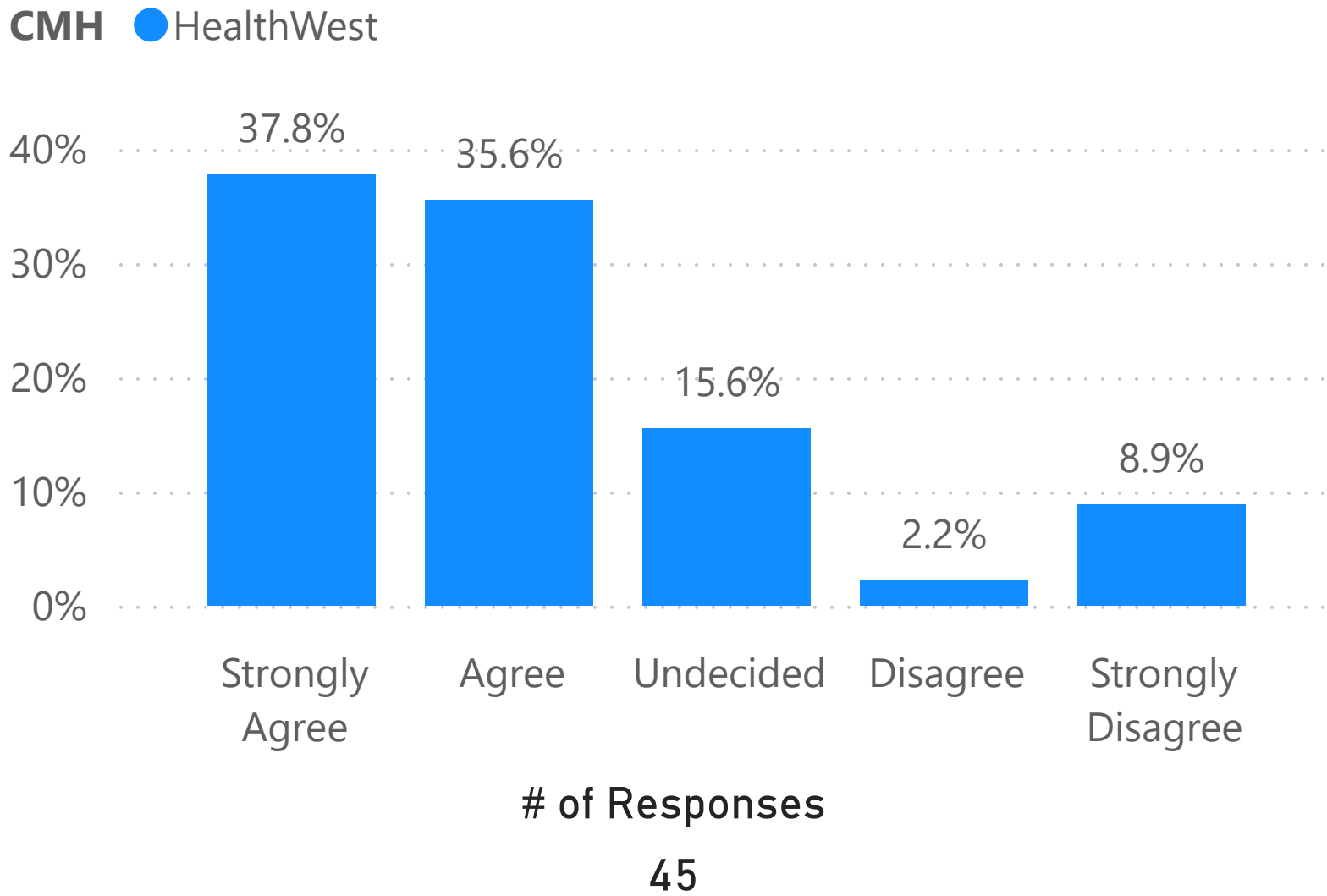
HSAG Access and Availability - YSS - Continued



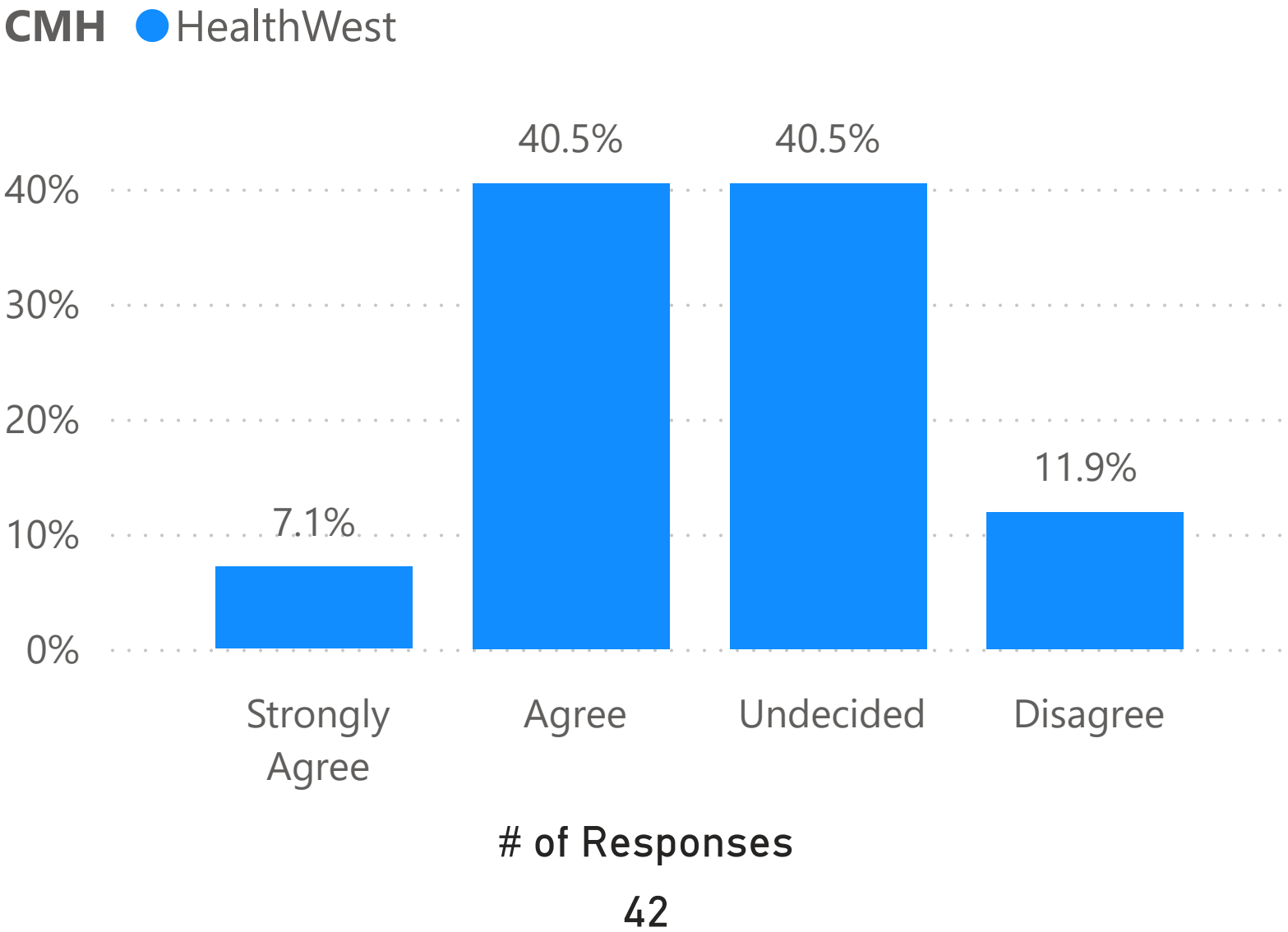
Data Update Date: 4/1/2025 12:33:11 PM

HSAG Outcomes - YSS

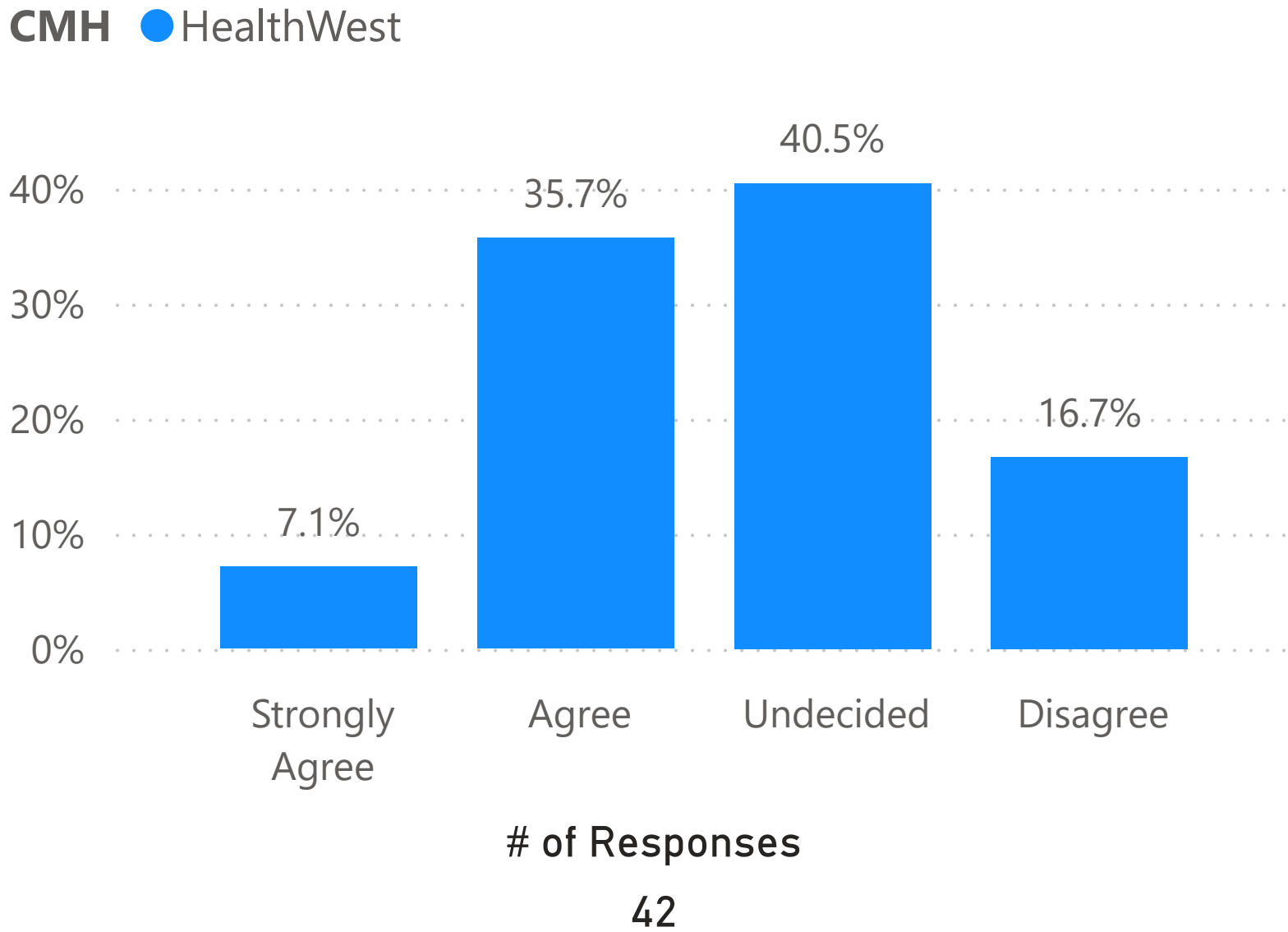
Overall, I Am Satisfied With The Services My Child Received



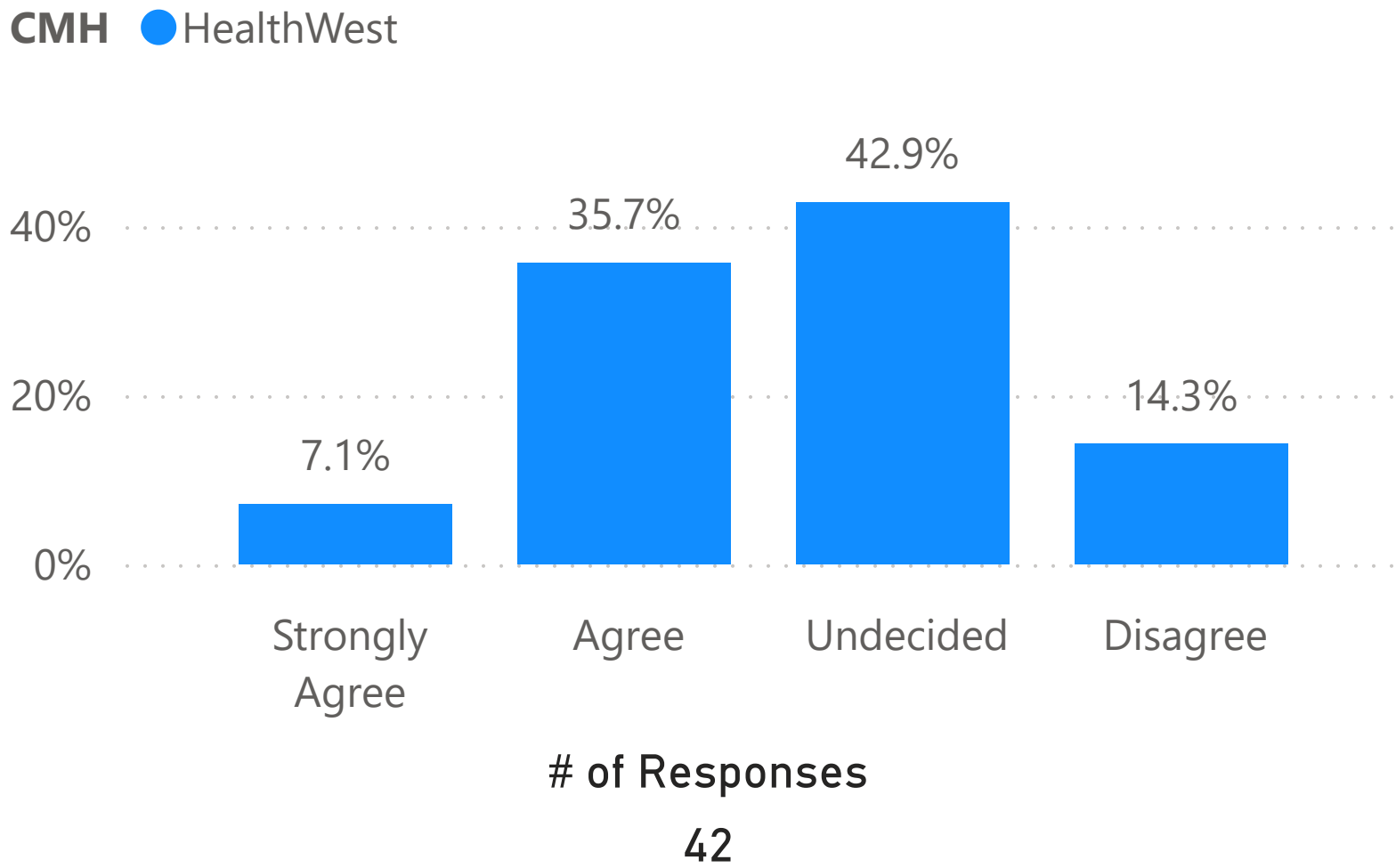
My Child Is Better At Handling Daily Life



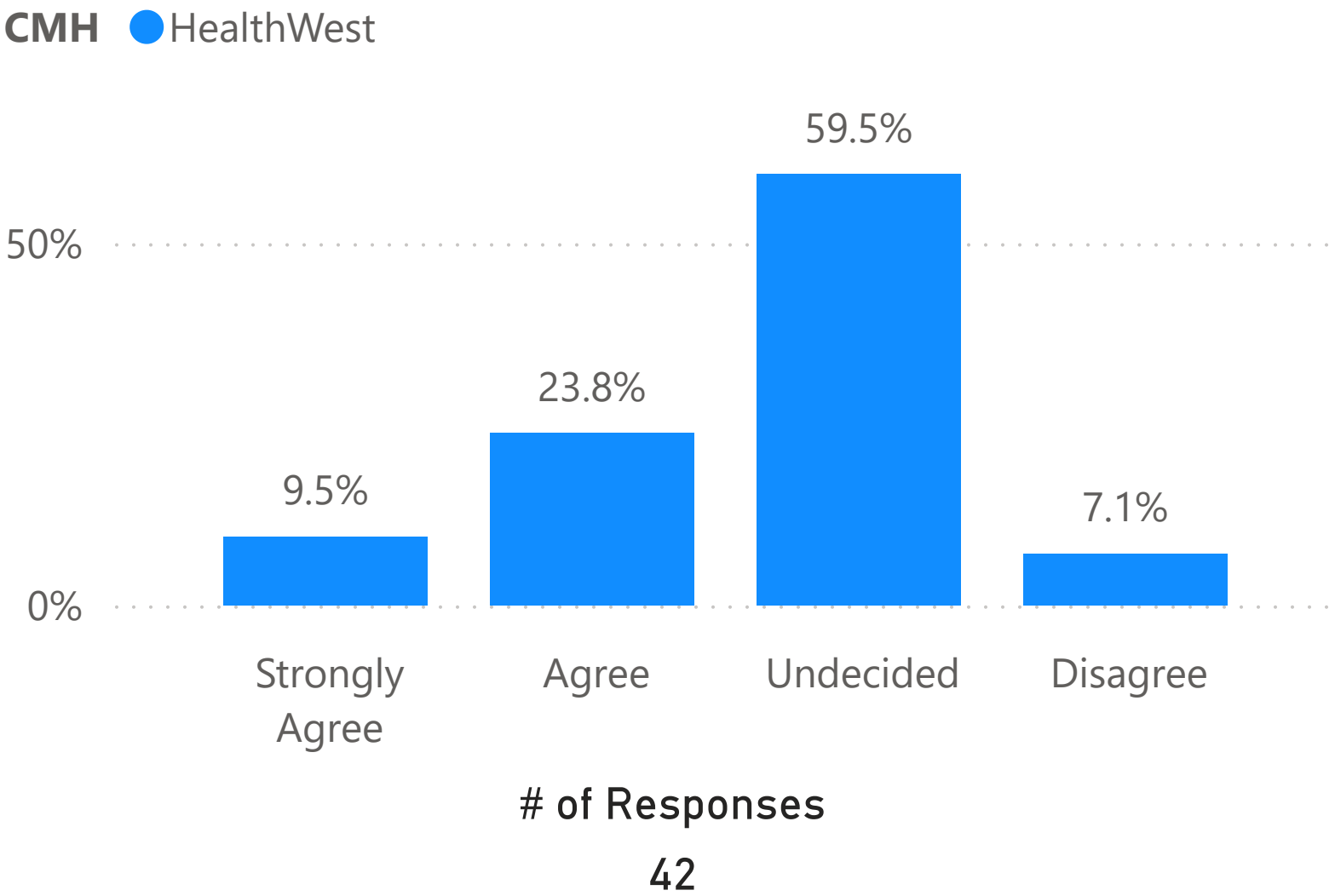
My Child Gets Along Better With Family Members



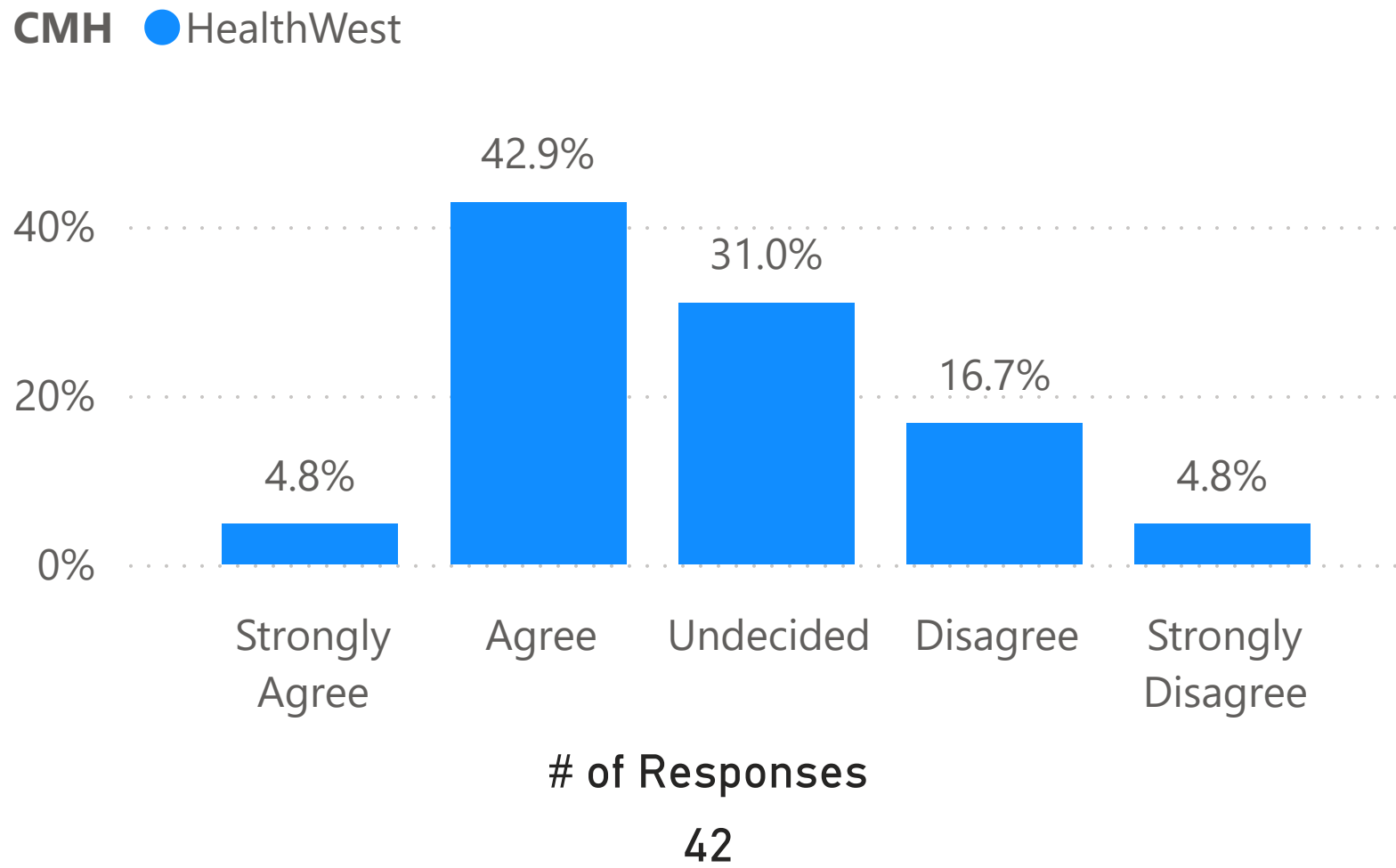
My Child Gets Along Better With Friends And Other People



My Child Is Doing Better In School And/Or Work



My Child Is Better Able To Cope When Things Go Wrong

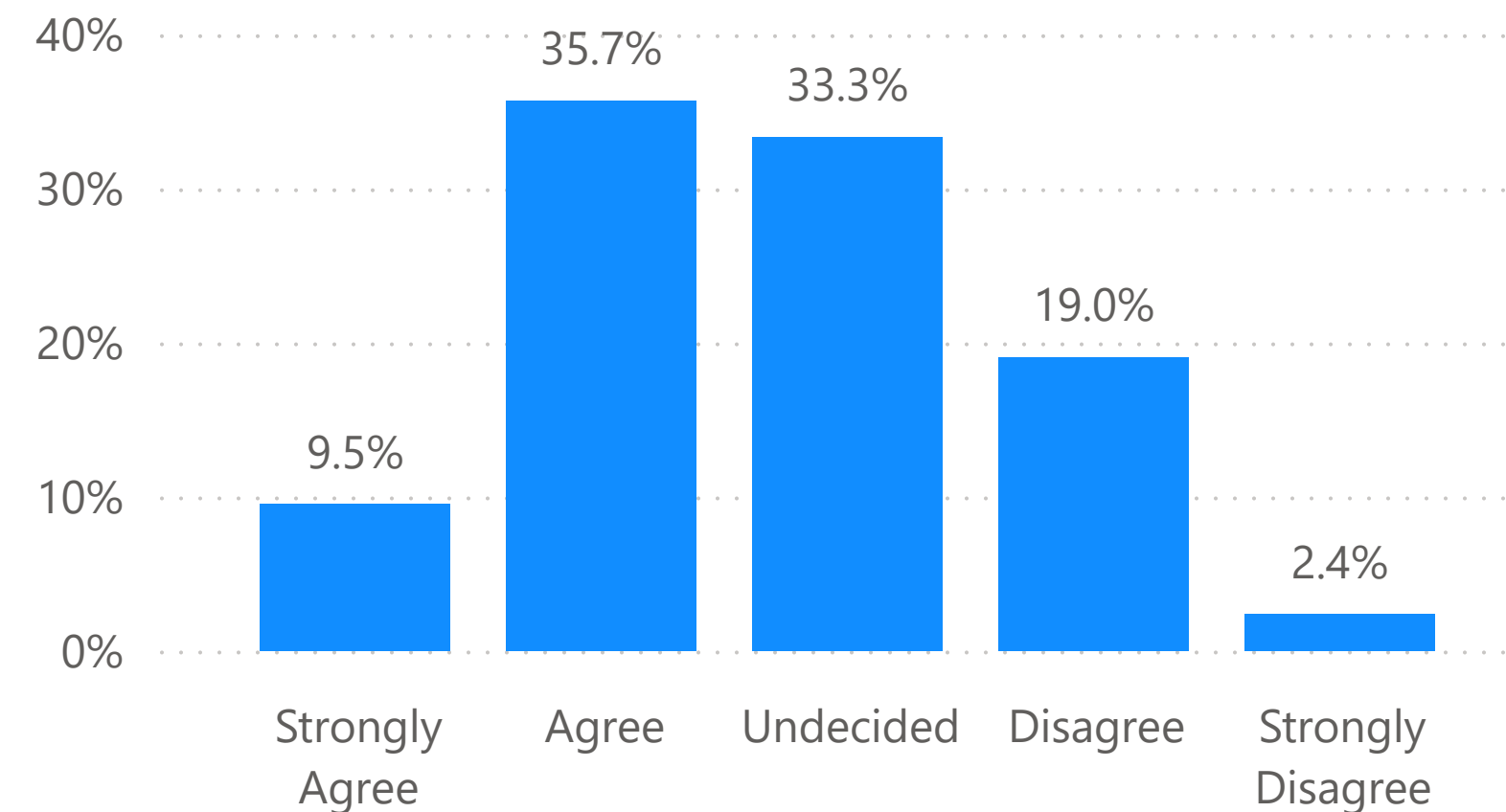


Data Update Date: 4/1/2025 12:33:11 PM

HSAG Outcomes - YSS - Continued

I Am Satisfied With Our Family Life Right Now

CMH ● HealthWest

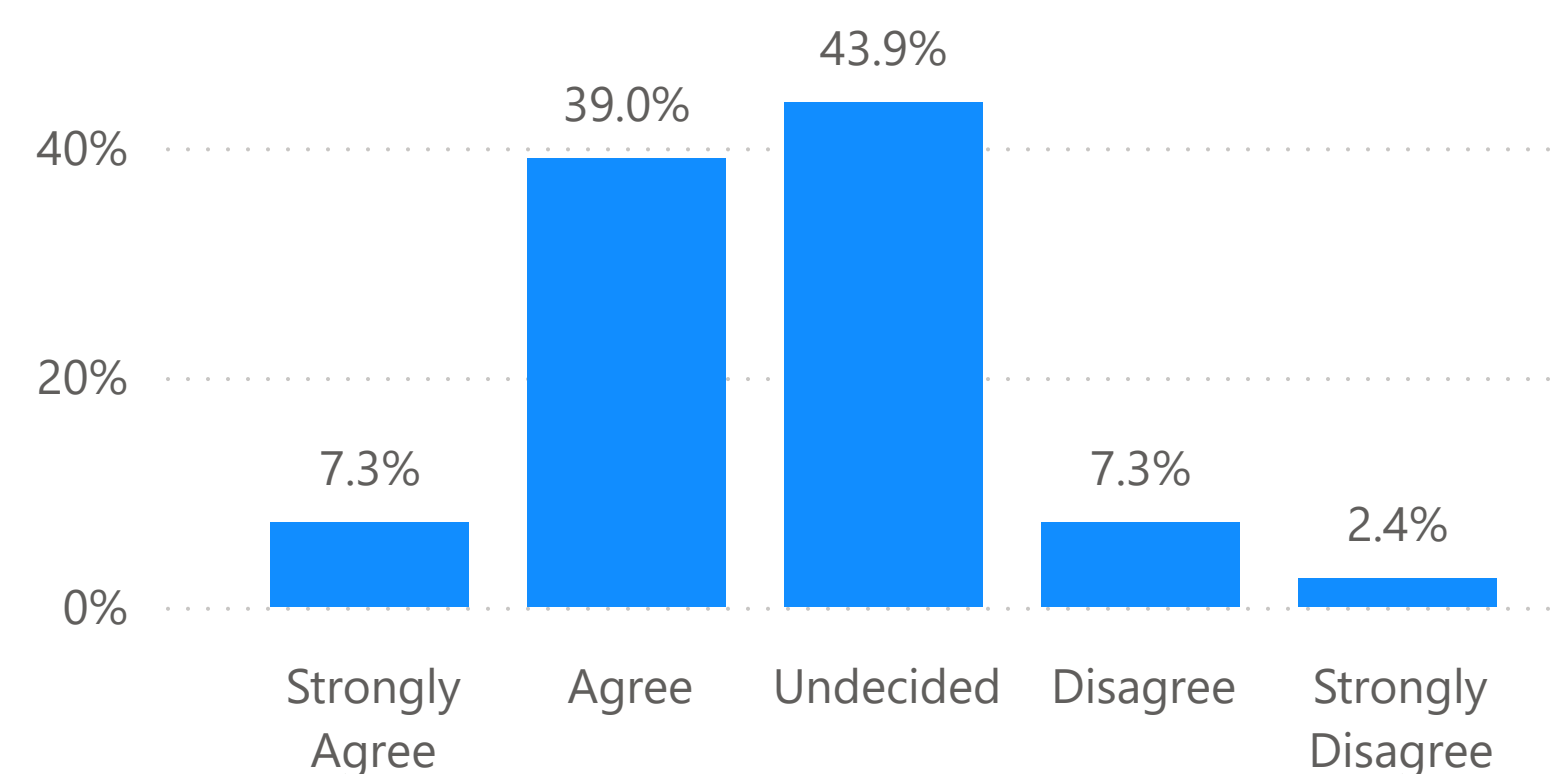


of Responses

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My Child Is Better Able To Do Things He Or She Wants To Do

CMH ● HealthWest

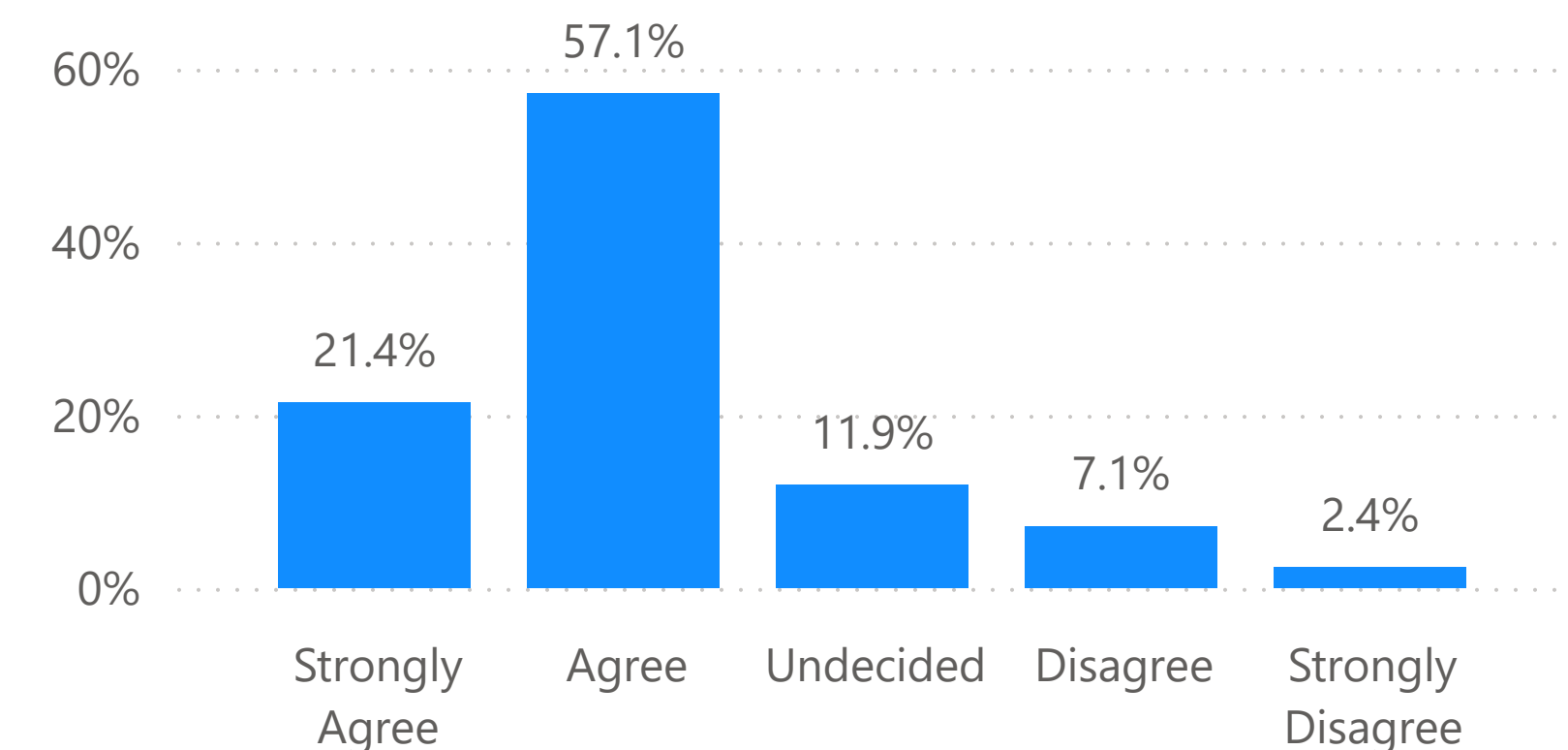


of Responses

41

I Know People Who Will Listen And Understand Me When I Need To Talk

CMH ● HealthWest

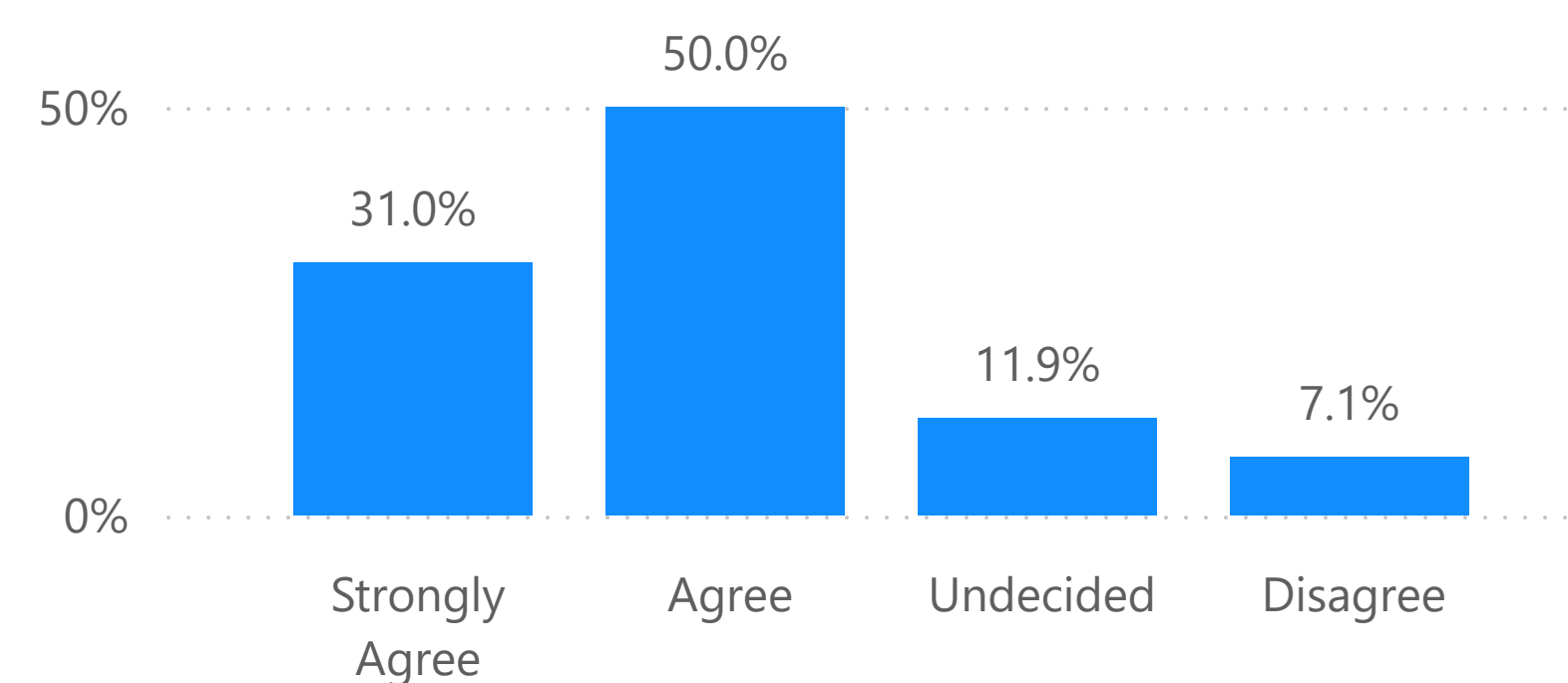


of Responses

42

I Have People I Am Comfortable Talking With About My Child's Problems

CMH ● HealthWest

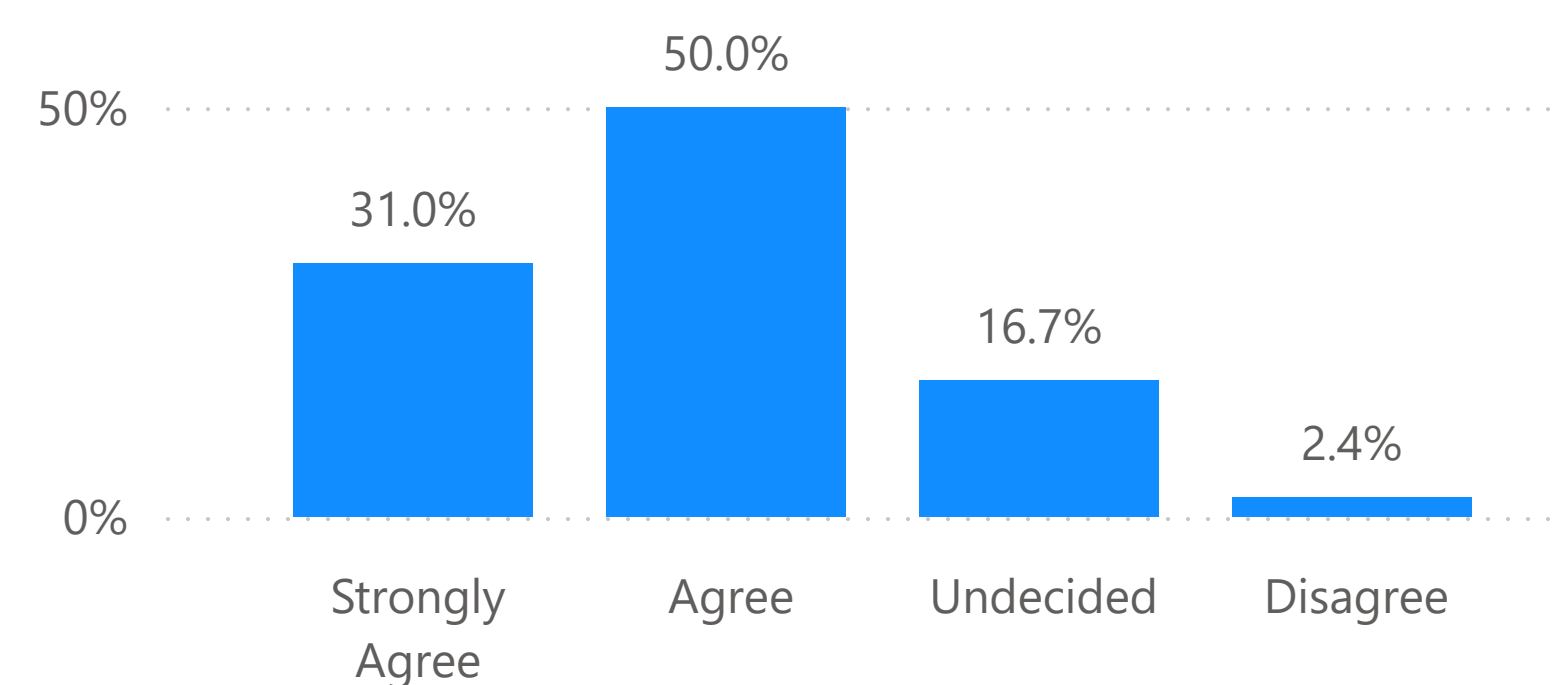


of Responses

42

In A Crisis, I Would Have The Support I Need From Family Or Friends

CMH ● HealthWest

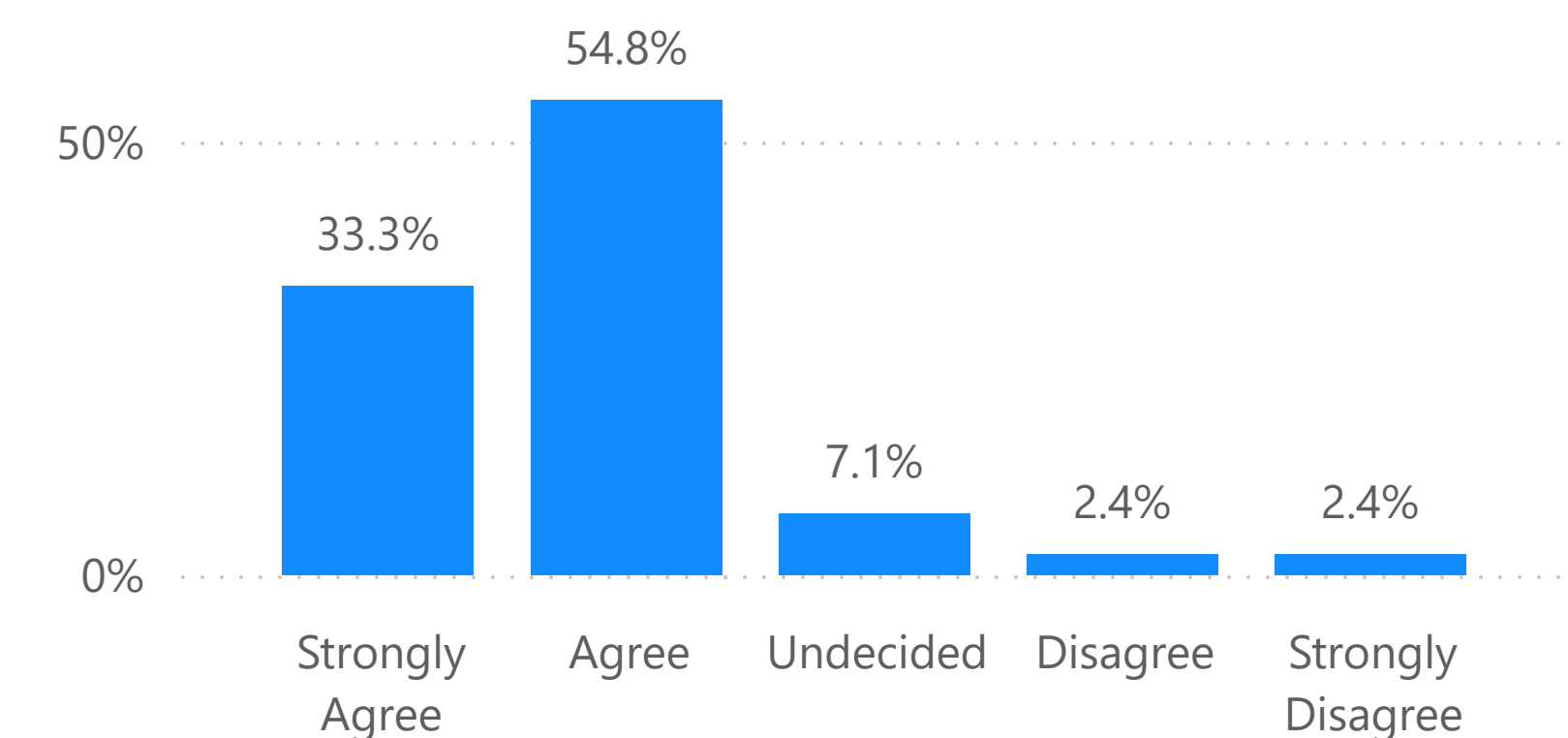


of Responses

42

I Have People With Whom I Can Do Enjoyable Things

CMH ● HealthWest



of Responses

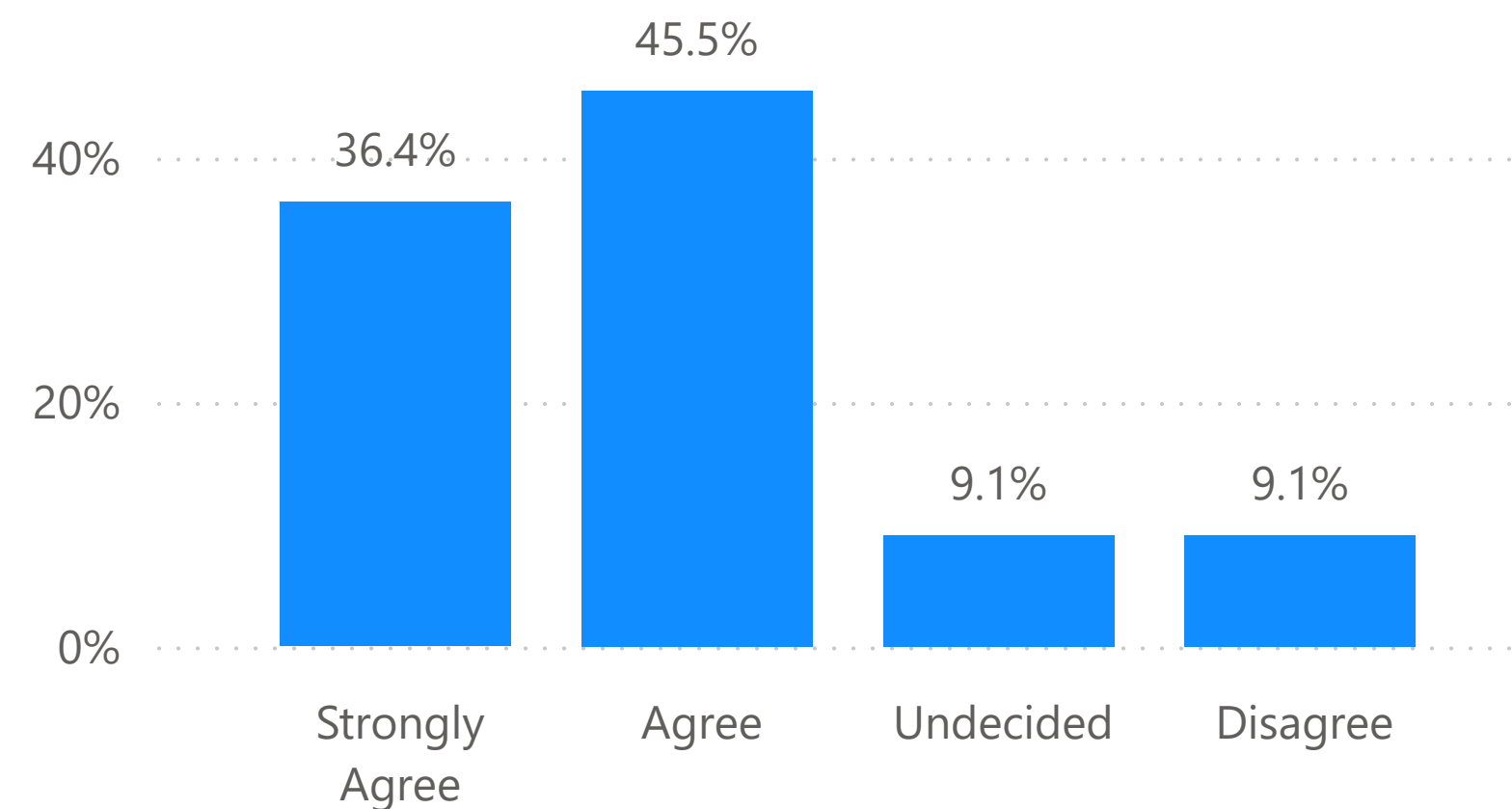
42

Data Update Date: 4/1/2025 12:33:11 PM

HSAG - Quality - YSS

I Helped To Choose My Child's Services

CMH ● HealthWest

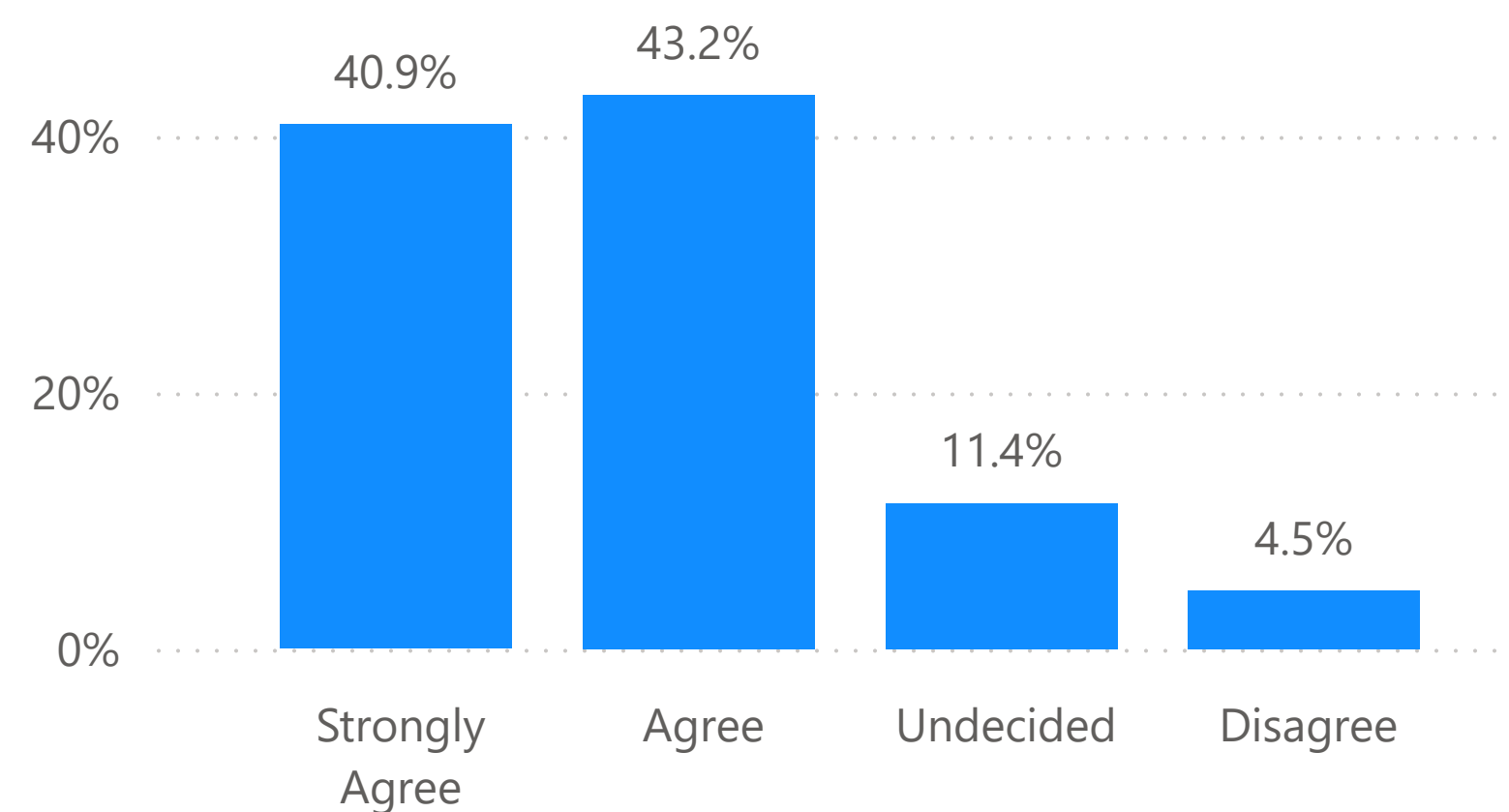


of Responses

44

I Helped To Choose My Child's Treatment Goals

CMH ● HealthWest

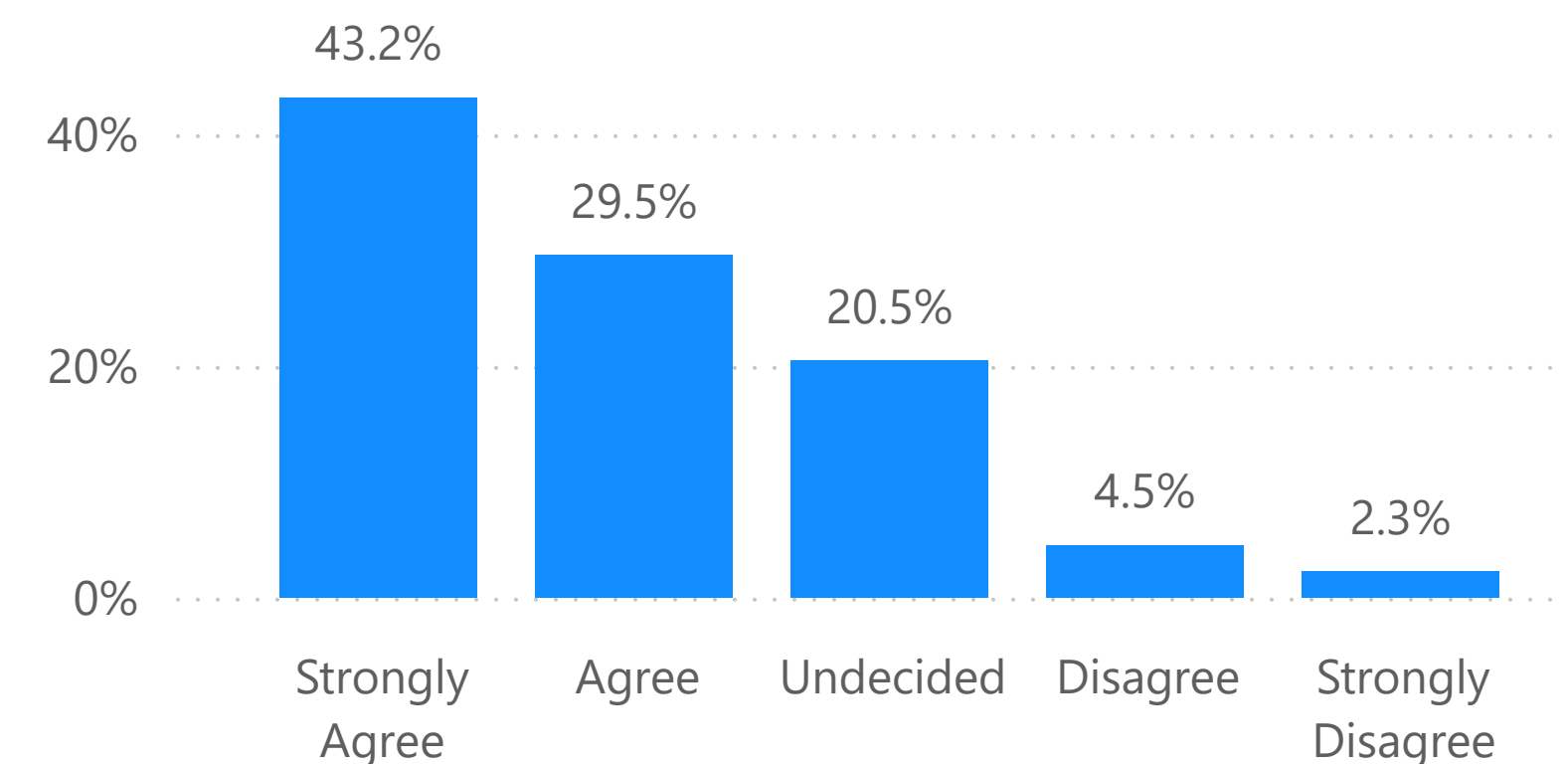


of Responses

44

The People Helping My Child Stuck With Us No Matter What

CMH ● HealthWest

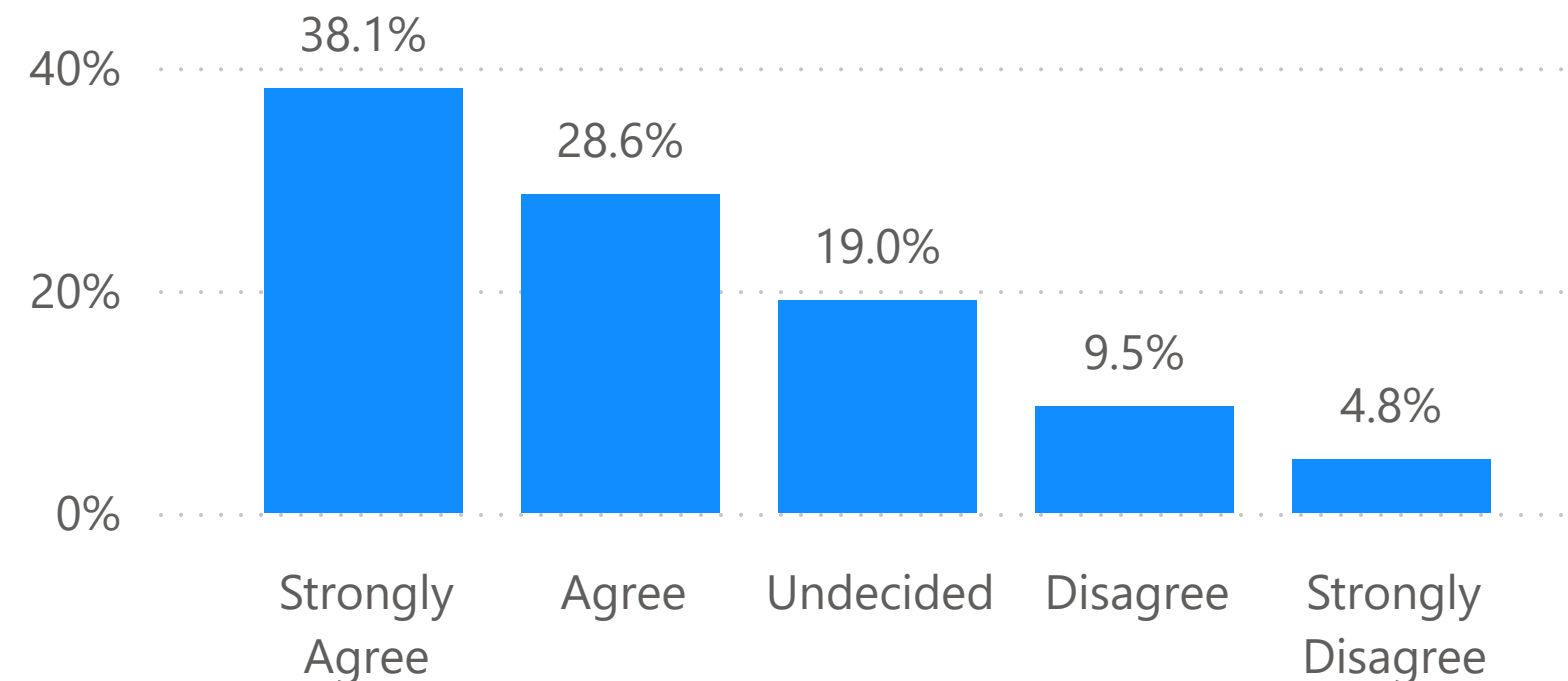


of Responses

44

I Felt My Child Had Someone To Talk To When He/She Was Troubled

CMH ● HealthWest

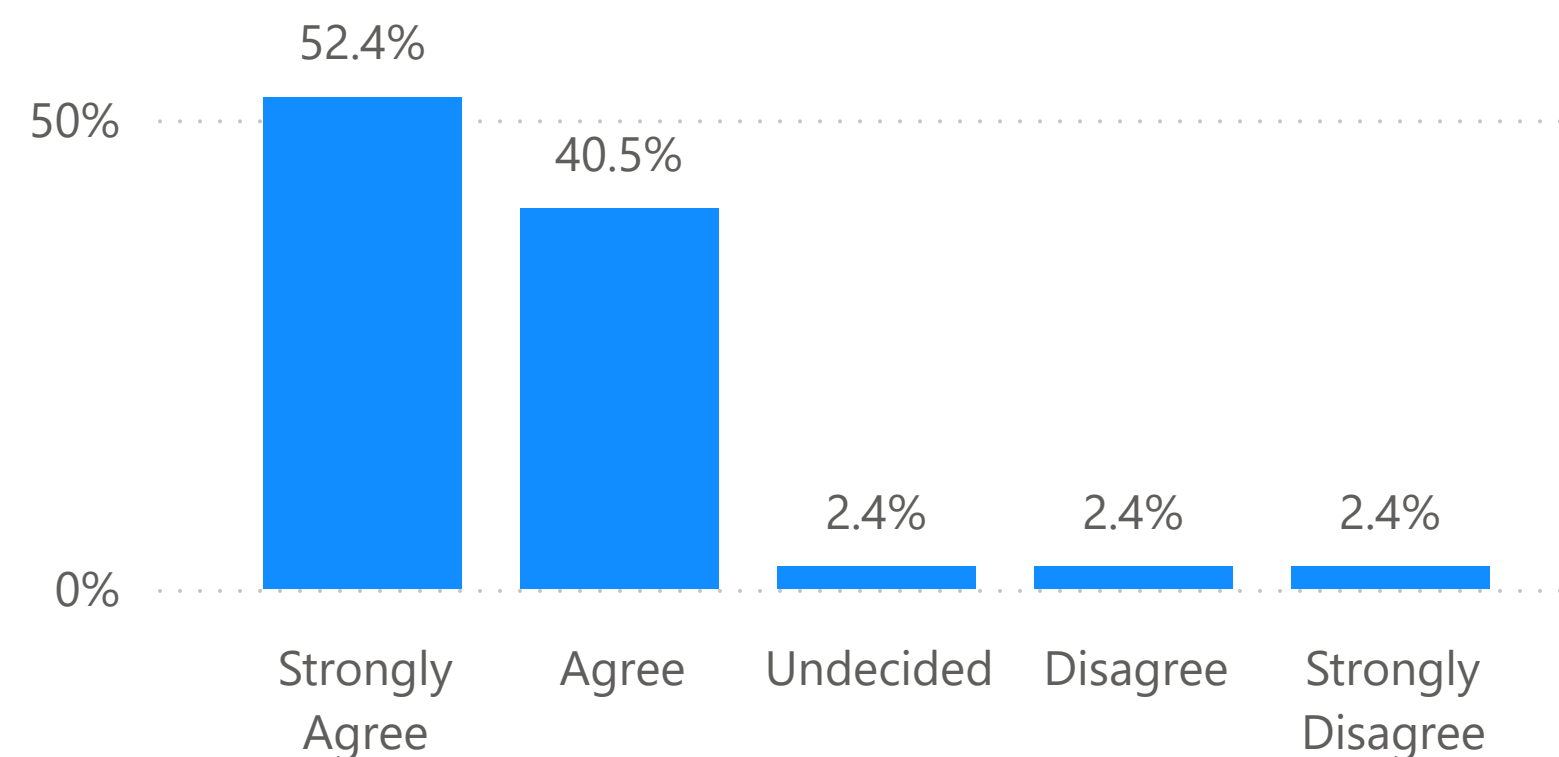


of Responses

42

I Participated In My Child's Treatment

CMH ● HealthWest

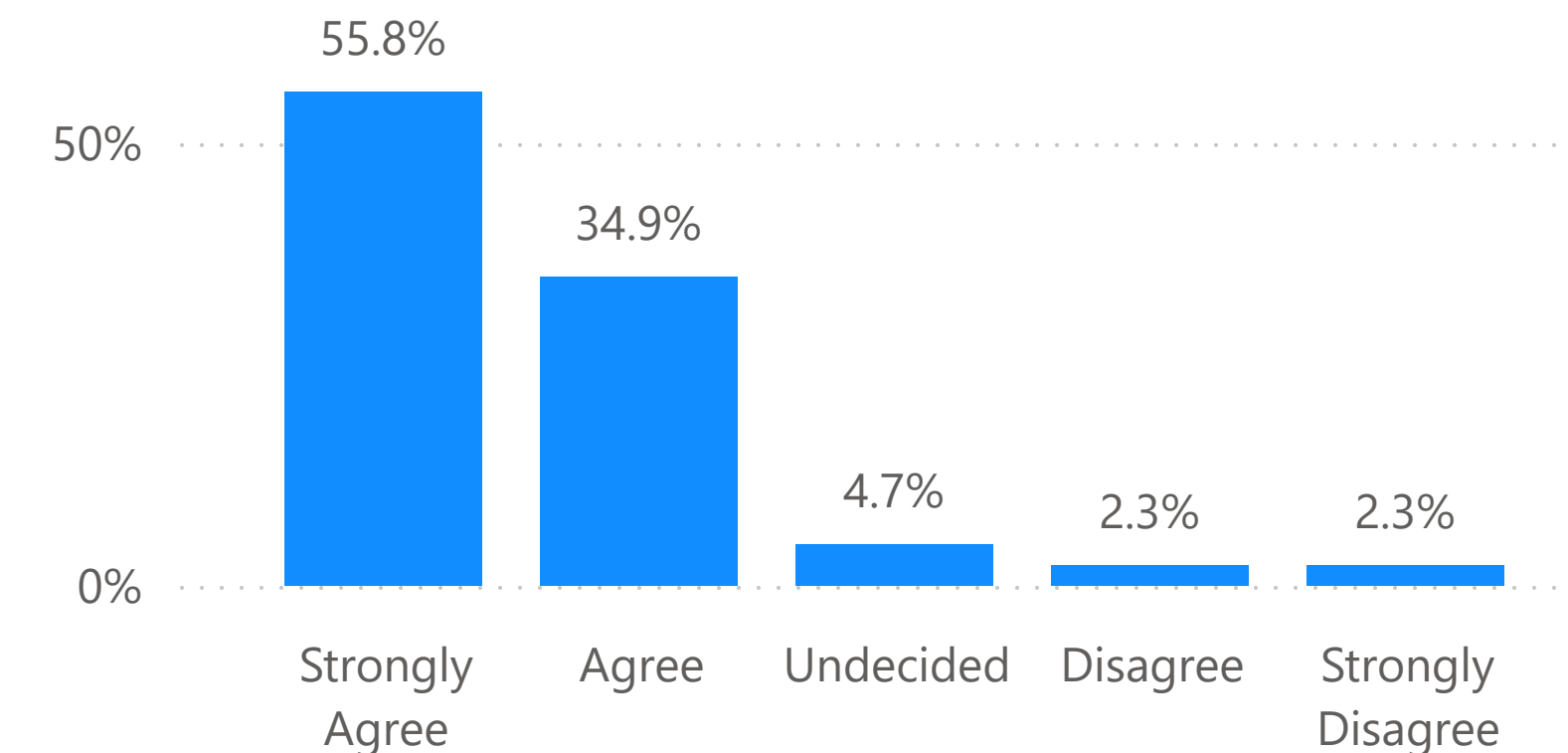


of Responses

42

Staff Treated Me With Respect

CMH ● HealthWest



of Responses

43

Data Update Date: 4/1/2025 12:33:11 PM

YSS Free Response Questions

What Has Been The Most Helpful Thing About The Services You And Your Child Received Over The Last 6 Months?

CMH	Responses
OnPoint	
HealthWest	
Network180	
Ottawa	
West Michigan	
HealthWest	"Courtney Fortin" make this whole process easy, convenient; s amazing for my daughter throw this!
OnPoint	1:1 with Savannah and working on her 12-month book. Savan to draw out what is bothering my child.

Has Your Child Lived In Any Of The Following Places In The Last 6 Months: Other

CMH	Responses
OnPoint	
HealthWest	
Network180	
Ottawa	
West Michigan	
Ottawa	50/50 custody split.
HealthWest	Boarding school and therapeutic camp
OnPoint	I'm her guardian and grandmother.
Ottawa	inpatient
Network180	na
HealthWest	NO
HealthWest	None

What Would Improve The Services Here?

CMH	Responses
OnPoint	
HealthWest	
Network180	
Ottawa	
West Michigan	
West Michigan	
Ottawa	An easier way to meet a change review medications. We've se doctors, we went almost a full month unable to get a refill on ADHD medication.
West Michigan	At this time I can't think of any improvements except maybe s

If You Answered Other To Question 46.d. (Please describe)

CMH	Responses
OnPoint	
HealthWest	
Network180	
Ottawa	
West Michigan	
OnPoint	Child does online school.
HealthWest	Drs, court dates, covid
OnPoint	School failed him. School wanted to send him to therapeutic scl would be a horrible fit so he has dropped out of school.

CCBHC

☐ CCBHC

☒ Non-CCBHC

HSAG Overall - YSS

Outcomes - Average Scores

CMH	I Am Satisfied With The Services My Child Received	My Child Is Better At Handling Daily Life	My Child Gets Along Better With Family Members	My Child Gets Long Better With Family Members	My Child Is Doing Better In School And/Or Work	My Child Is Better Able To Cope When Things Go Wrong	I Am Satisfied With Our Family Life Right Now	My Child Is Better Able To Cope When Things Go Wrong
HealthWest	3.98	3.43	3.33	3.36	3.36	3.26	3.31	
LRE	3.98	3.43	3.33	3.36	3.36	3.26	3.31	



Access and Availability - Average Scores

CMH	The Services My Child And/Or Family Received Were Right For Us	The Location Of Services Was Convenient For Us	Services Were Available At Times That Were Convenient For Us	My Family Got The Help We Wanted For My Child	My Family Got As Much Help As We Needed For My Child	Staff Respected My Family's Religious/Spiritual Beliefs	Staff Spoke With Me In A Way That I Understood
HealthWest	3.88	4.07	4.07	4.02	3.77	4.42	4.31
LRE	3.88	4.07	4.07	4.02	3.77	4.42	4.31



CMH	Number Of Completed Surveys
HealthWest	45
Total	45

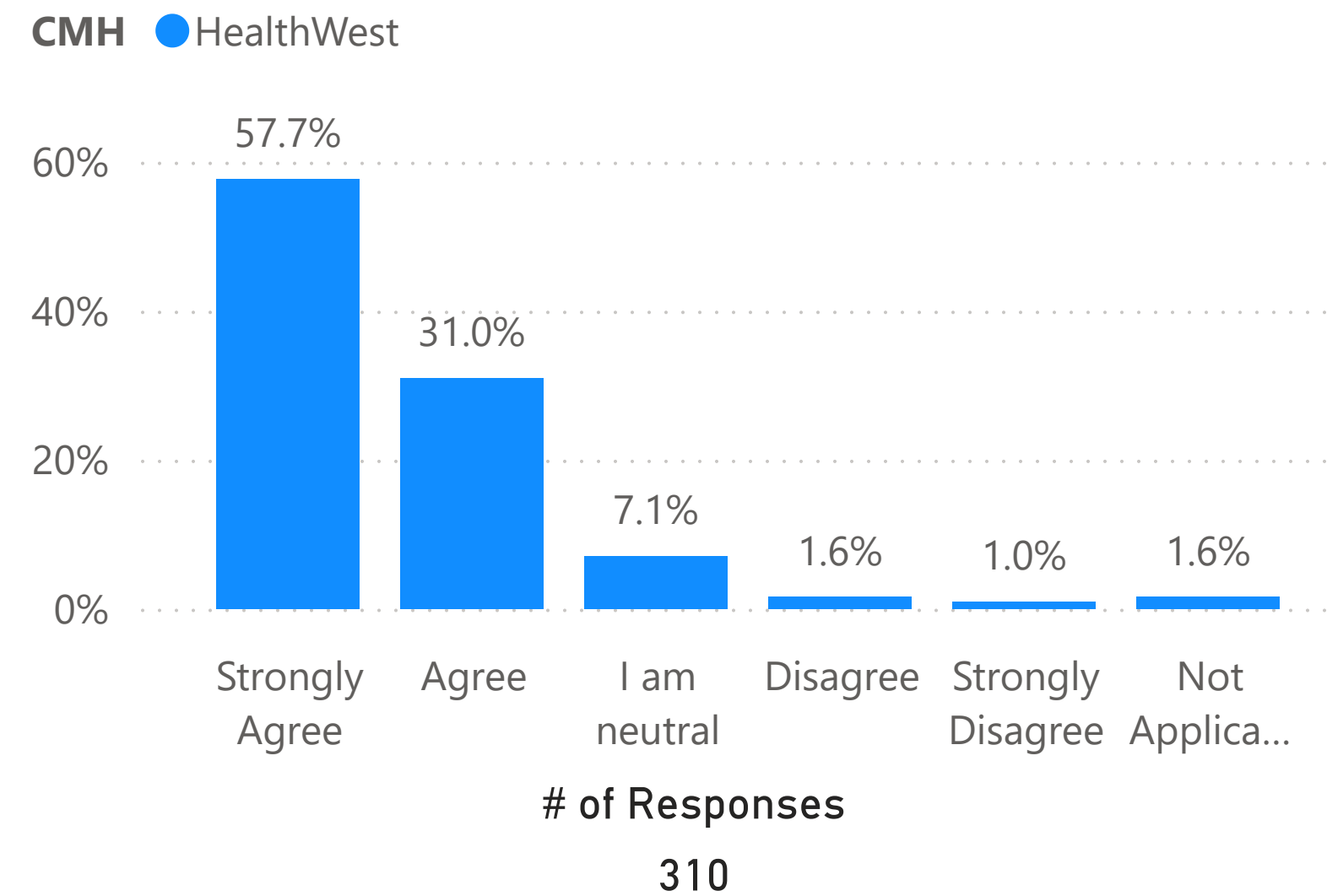
Data Update Date: 4/1/2025 12:33:11 PM

HSAG Overall - YSS - Continued

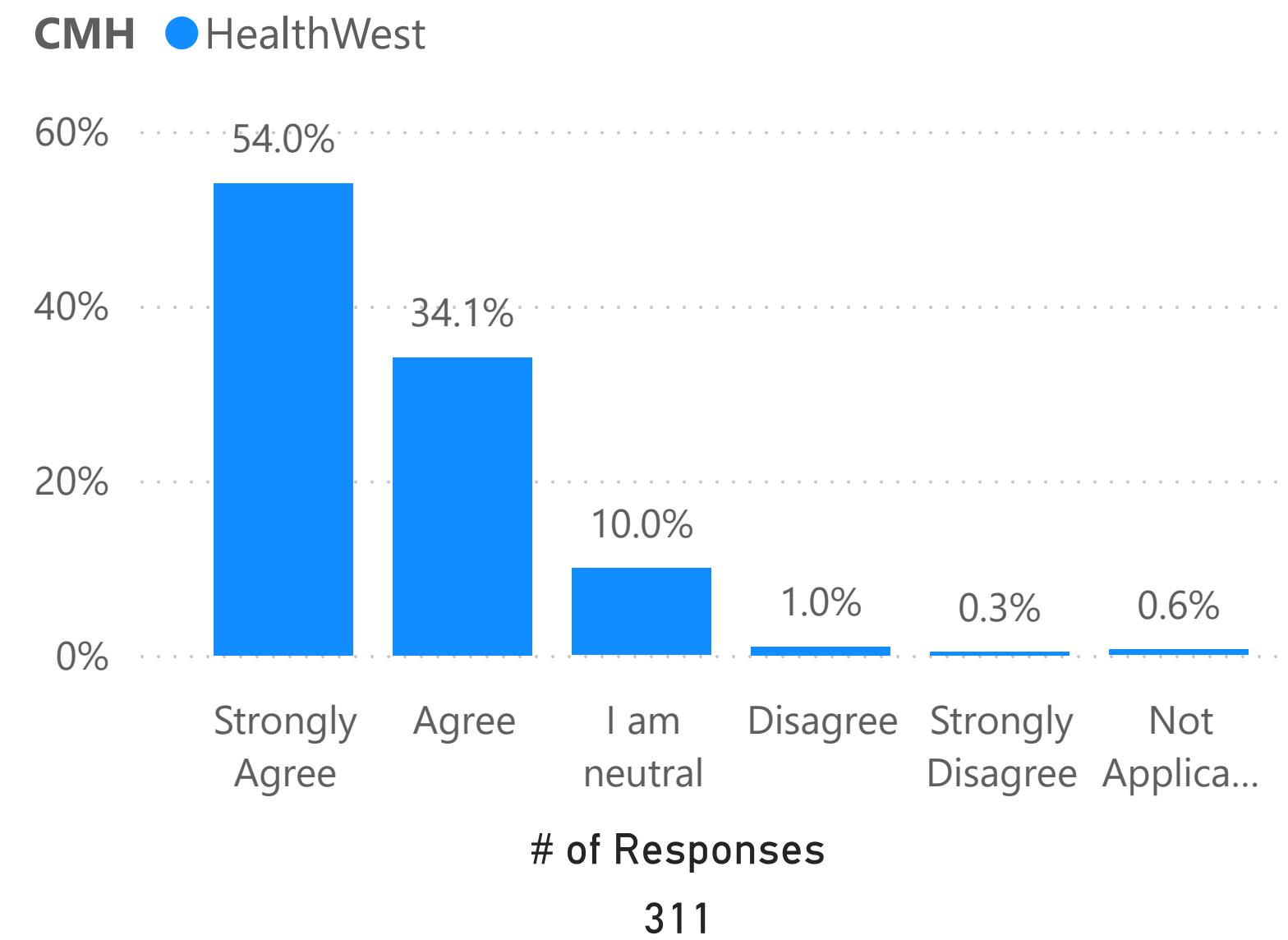
Quality - Average Scores							CMH	Number Of Completed Surveys
CMH	I Helped To Choose My Child's Services	I Helped To Choose My Child's Treatment Goals	The People Helping My Child Stuck With Us No Matter What	I Felt My Child Had Someone To Talk To When He/She Was Troubled	I Participated In My Child's Treatment	Staff Treated Me With Respect		
HealthWest	4.09	4.20	4.07	3.86	4.38	4.40	HealthWest	45
LRE	4.09	4.20	4.07	3.86	4.38	4.40	Total	45

HSAG Access and Availability - MHSIP

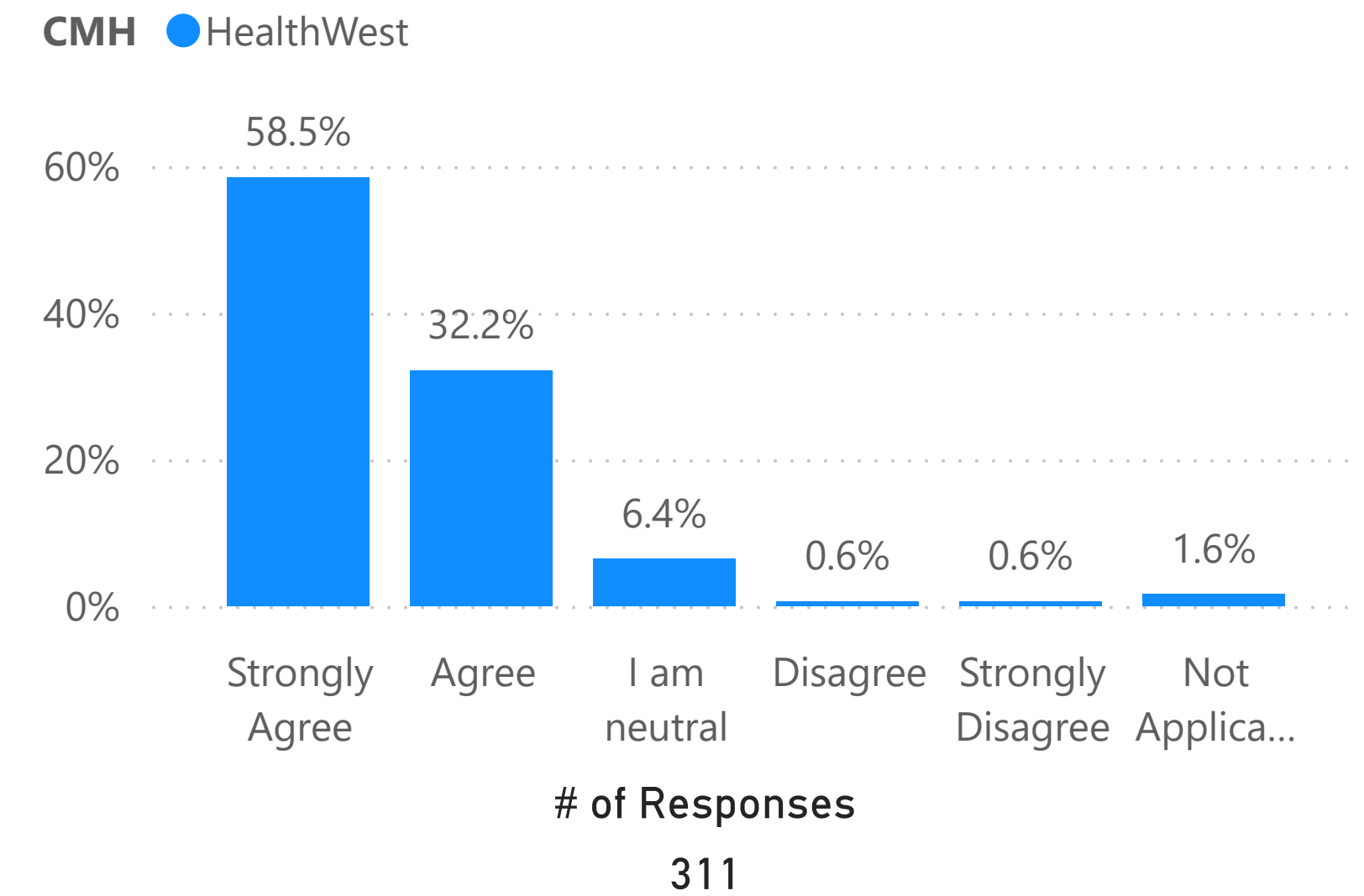
I Would Recommend This Agency To A Friend Or Family Member



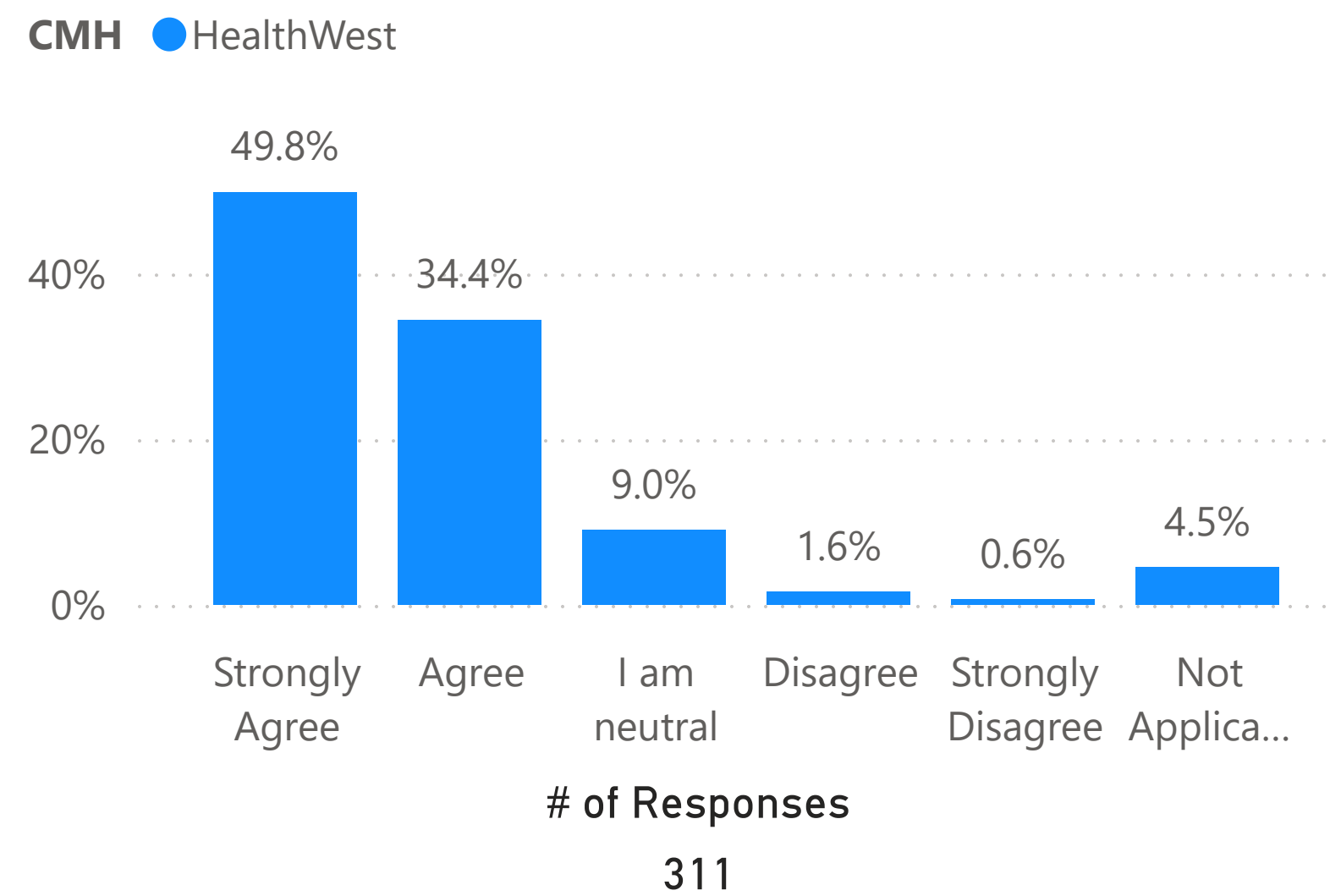
The Location Of Services Was Convenient



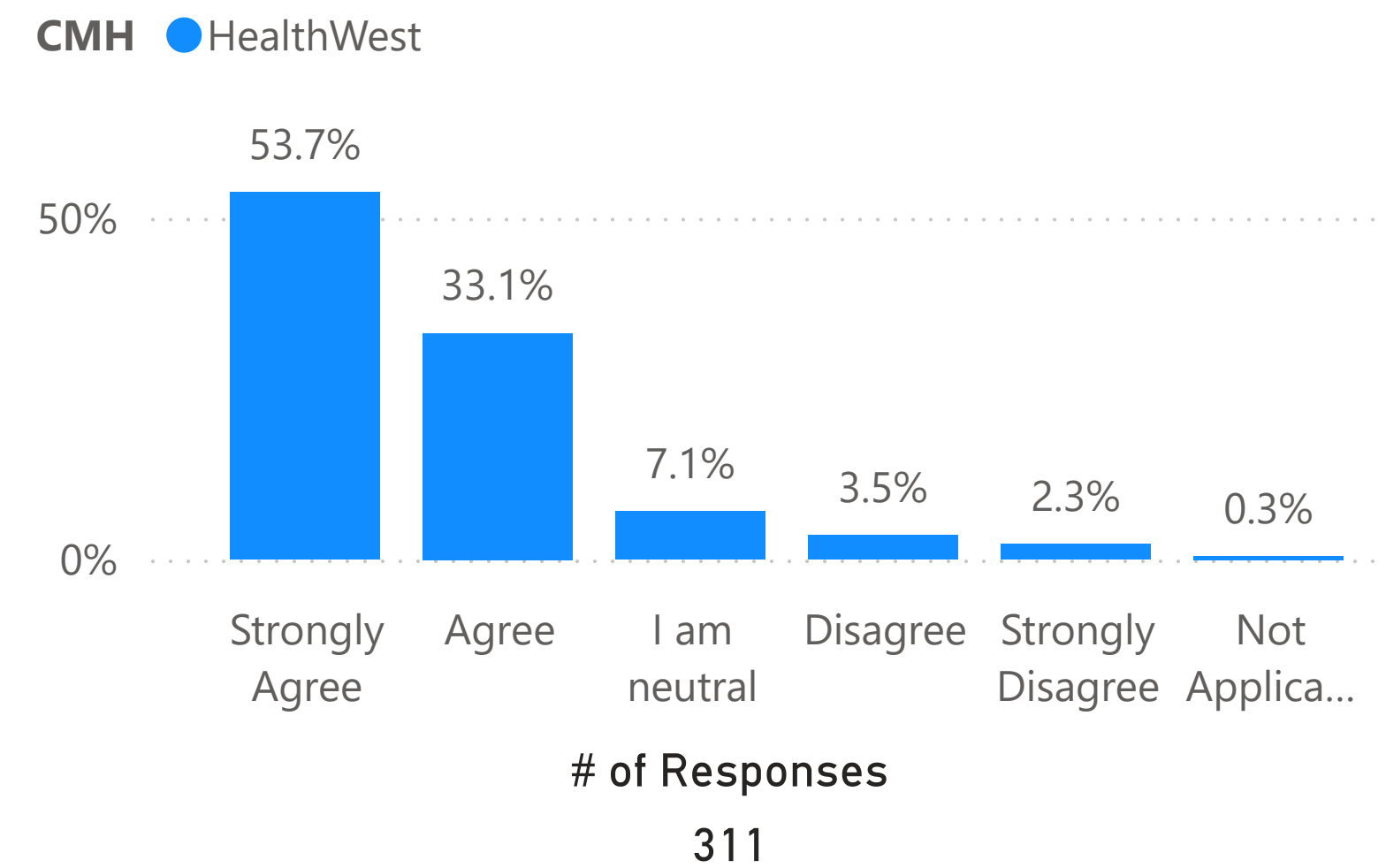
Staff Were Willing To See Me As Often As I Felt It Was Necessary



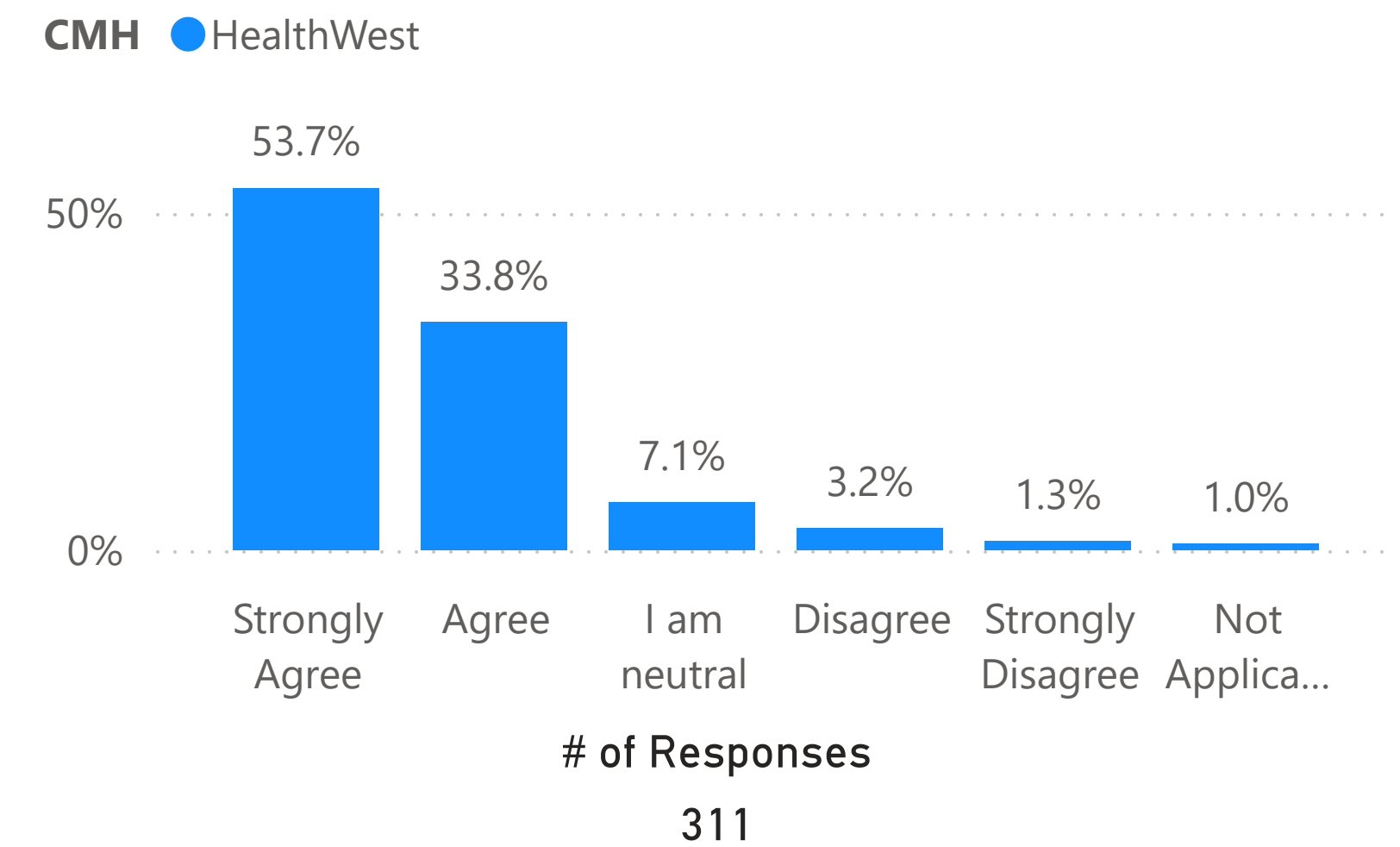
Staff Returned My Calls Within 24 Hours



Services Were Available At Times That Were Good For Me



I Was Able To Get All The Services I Thought I Needed

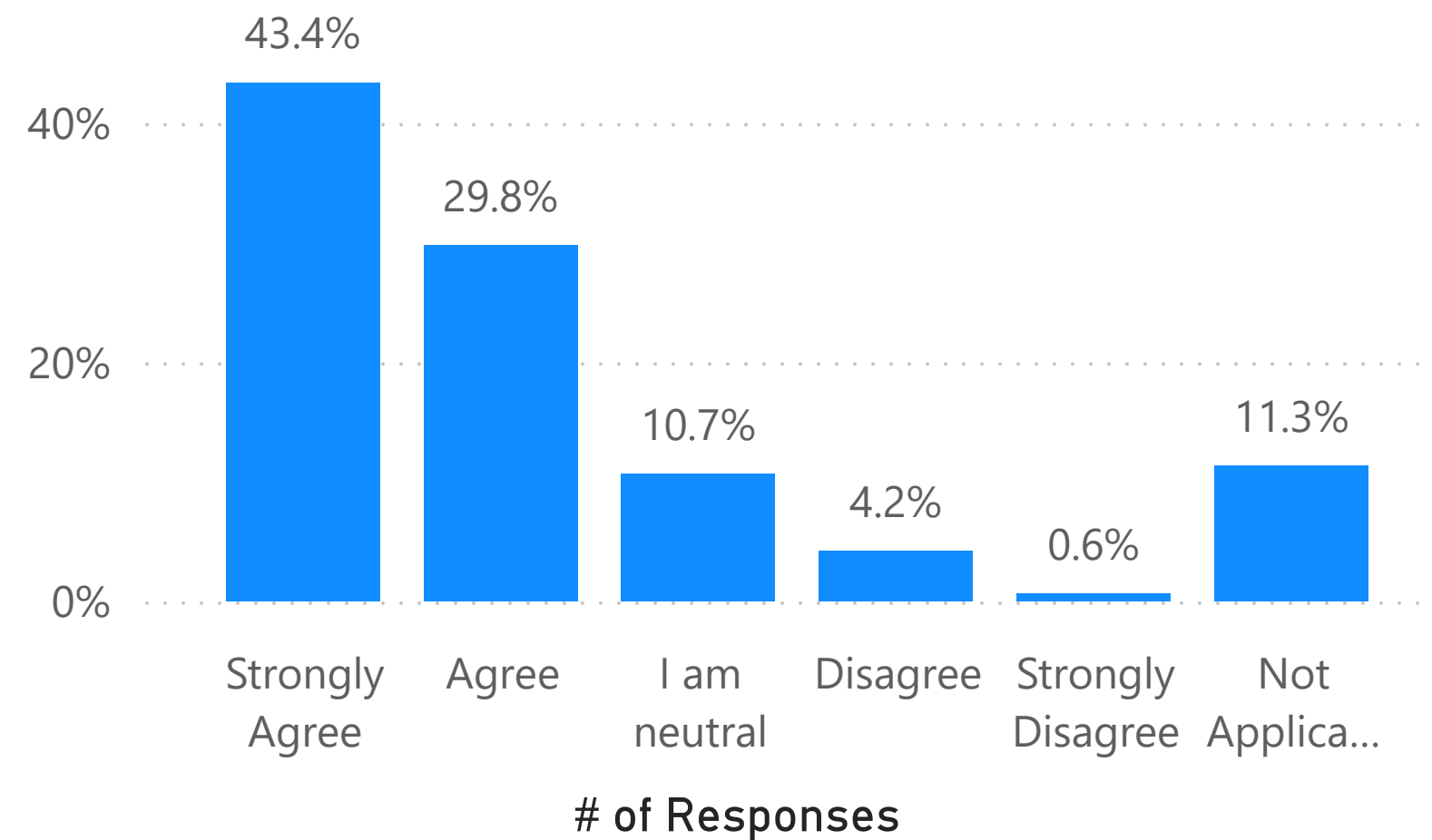


Data Update Date: 4/1/2025 12:33:11 PM

HSAG Access and Availability - MHSIP - Continued

I Was Able To See A Psychiatrist When I Wanted To

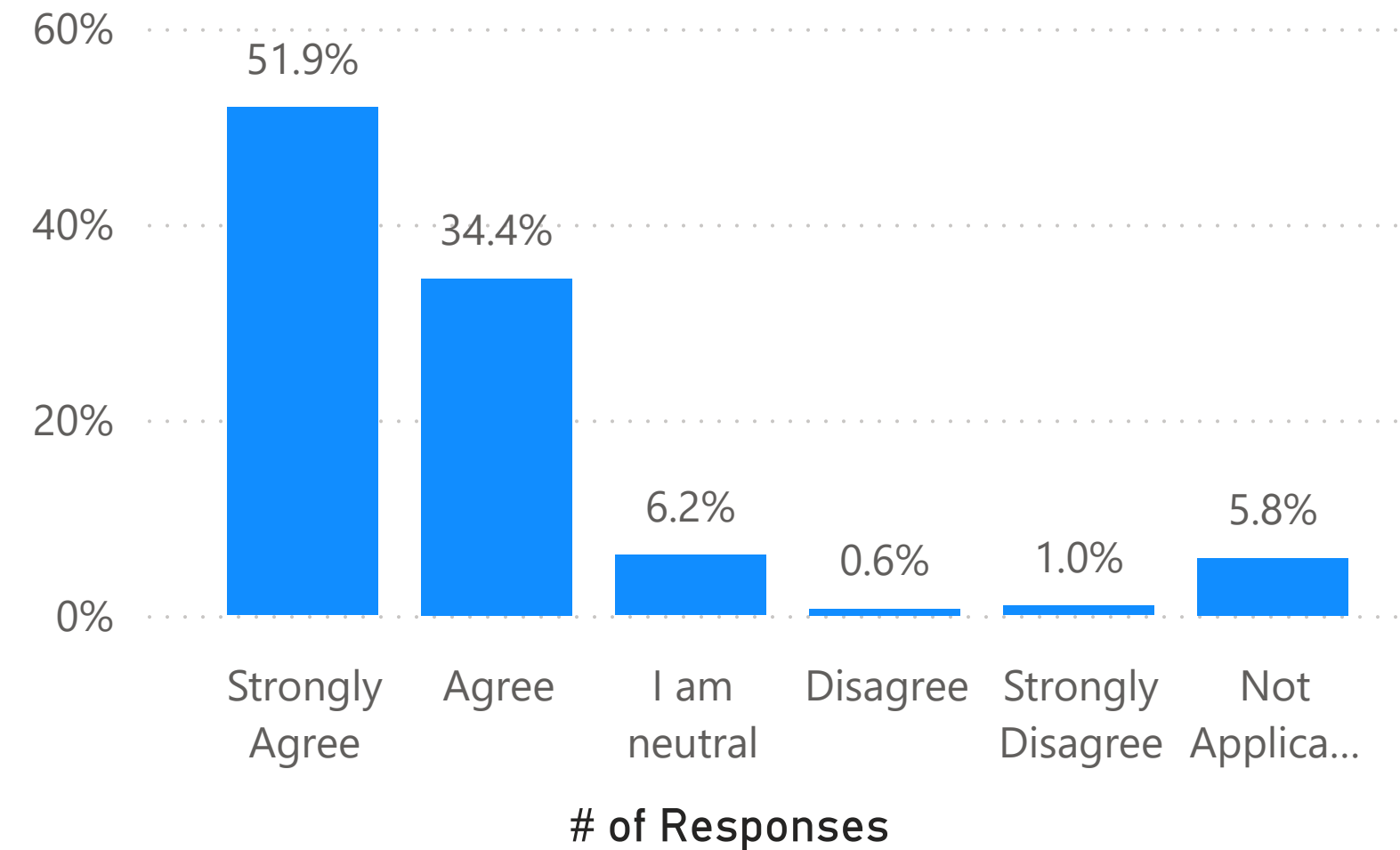
CMH ● HealthWest



309

Staff Were Sensitive To My Cultural Background

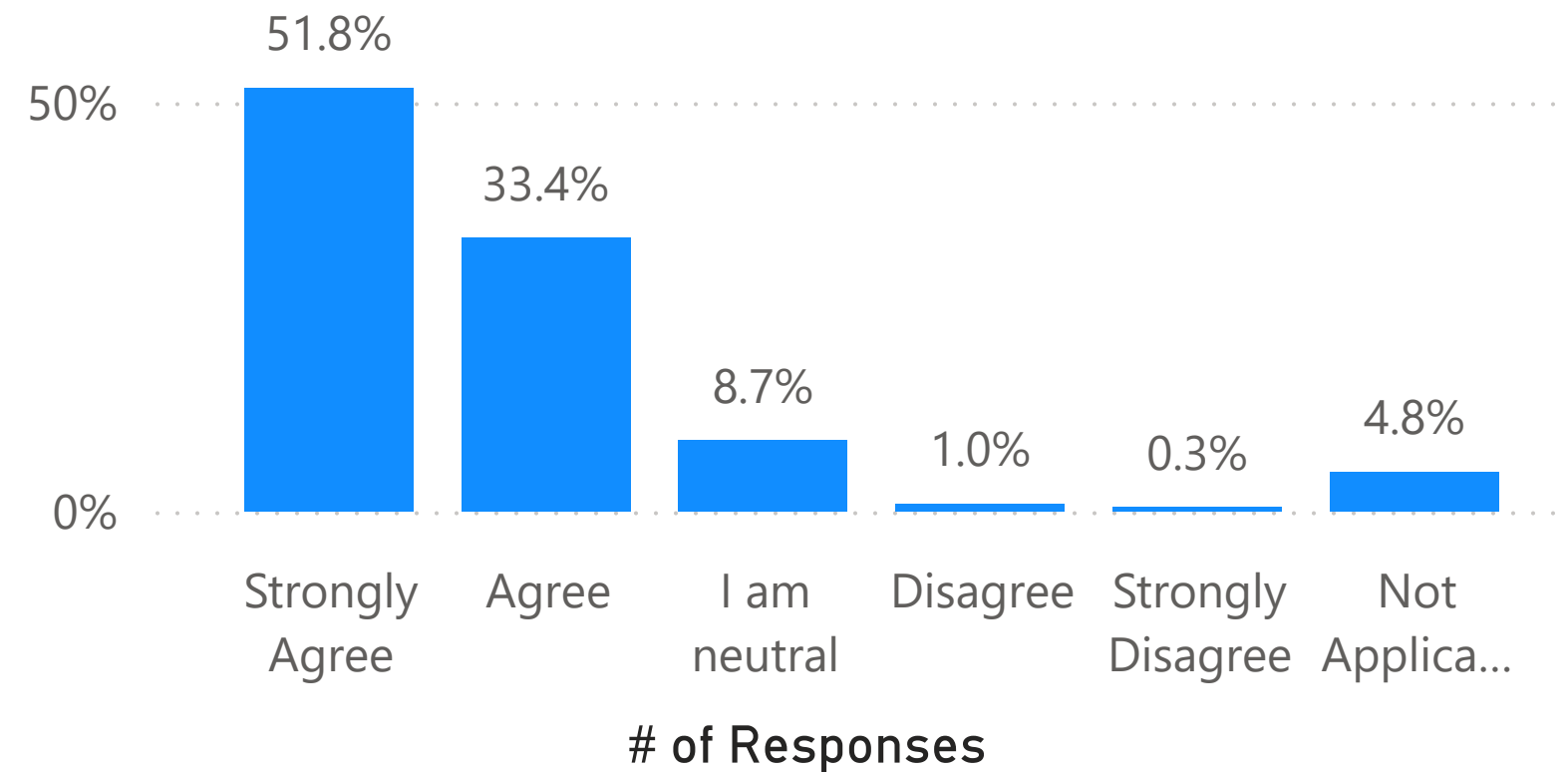
CMH ● HealthWest



308

Staff Helped Me Obtain The Information I Needed So That I Could Take Charge Of Managing My Illness

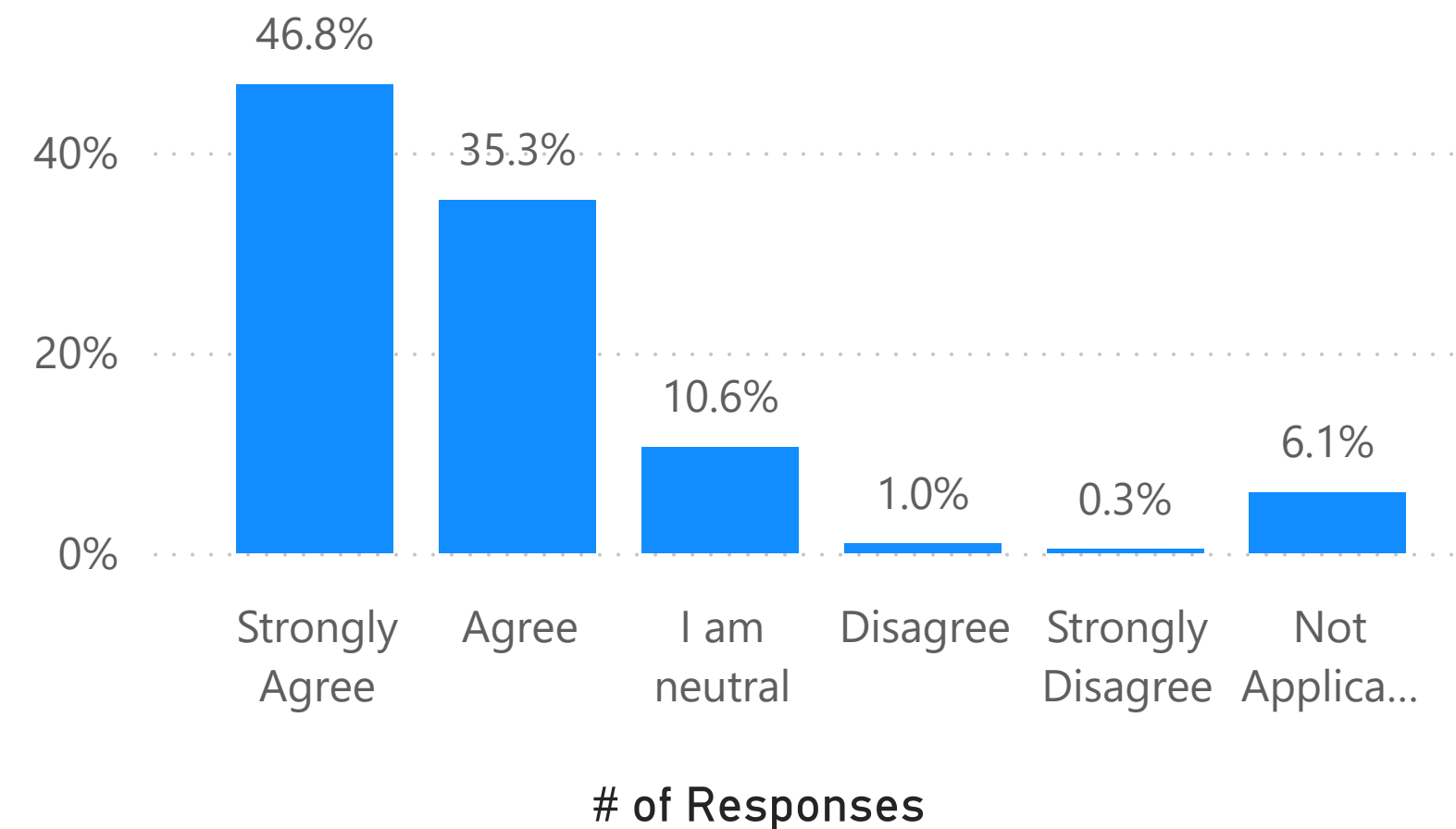
CMH ● HealthWest



311

I Was Encouraged To Use Consumer-Run Programs

CMH ● HealthWest



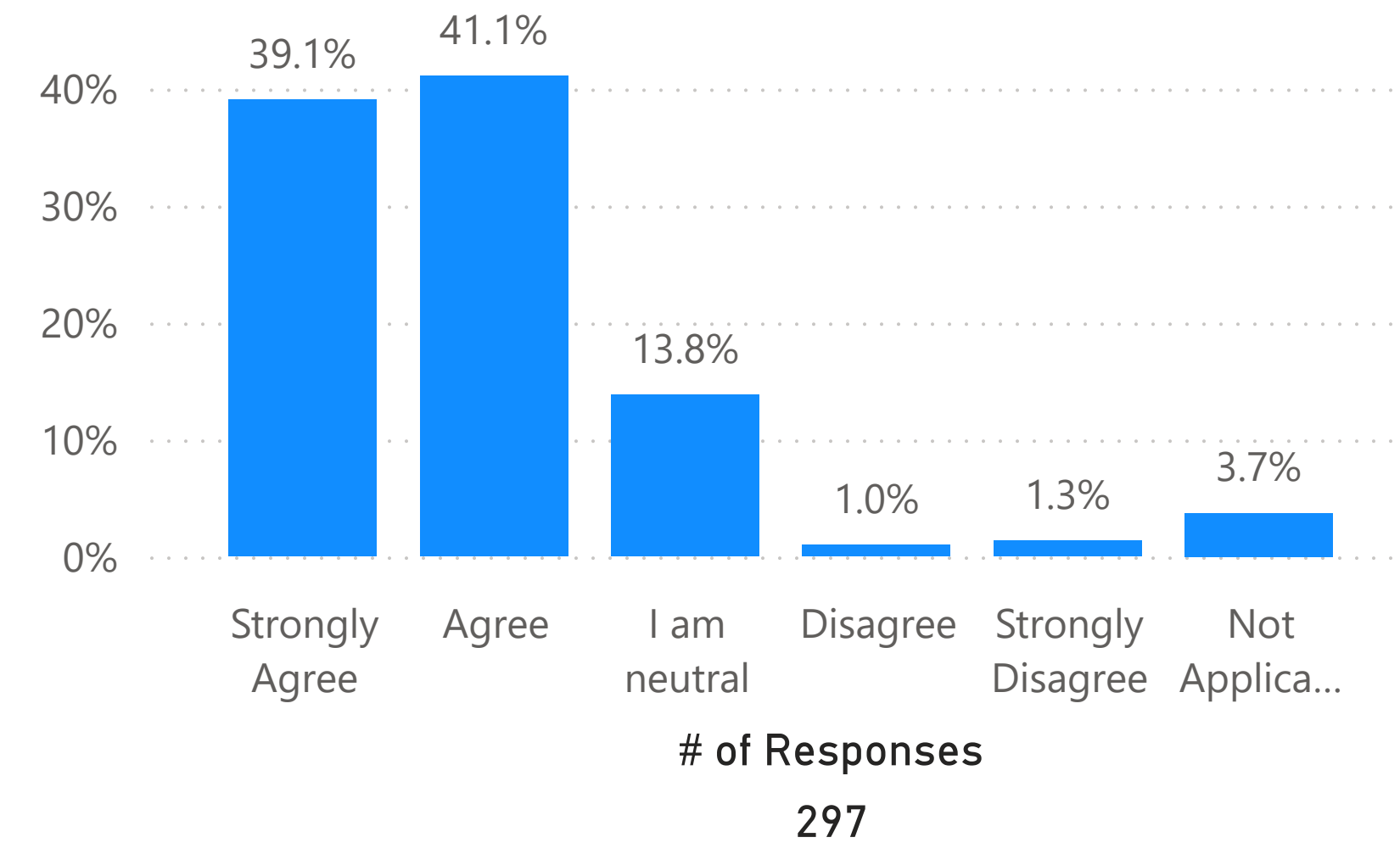
312

Data Update Date: 4/1/2025 12:33:11 PM

HSAG Outcomes - MHSIP

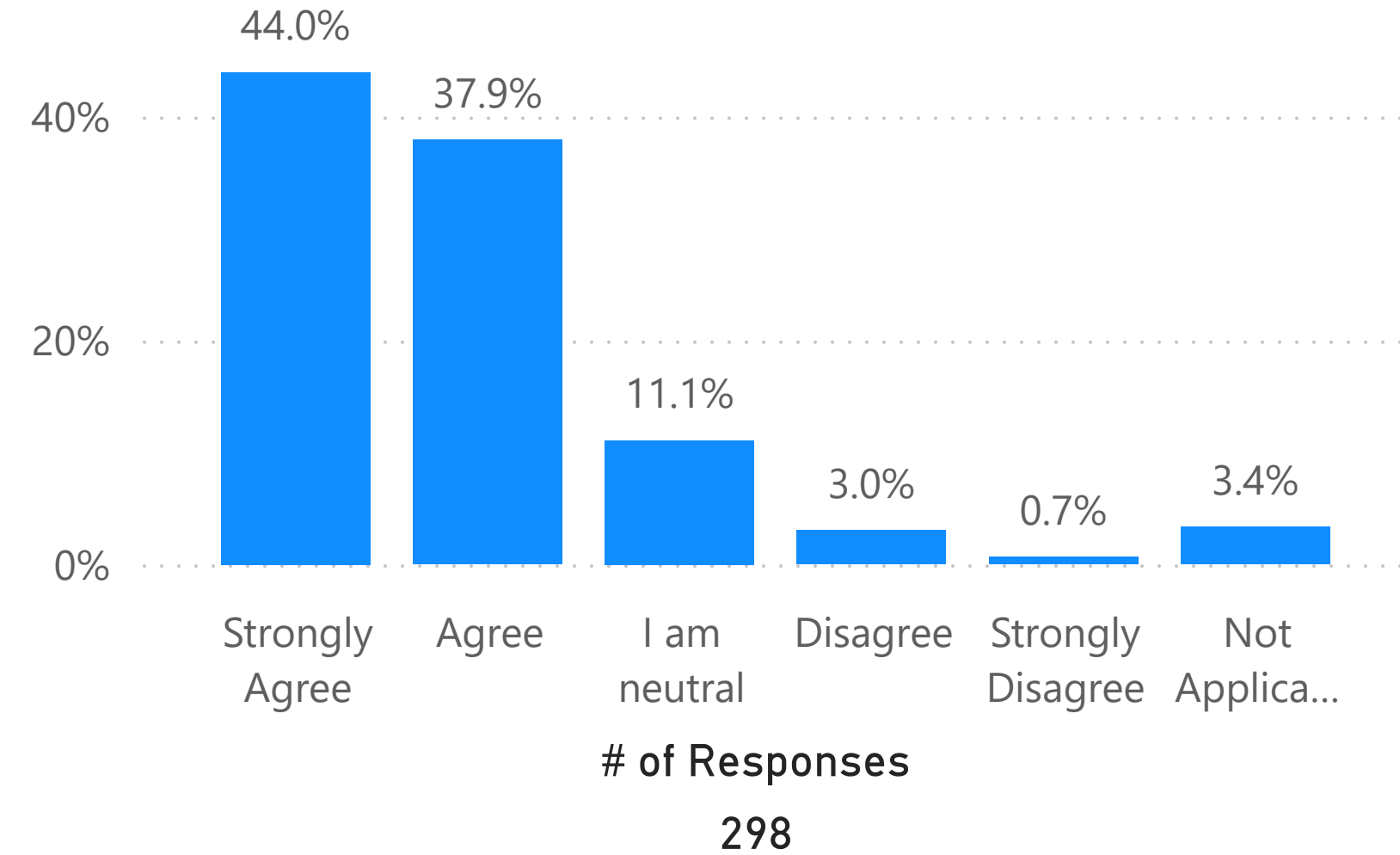
I Deal More Effectively With Daily Problems

CMH ● HealthWest



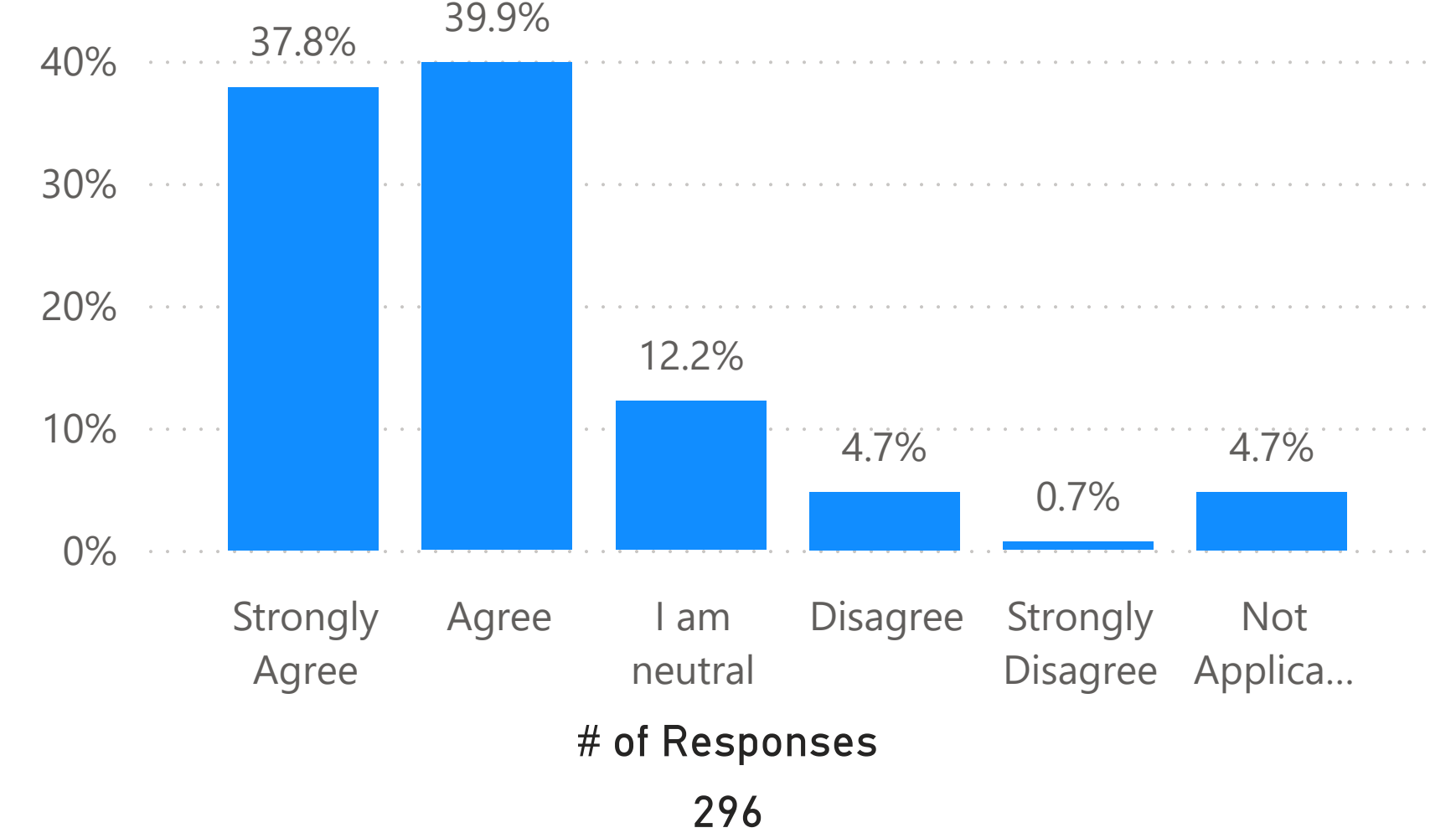
I Am Better Able To Control My Life

CMH ● HealthWest



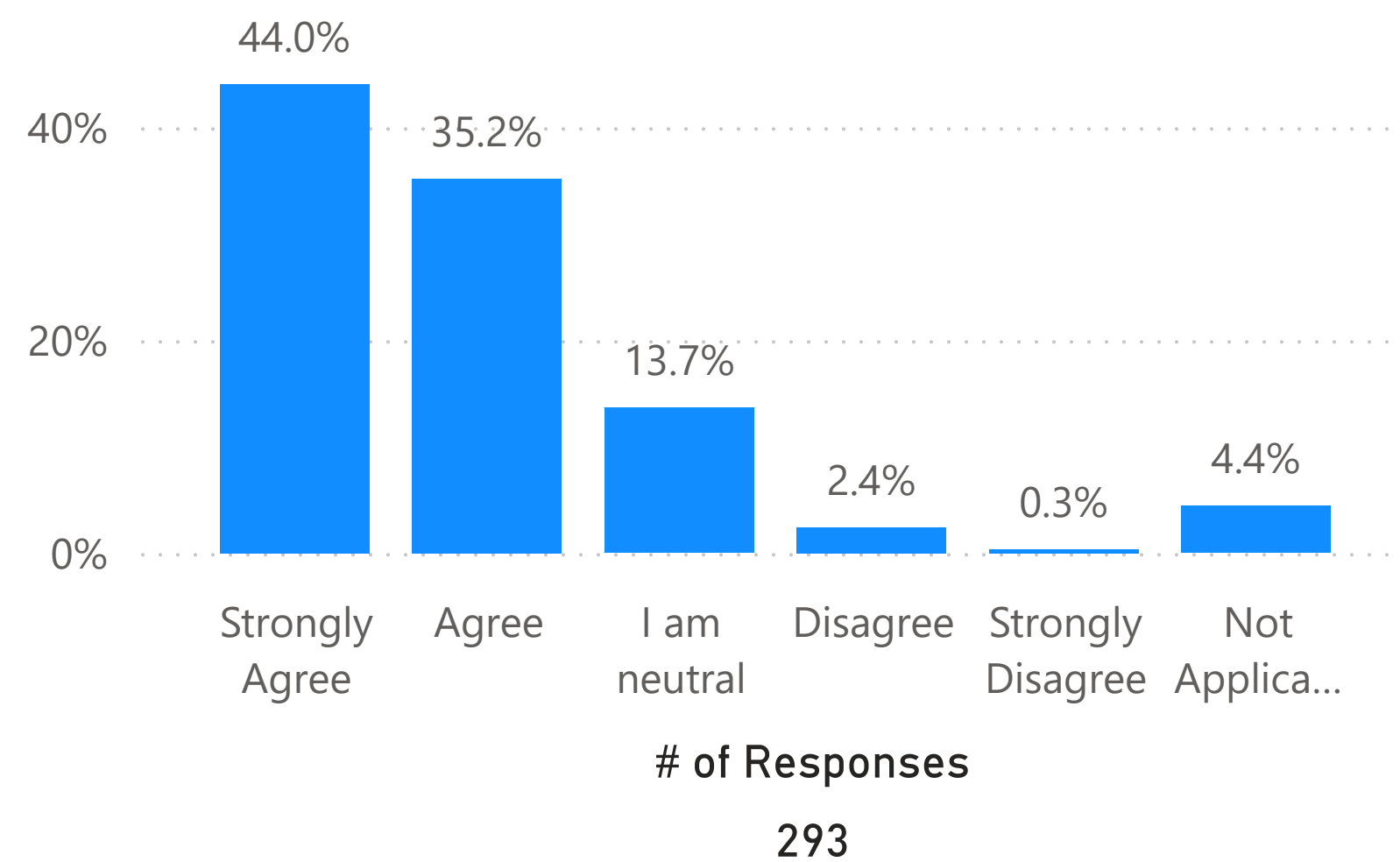
I Am Better Able To Deal With Crisis

CMH ● HealthWest



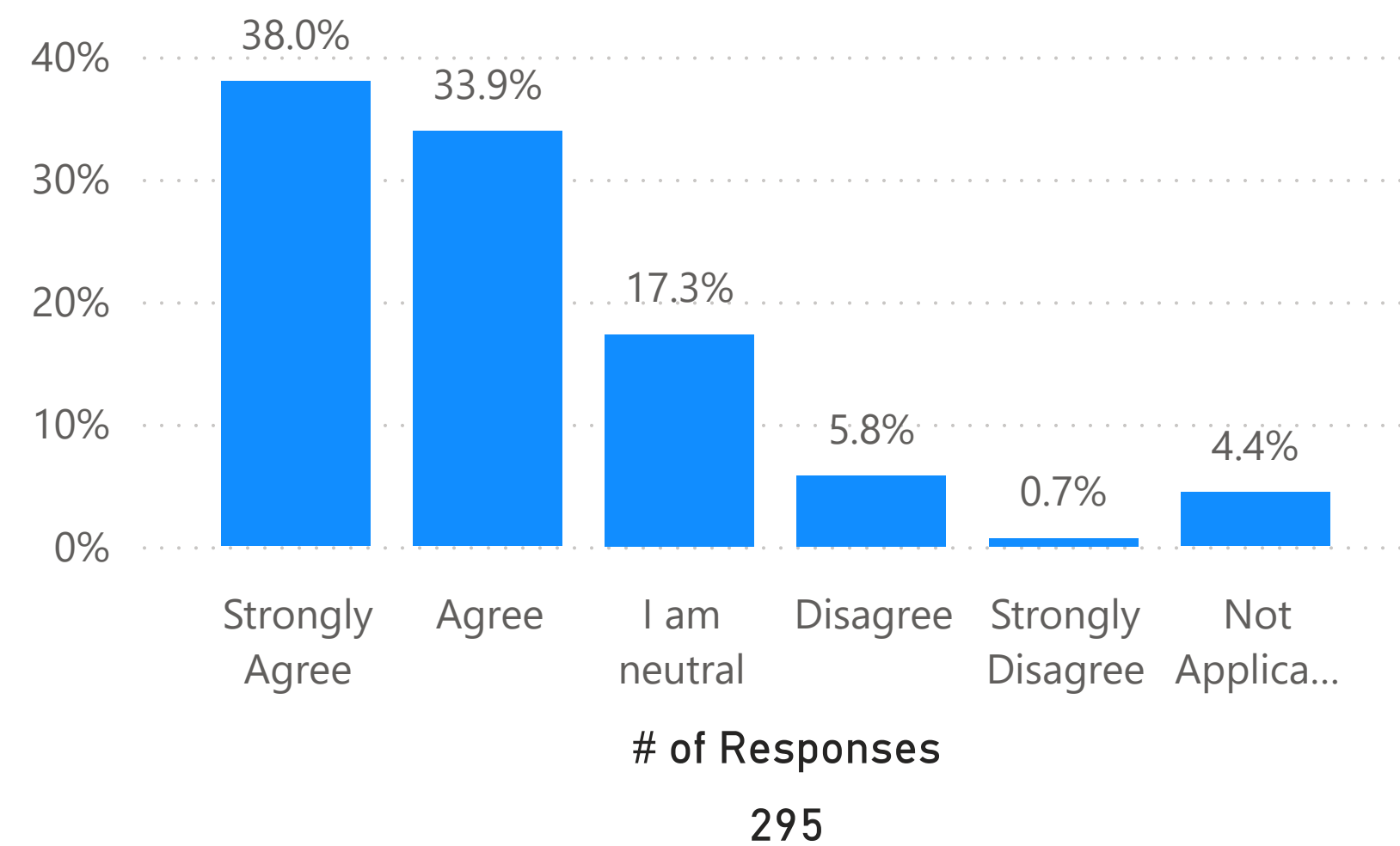
I Am Getting Along Better With My Family

CMH ● HealthWest



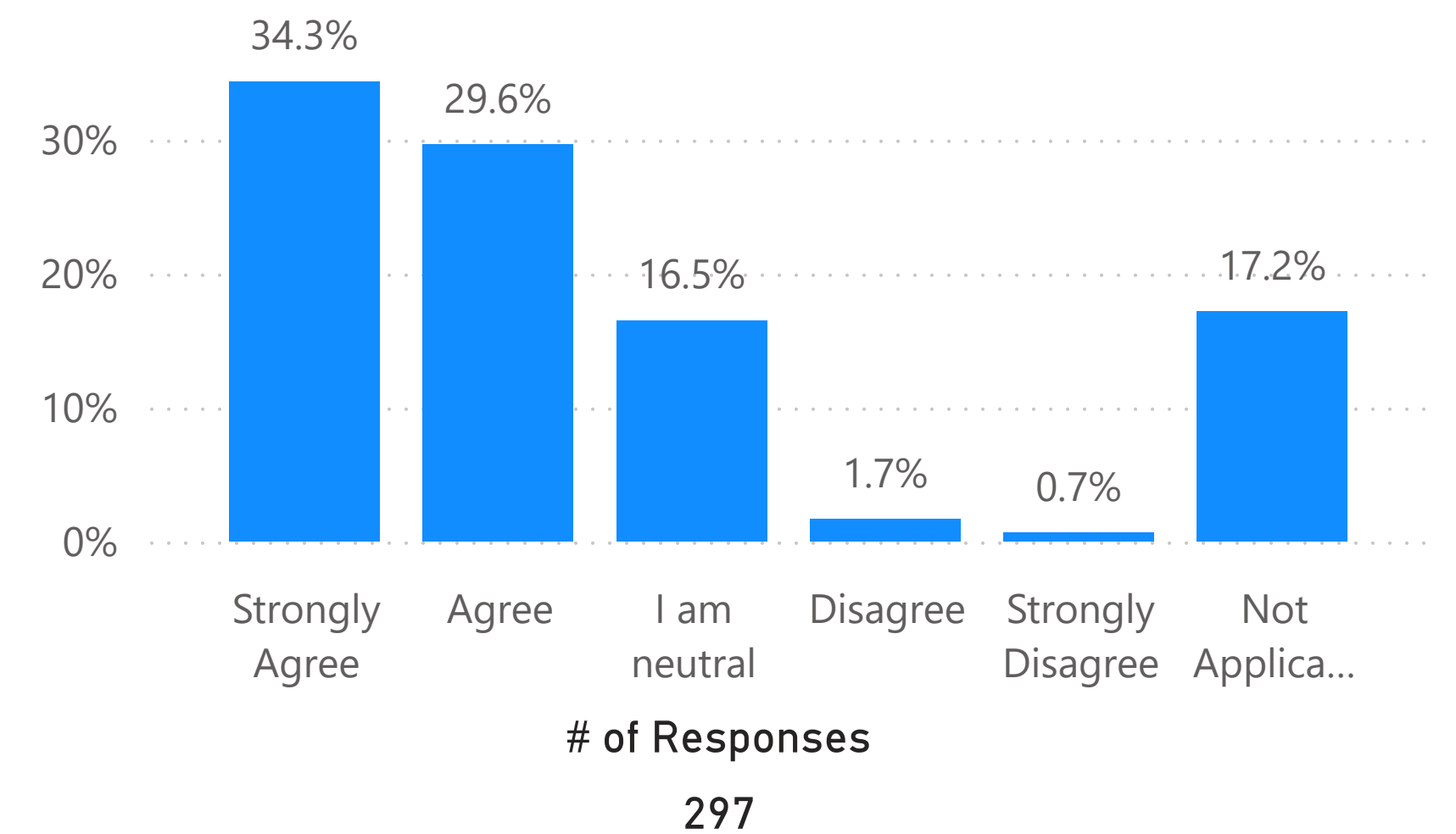
I Do Better In Social Situations

CMH ● HealthWest



I Do Better In School And/Or Work

CMH ● HealthWest

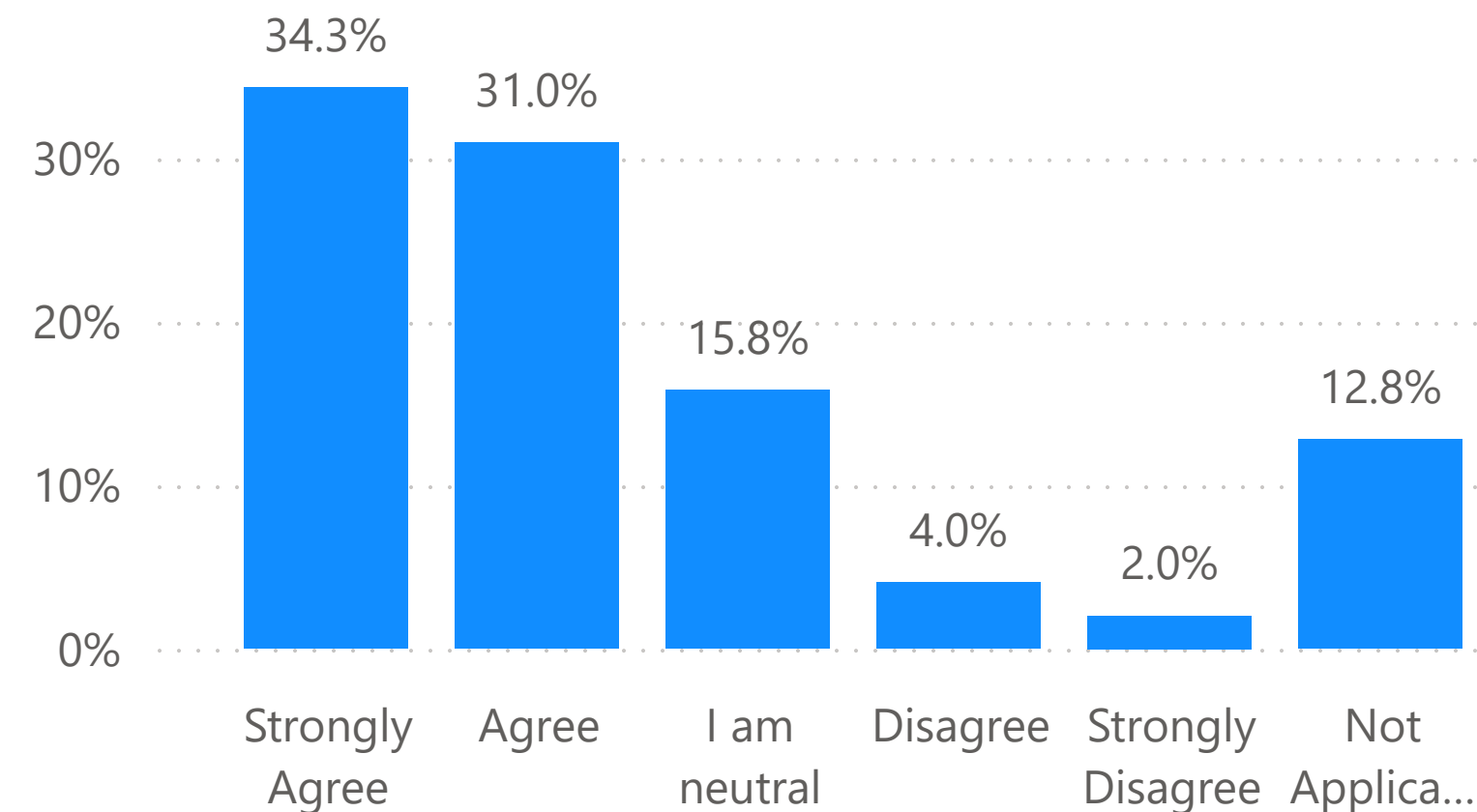


Data Update Date: 4/1/2025 12:33:11 PM

HSAG Outcomes - MHSIP - Continued

My Housing Situation Has Improved

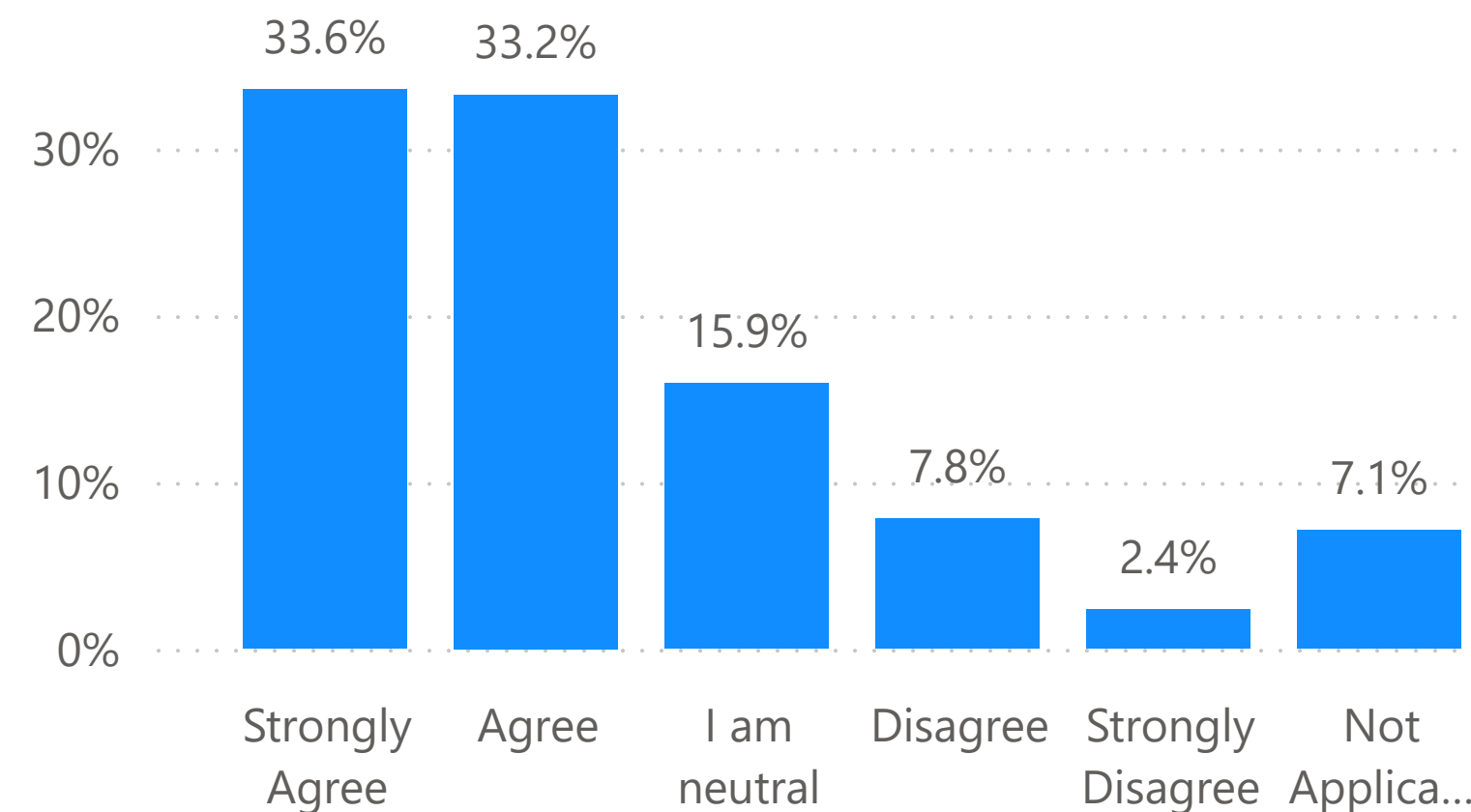
CMH ● HealthWest



of Responses
297

My Symptoms Are Not Bothering Me As Much

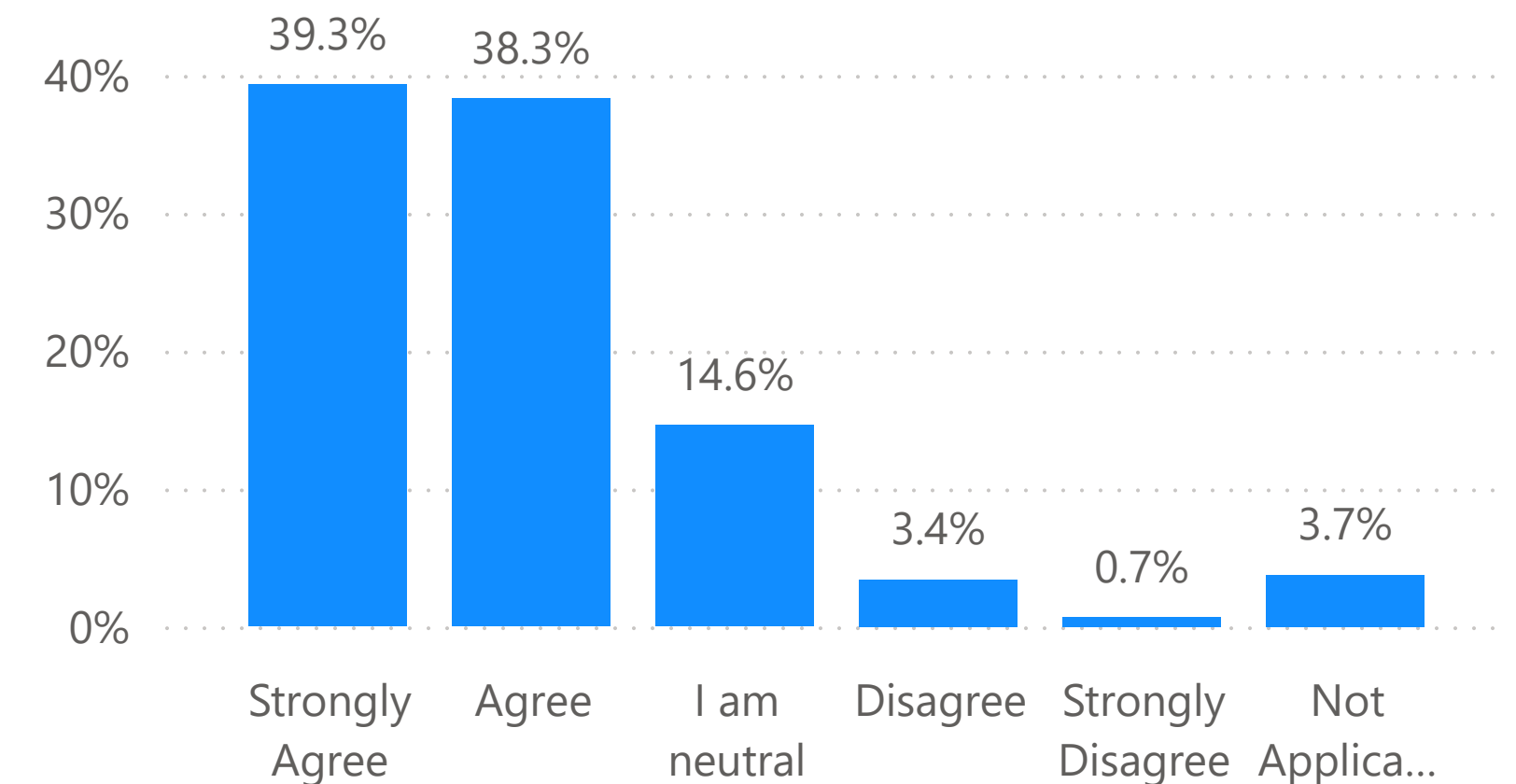
CMH ● HealthWest



of Responses
295

I Do Things That Are More Meaningful To Me

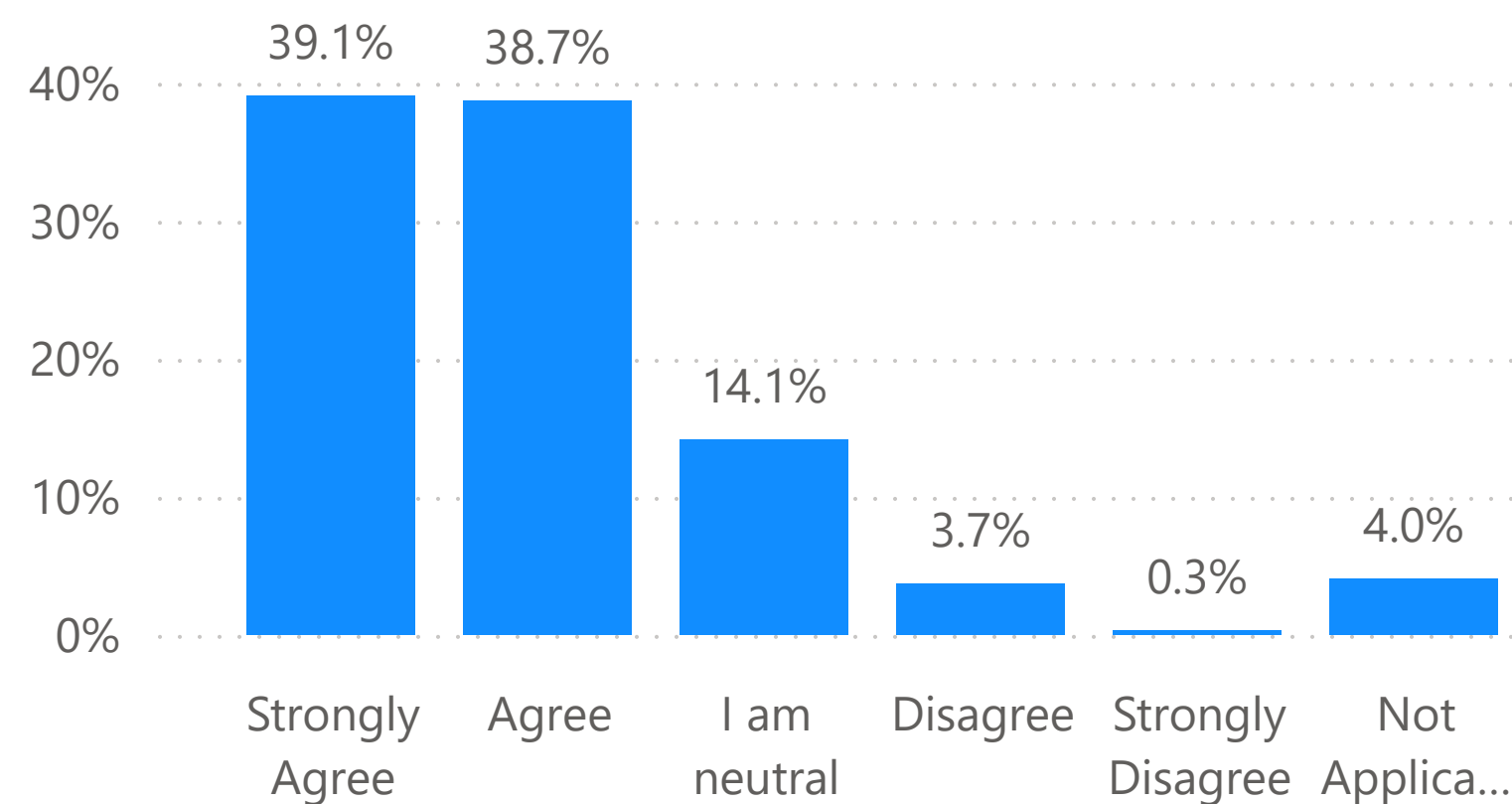
CMH ● HealthWest



of Responses
295

I Am Better Able To Take Care Of My Needs

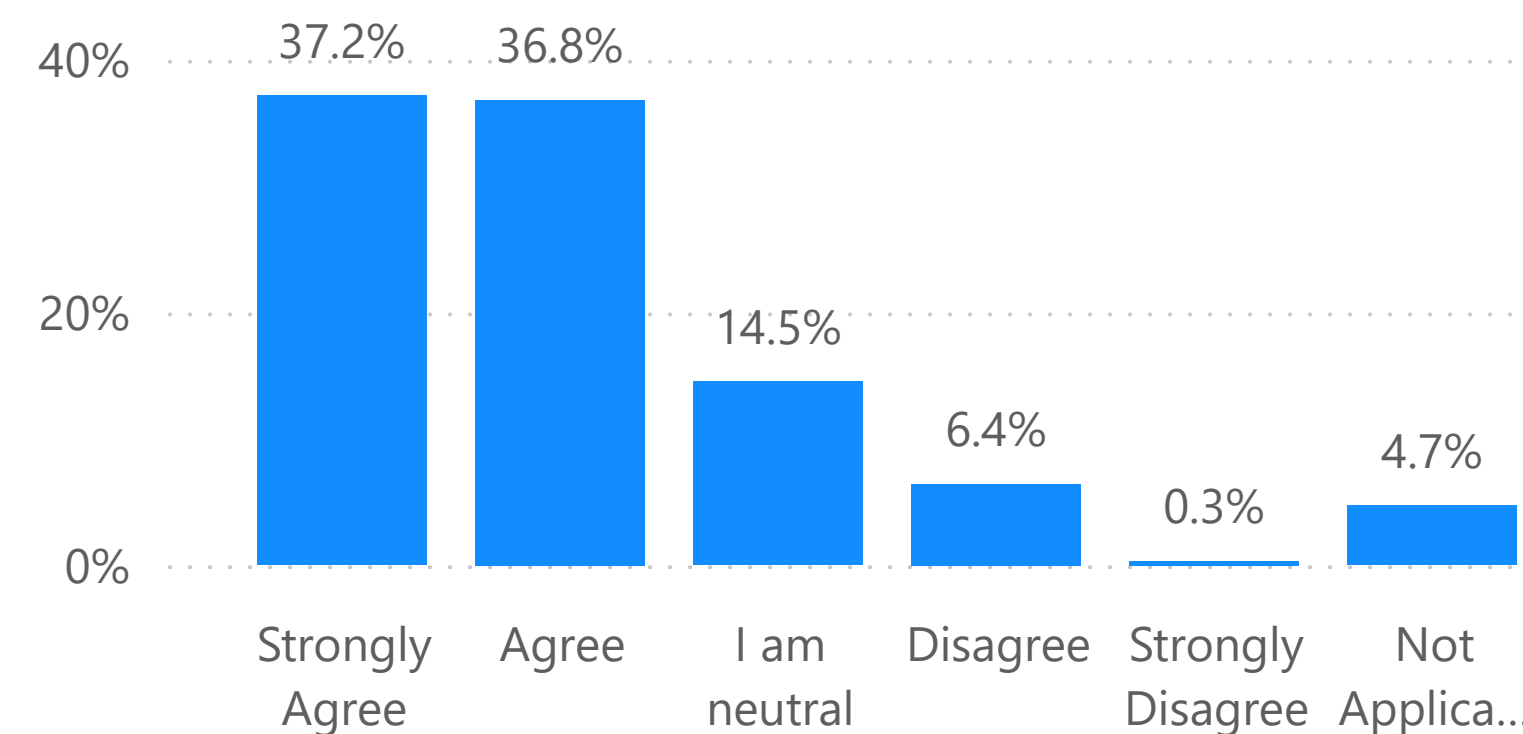
CMH ● HealthWest



of Responses
297

I Am Better Able To Handle Things When They Go Wrong

CMH ● HealthWest



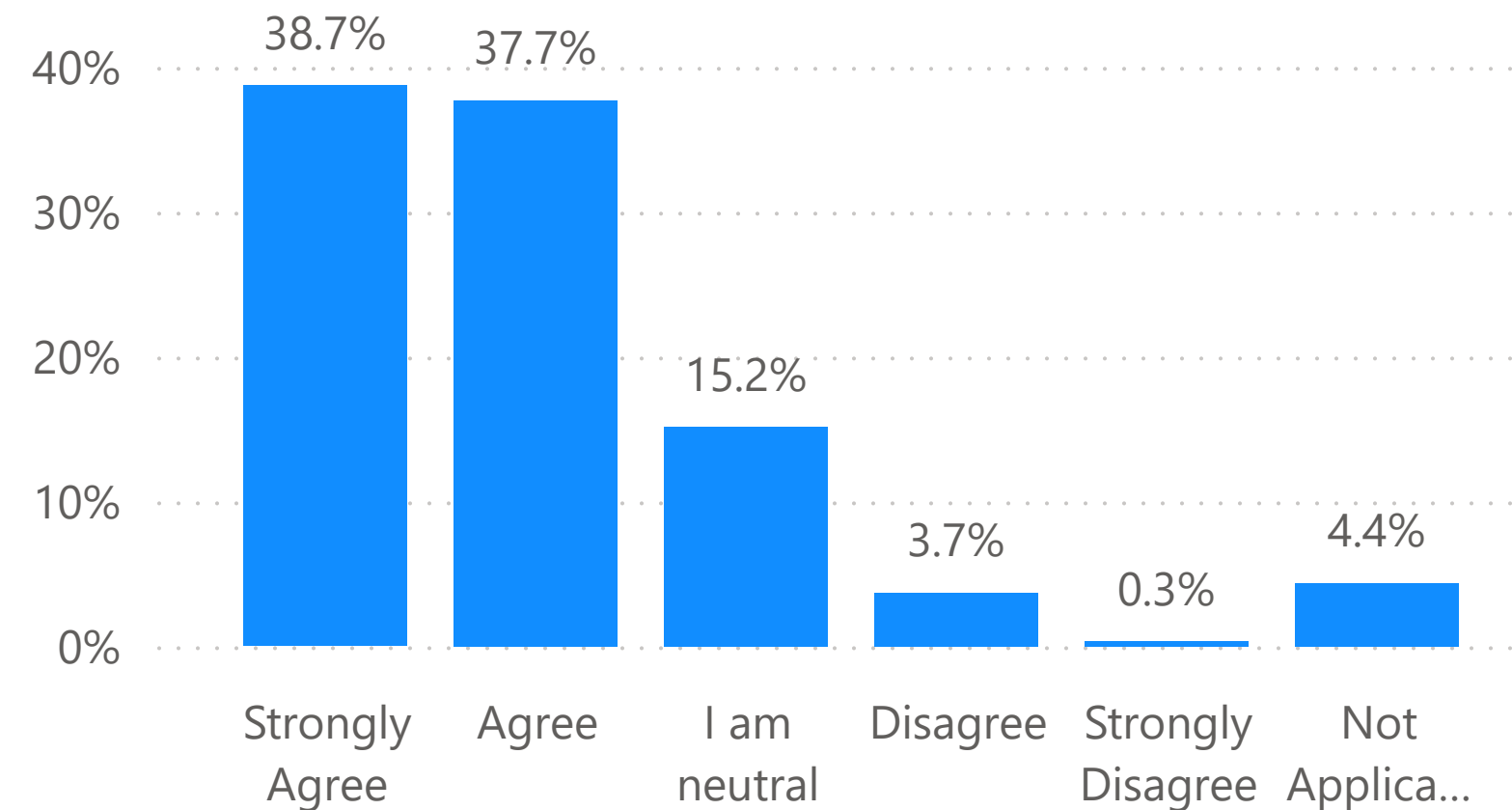
of Responses
296

Data Update Date: 4/1/2025 12:33:11 PM

HSAG Outcomes - MHSIP - Continued

I Am Better Able To Do Things That I Want To Do

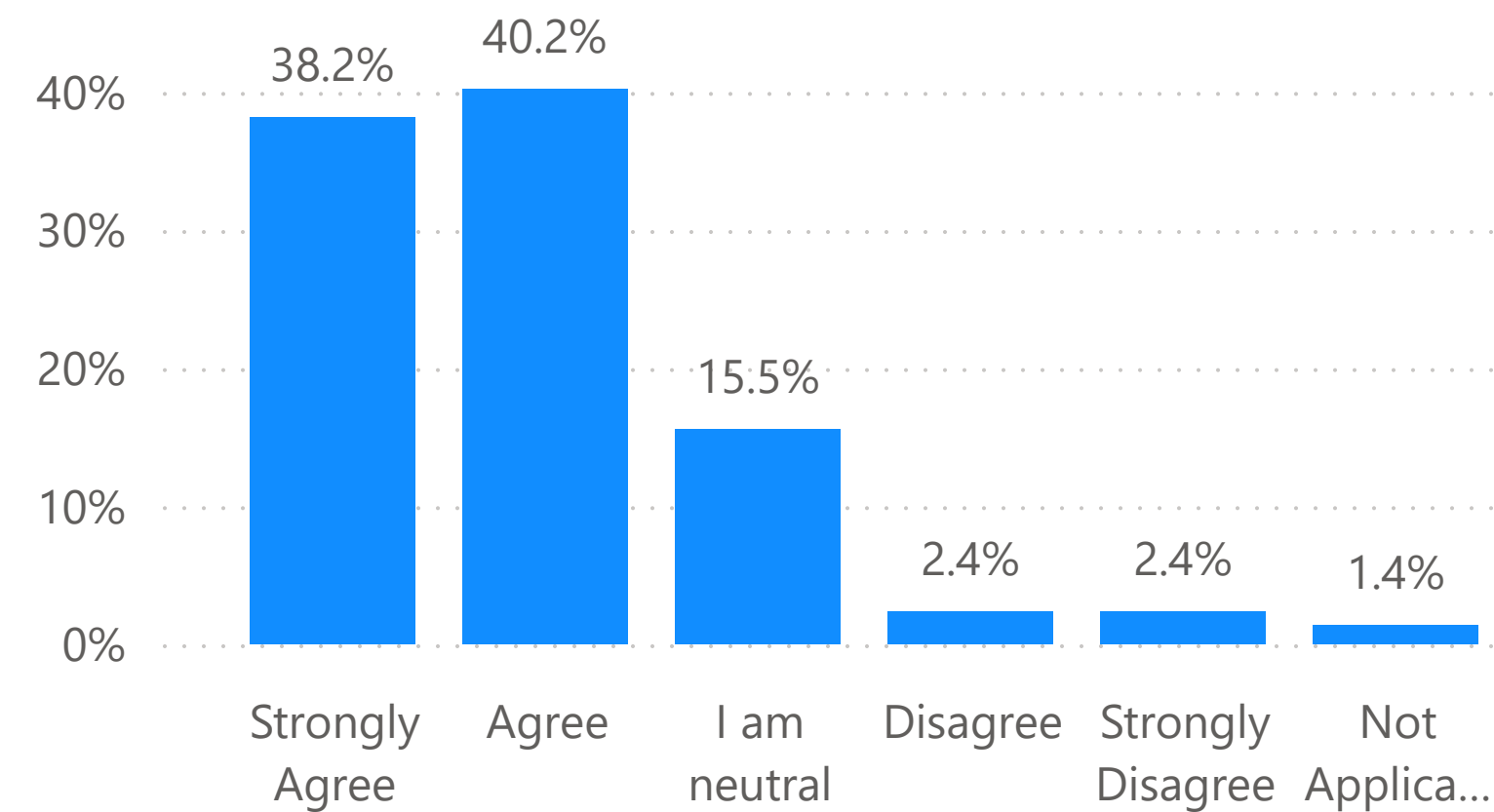
CMH ● HealthWest



of Responses
297

I Am Happy With The Friendships I Have

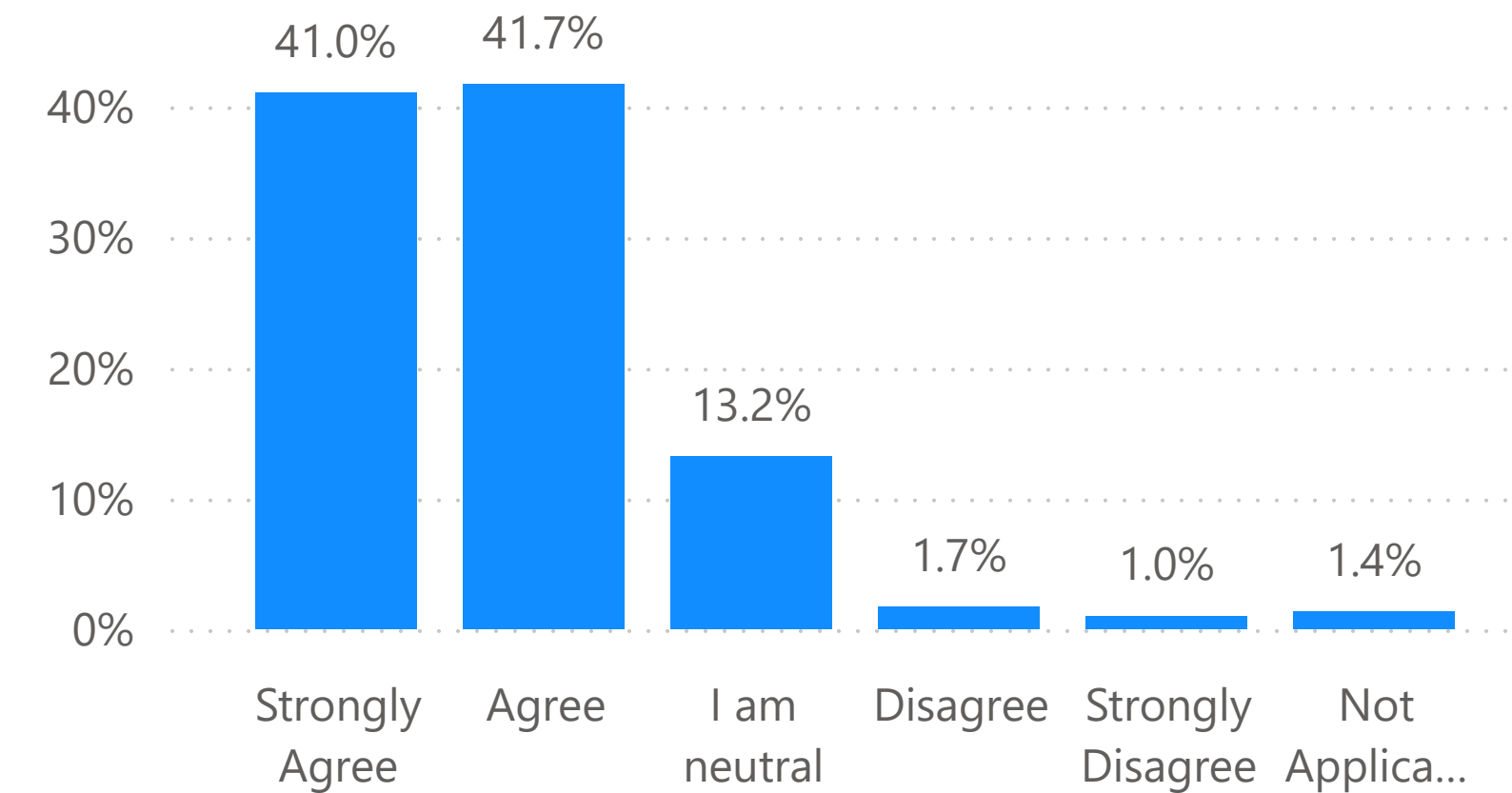
CMH ● HealthWest



of Responses
296

I Have People With Who I Can Do Enjoyable Things

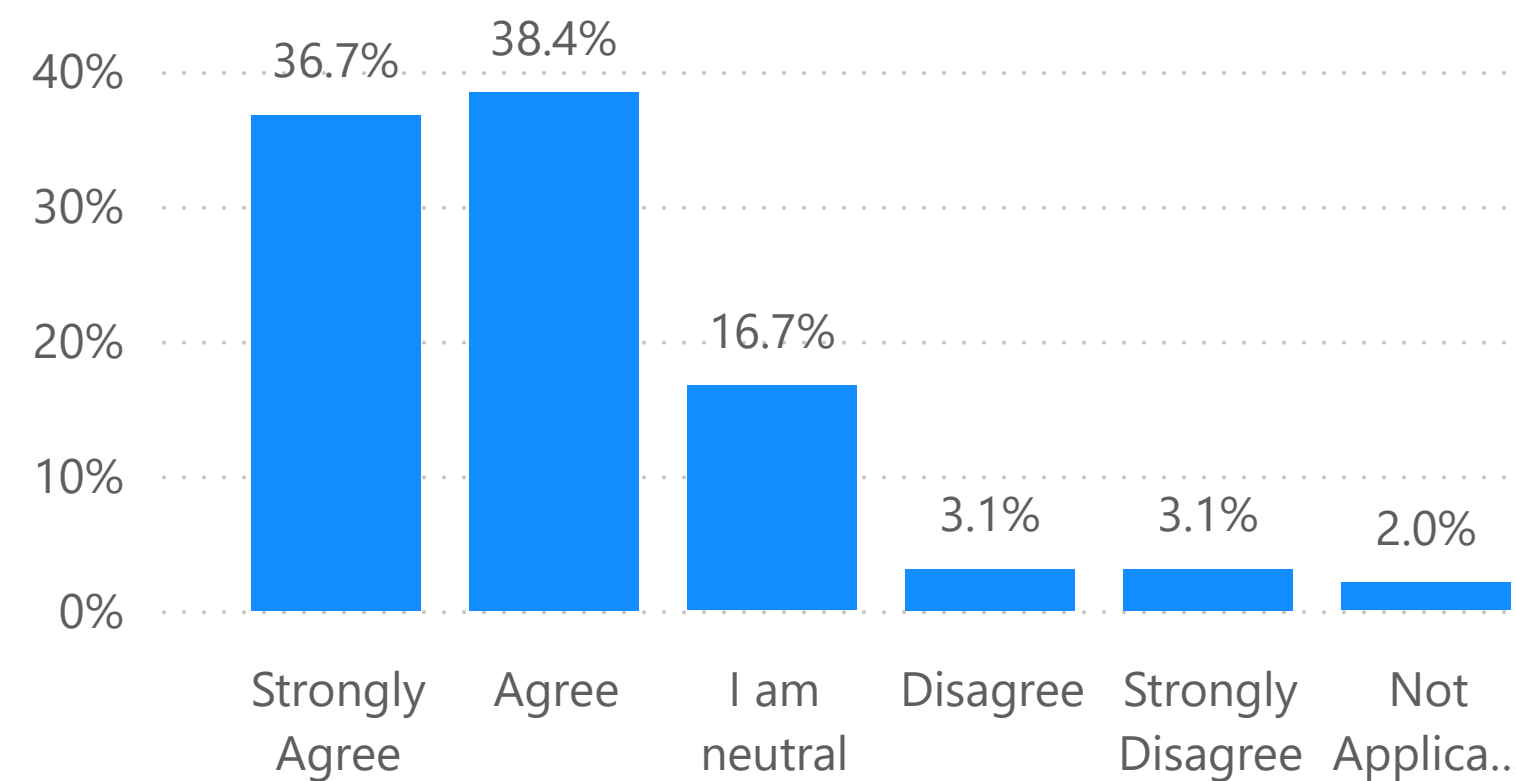
CMH ● HealthWest



of Responses
295

I Feel I Belong In My Community

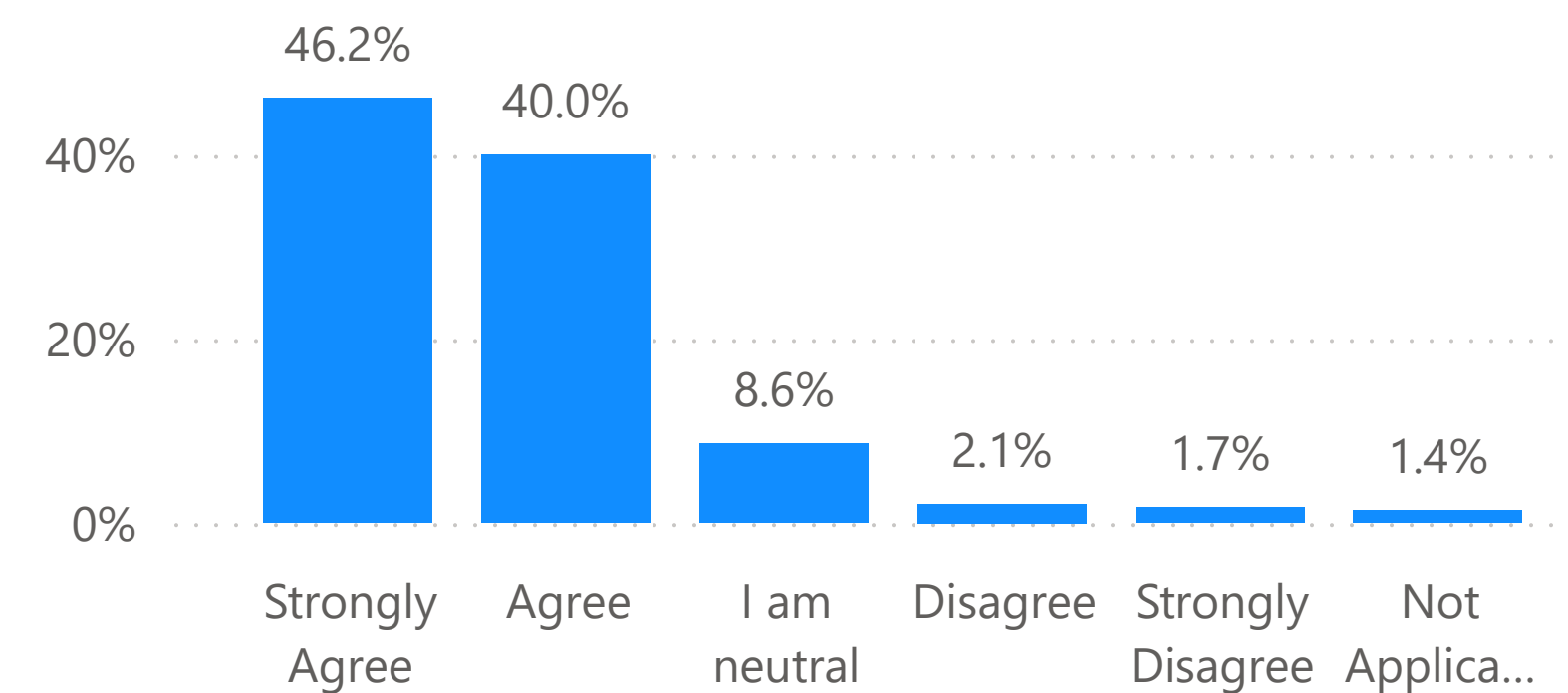
CMH ● HealthWest



of Responses
294

In A Crisis, I Would Have The Support I Need From Family Or Friends

CMH ● HealthWest



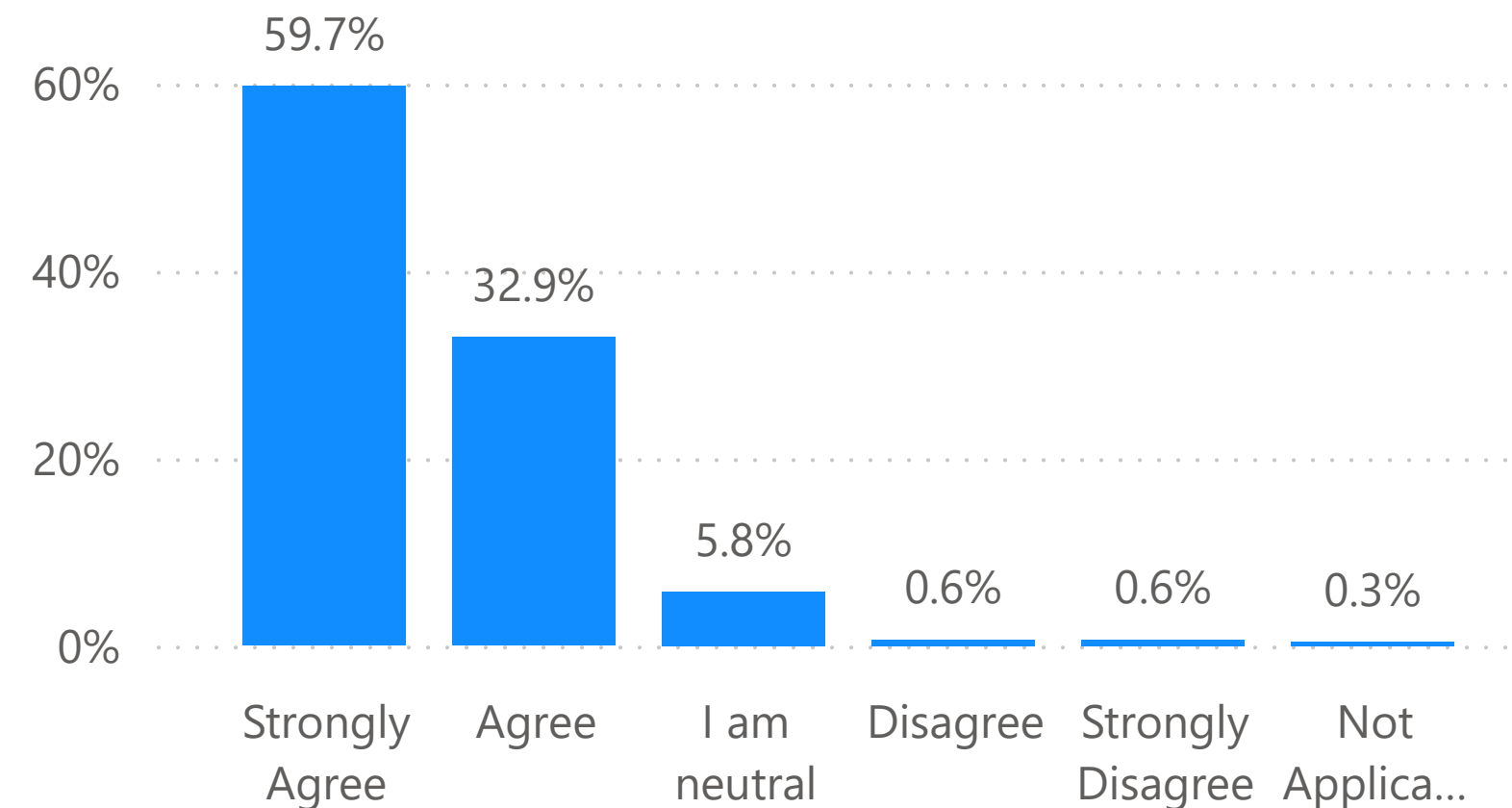
of Responses
290

Data Update Date: 4/1/2025 12:33:11 PM

HSAG Quality - MHSIP

I Like The Services That I Receive Here

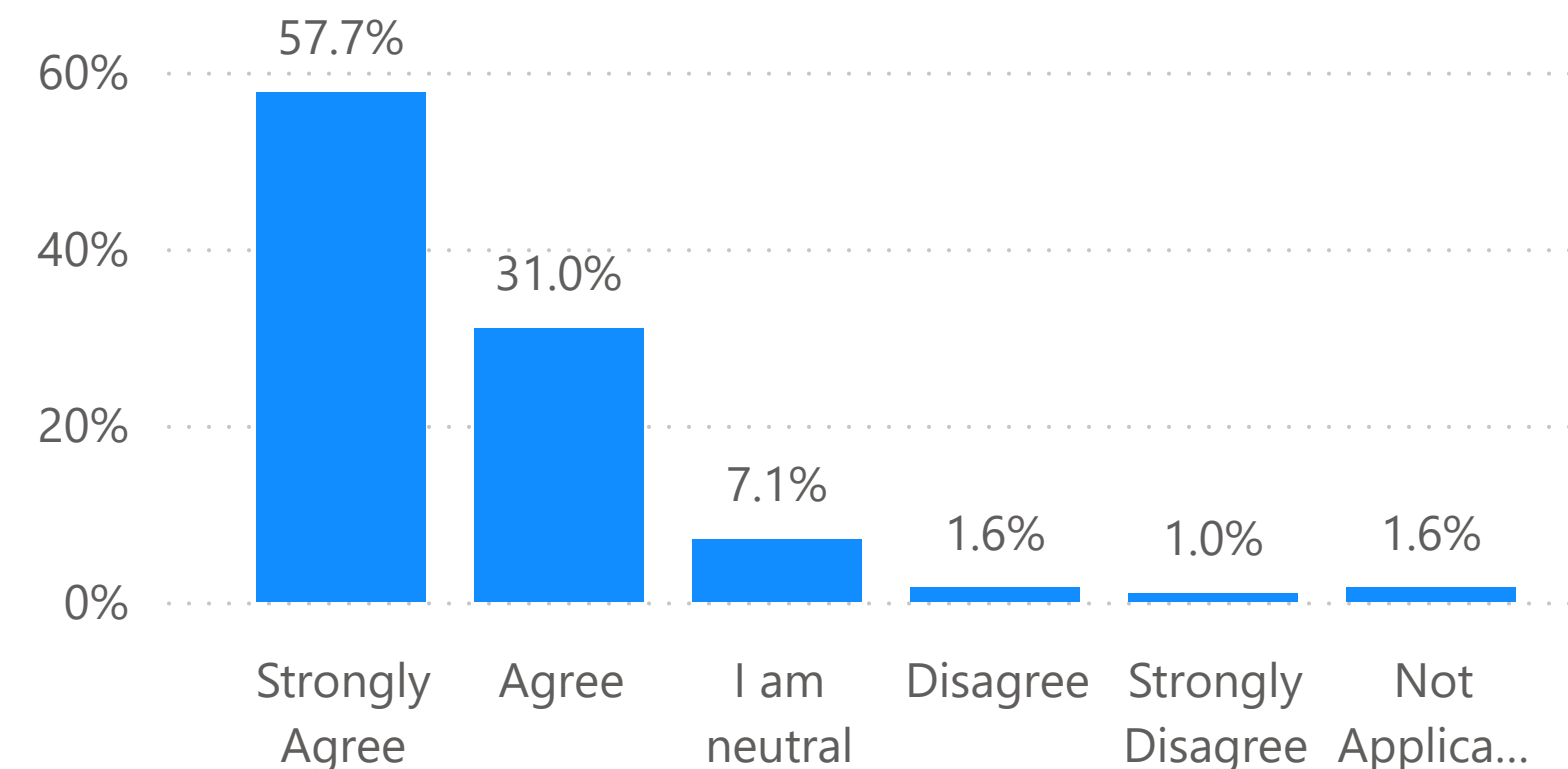
CMH ● HealthWest



of Responses
313

I Would Recommend This Agency To A Friend Or Family Member

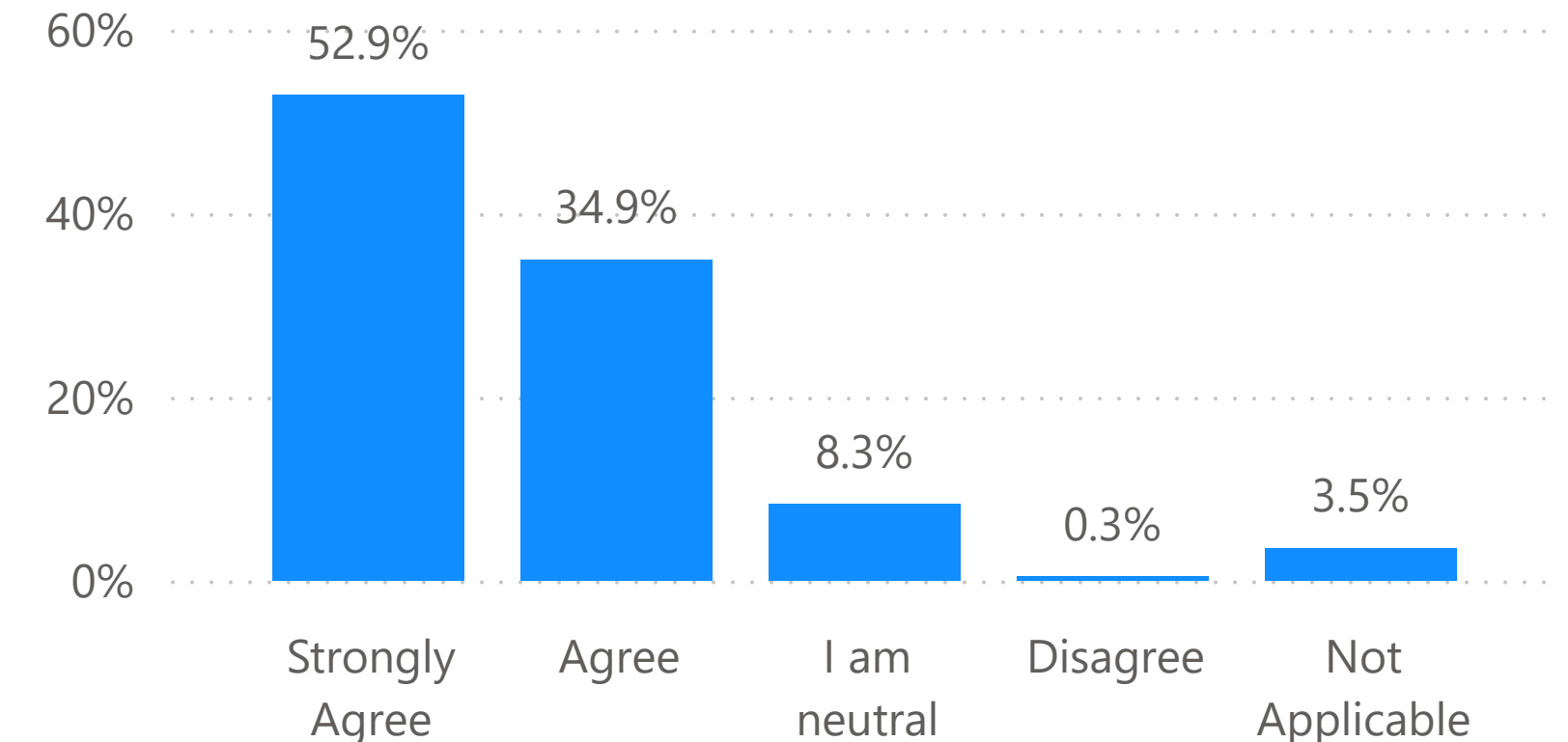
CMH ● HealthWest



of Responses
310

Staff Believed That I Could Grow, Change, And Recover

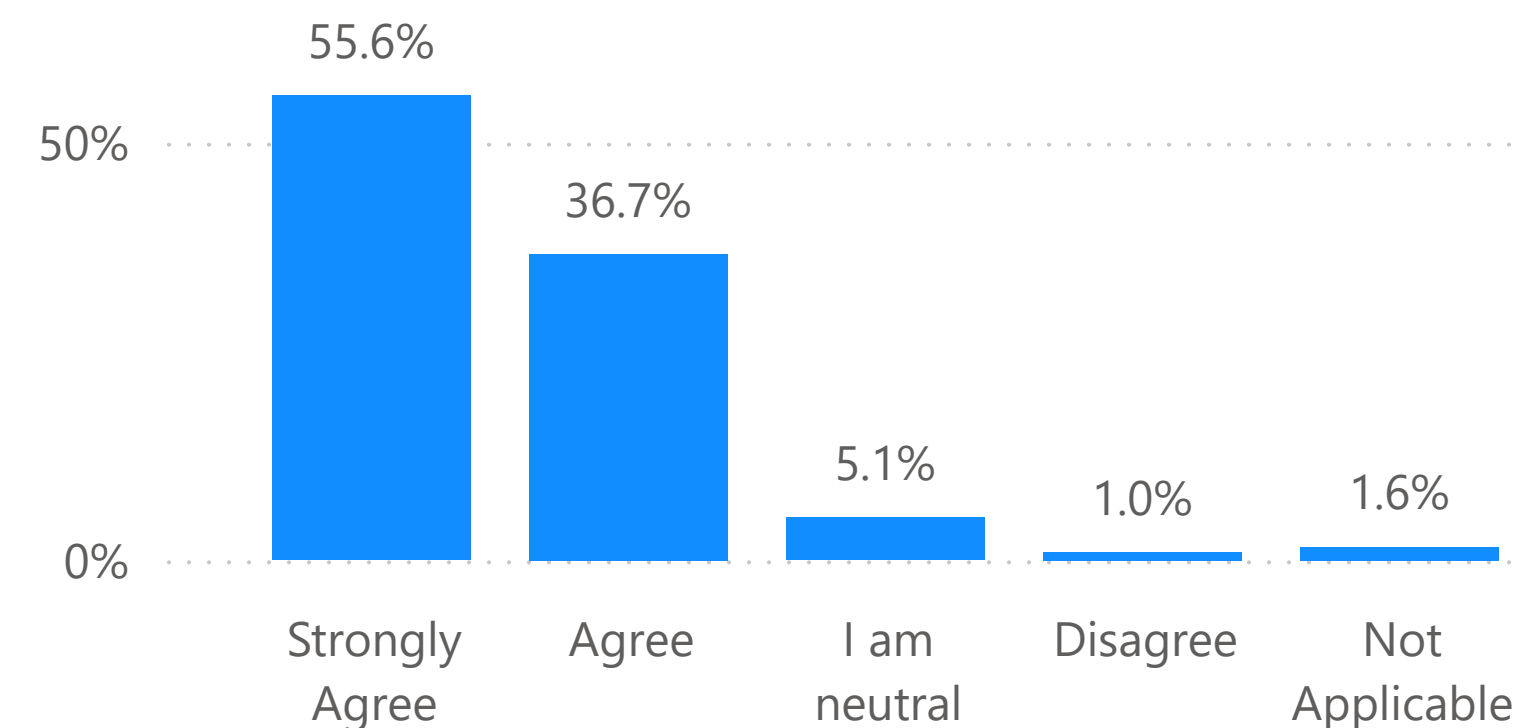
CMH ● HealthWest



of Responses
312

I Felt Comfortable Asking Questions About My Treatment, Services, And Medication

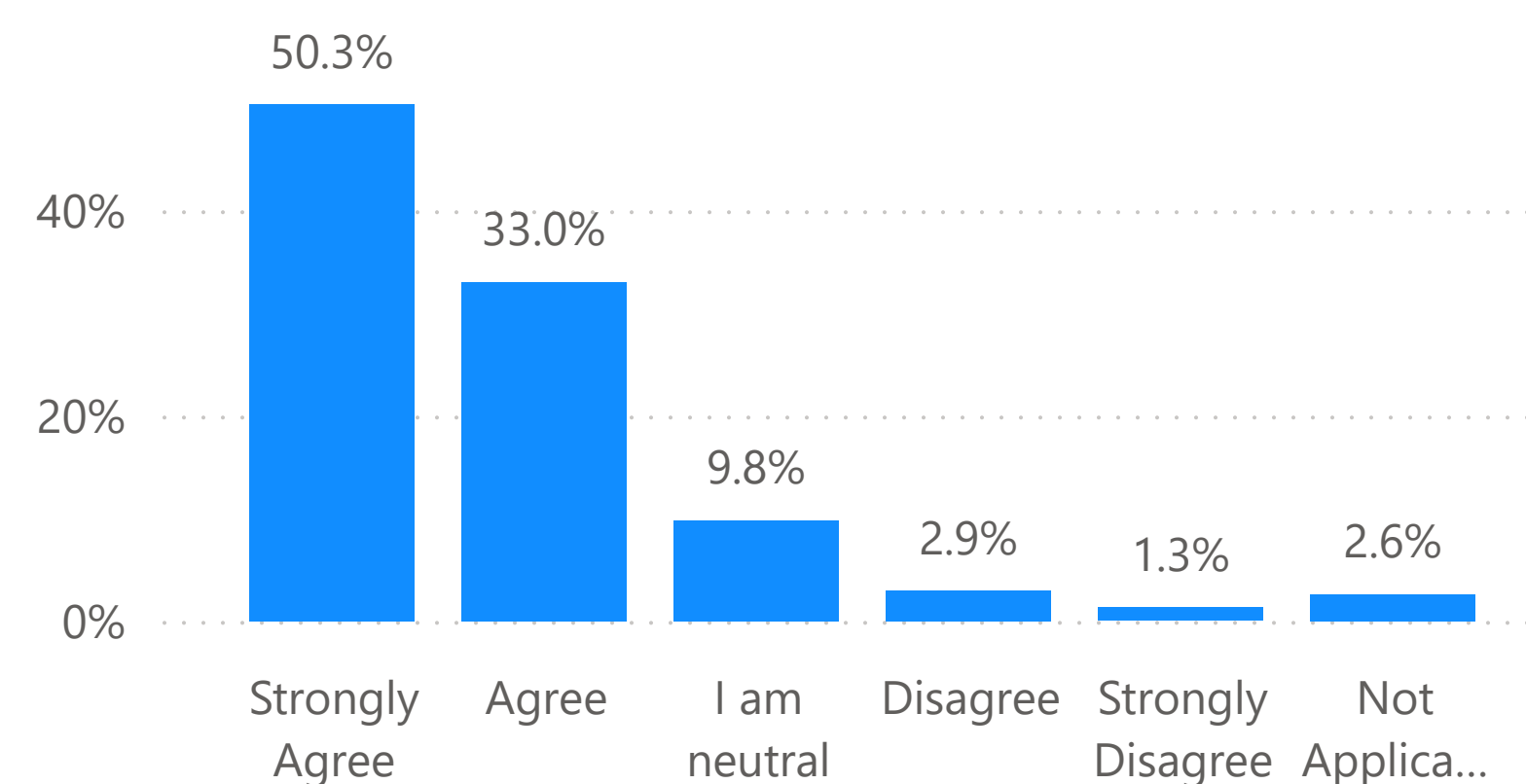
CMH ● HealthWest



of Responses
311

I Felt Free To Complain

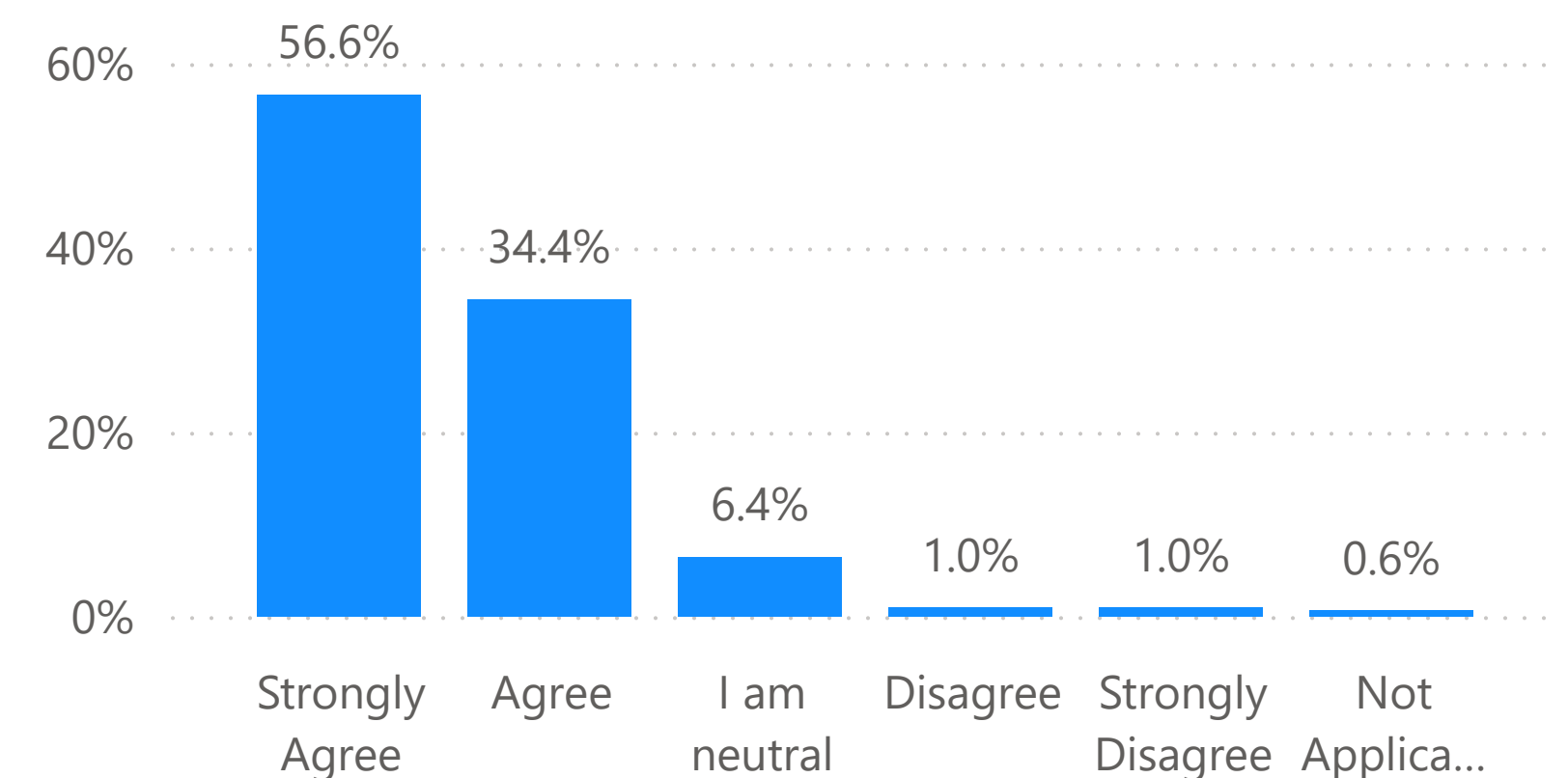
CMH ● HealthWest



of Responses
306

I Was Given Information About My Rights

CMH ● HealthWest



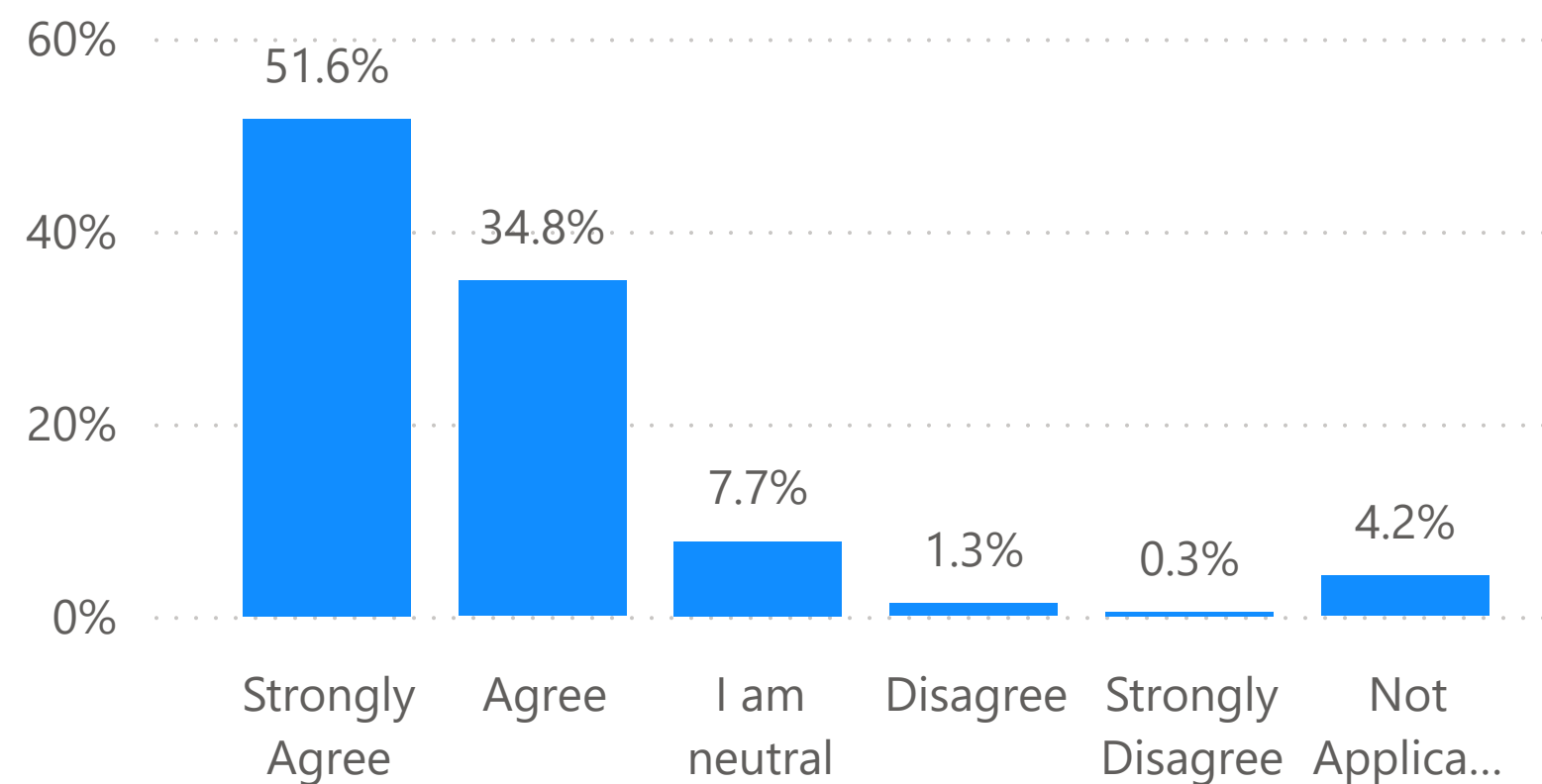
of Responses
311

Data Update Date: 4/1/2025 12:33:11 PM

HSAG Quality - MHSIP - Continued

Staff Encouraged Me To Take Responsibility For How I Live My Life

CMH ● HealthWest

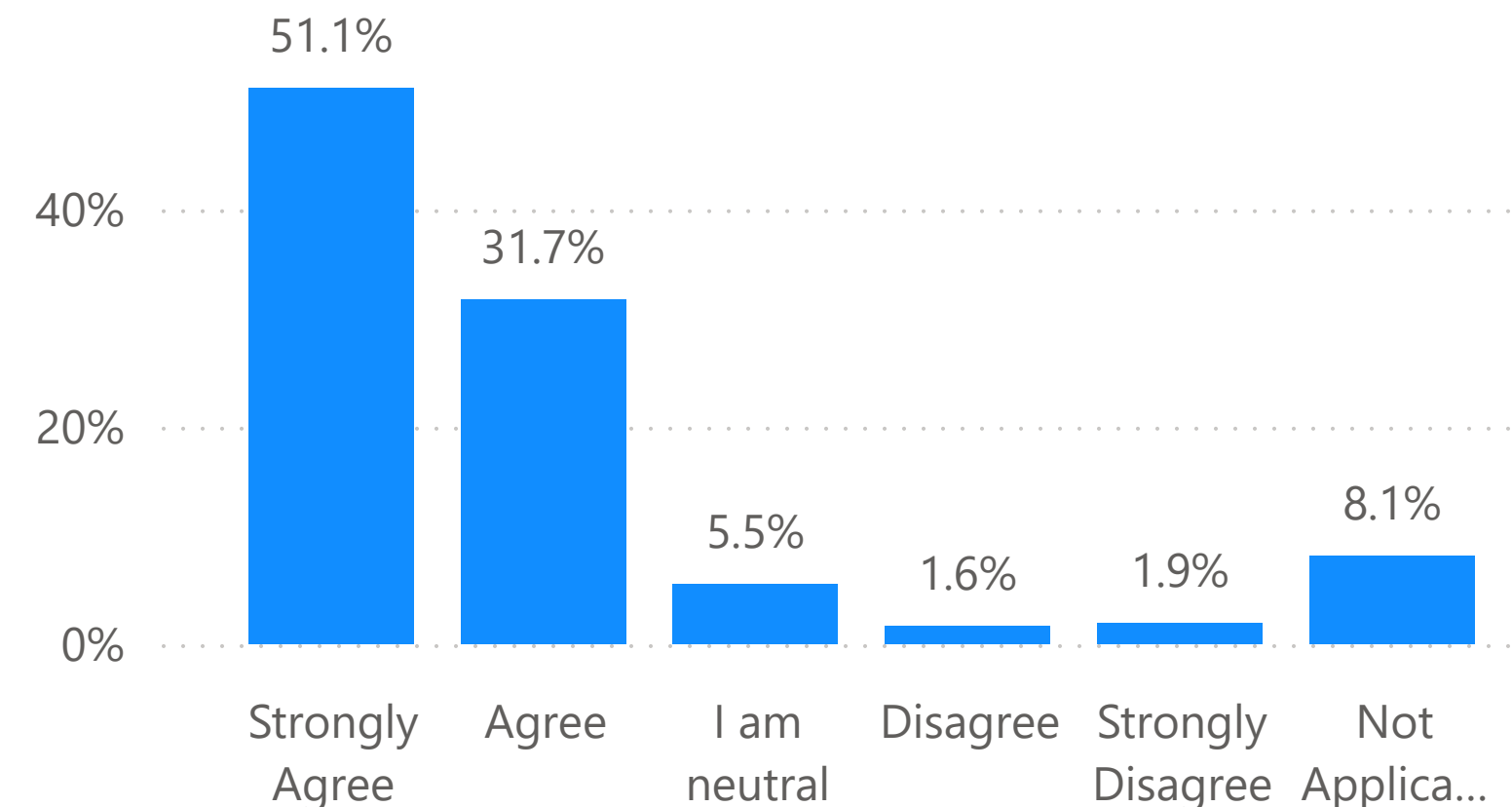


of Responses

310

Staff Told Me What Side Effects To Watch For

CMH ● HealthWest

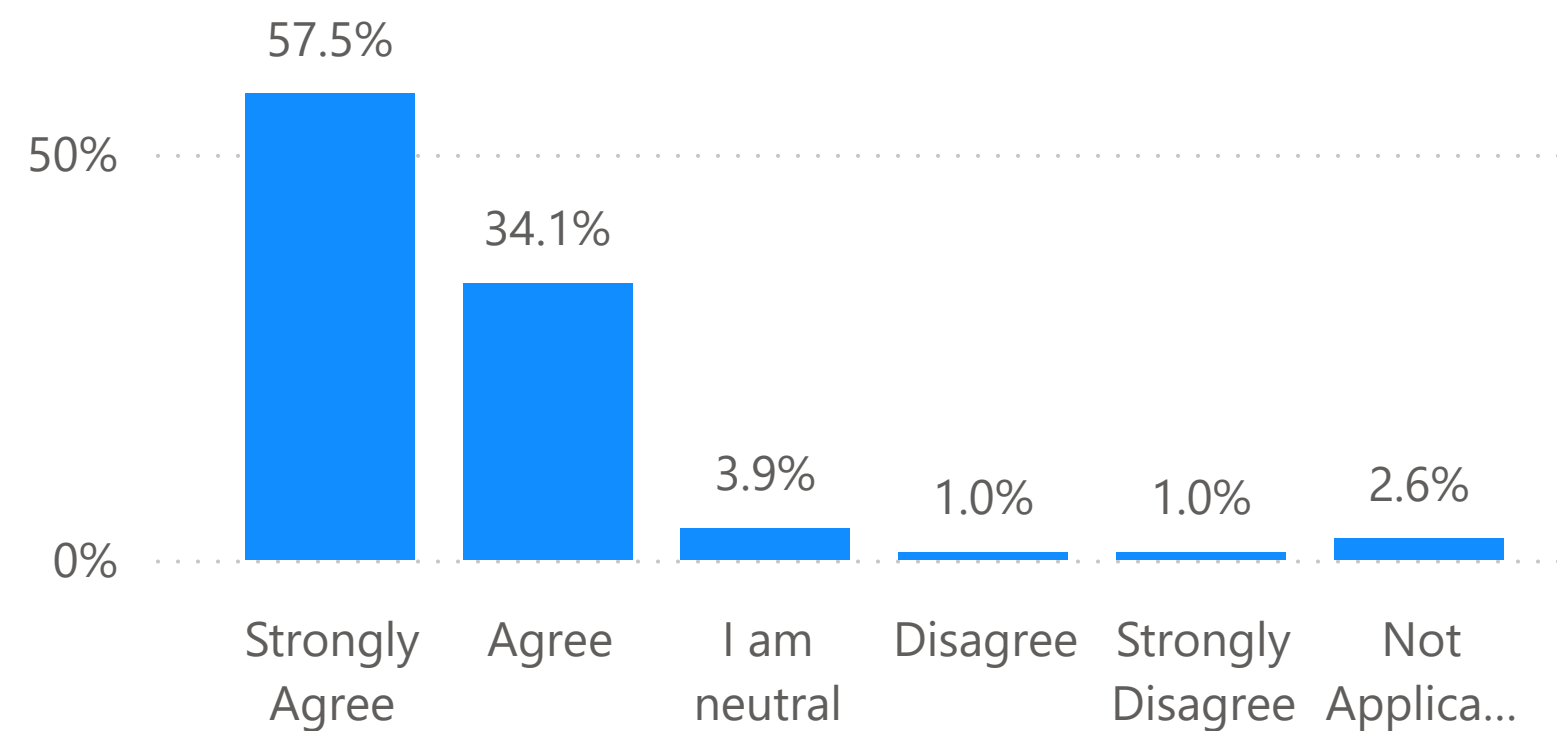


of Responses

309

Staff Respected My Wishes About Who Is And Who Is Not To Be Given Information About My Treatment

CMH ● HealthWest

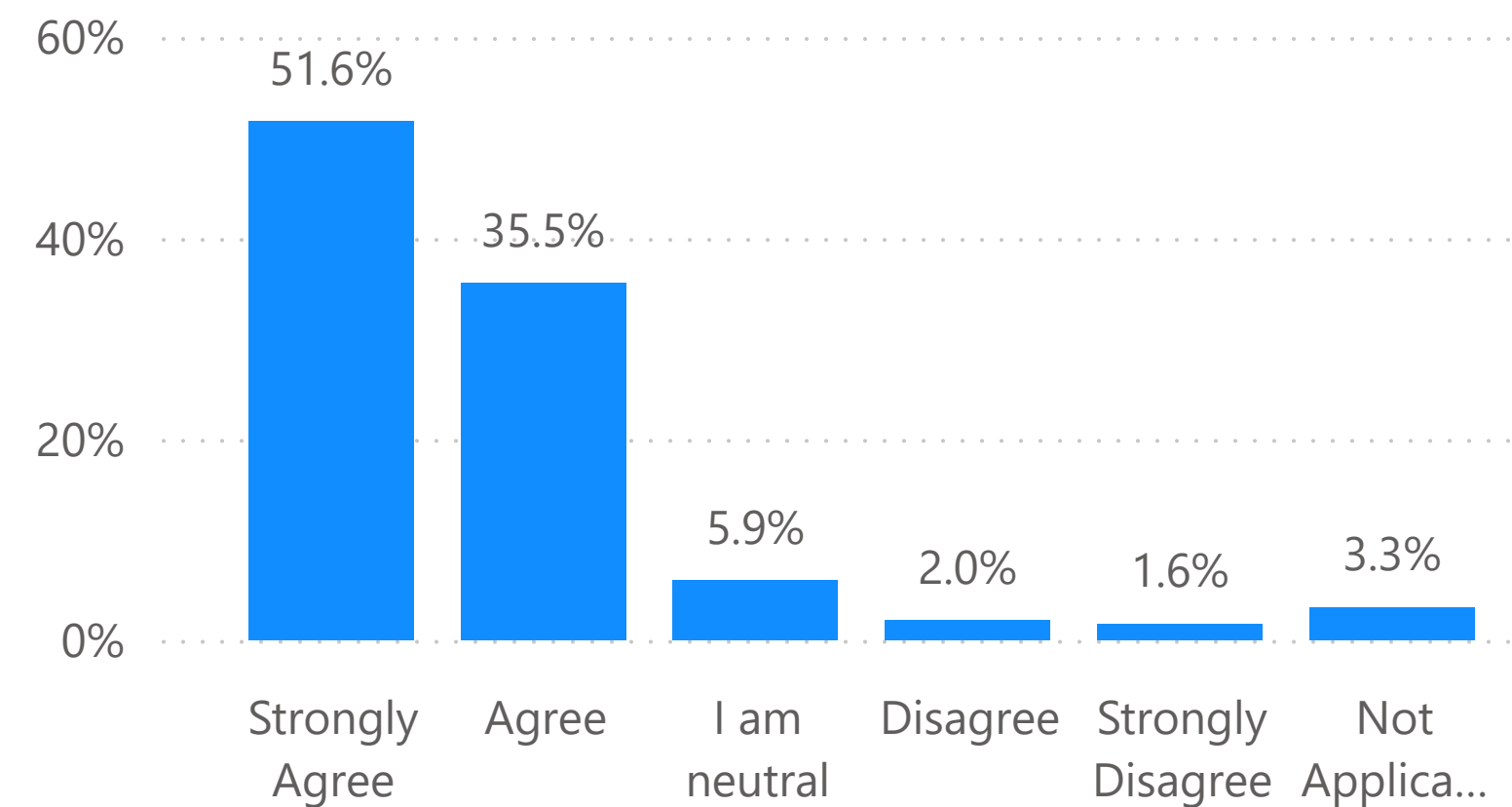


of Responses

308

I, Not Staff, Decided My Treatment Goals

CMH ● HealthWest



of Responses

304

Data Update Date: 4/1/2025 12:33:11 PM

HSAG Overall - MHSIP

Outcomes - Average Scores								CMH	Number Of Completed Surveys
CMH	I Deal More Effectively With Daily Problems	I Am Better Able To Control My Life	I Am Better Able To Deal With Crisis	I Am Getting Along Better With My Family	I Do Better In Social Situations	I Do Better In School And/Or Work	My Housing Situation Has Improved	N	B
HealthWest	4.20	4.26	4.15	4.26	4.07	4.15	4.05		
LRE	4.20	4.26	4.15	4.26	4.07	4.15	4.05		

HealthWest	317
Total	317

Access and Availability - Average Scores							
CMH	I Would Recommend This Agency To A Friend Or Family Member	The Location Of Services Was Convenient	Staff Were Willing To See Me As Often As I Felt It Was Necessary	Staff Returned My Calls Within 24 Hours	Services Were Available At Times That Were Good For Me	I Was Able To Get All The Services I Thought I Needed	I Was Able To Get A Psychiatrist When Needed
HealthWest	4.45	4.41	4.50	4.37	4.33	4.36	4.25
LRE	4.45	4.41	4.50	4.37	4.33	4.36	4.25

Quality - Average Scores							
CMH	I Like The Services That I Receive Here	If I Had Other Choices, I Would Still Get Services From This Agency	Staff Believed That I Could Grow, Change, And Recover	I Felt Comfortable Asking Questions About My Treatment, Services, And Medication	I Felt Free To Complain	I Was Given Information About My Rights	Staff Encouraged Me Responsibility For How I Lived My Life
HealthWest	4.51	4.33	4.45	4.49	4.31	4.45	4.42
LRE	4.51	4.33	4.45	4.49	4.31	4.45	4.42

Data Sources & Definitions

Data Source:

FY 24 LRE Customer Satisfaction Survey

Data Definitions:

- **LRE Average Scores:** The LRE averages were calculated by averaging all the survey results in the region, it is not an average of the CMH averages
- **Question Values:**
 - Strongly Agree=5
 - Agree=4
 - Undecided=3
 - Disagree=2
 - Strongly Disagree=1
 - Not Applicable=0 out of 0



MEMORANDUM

Date: May 30, 2025

To: HealthWest Board of Directors
Muskegon County Commissioners
Rich Francisco, Executive Director

CC: Mark Eisenbarth, Muskegon County Administrator
Matt Farrar, Muskegon County Deputy Administrator
Angie Gasiewski, Muskegon County Director of Finance
Carly Hysell, HealthWest Director of Finance

From: Brandy Carlson, Chief Financial Officer

Subject: **Financial Audit Updates**

I am pleased to say that Fiscal Year 2024 was a very successful year. The HealthWest Finance Team has completed all financial audits with Roslund Prestage & Company. Three audits are completed annually, and the summaries can be found below.

Finance Audit

On March 17, 2025, Roslund Prestage & Company concluded their financial audit with the following statement:

We have audited the accompanying financial statements of the major special revenue fund and the aggregate remaining fund information of HealthWest (the CMHSP), a fund of the County of Muskegon, Michigan, as of and for the year ended September 30, 2024, and the related notes to the financial statements, which collectively comprise the CMHSP's financial statements as listed in the table of contents.

In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the major special revenue fund and the aggregate remaining fund information of the CMHSP as of September 30, 2024, and the respective changes in financial position thereof for the year then ended in accordance with accounting principles generally accepted in the United States of America.

I am pleased to say that HealthWest was able to close the Fiscal Year 2024 year with a positive variance of revenues over expenses allowing us to add \$2.6 million to our Fund Balances. Finally, there were no findings nor needs for corrective action plans.

Main Office

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

HealthWest.net

Single Audit

On May 5, 2025, Roslund Prestage & Company send the draft findings with the following statement:

We have audited HealthWest's (the CMHSP) compliance with the types of compliance requirements identified as subject to audit in the OMB Compliance Supplement that could have a direct and material effect on each of the CMHSP's major federal programs for the year ended September 30, 2024. The CMHSP's major federal programs are identified in the summary of auditor's results section of the accompanying schedule of findings and questioned costs.

In our opinion, the CMHSP complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended September 30, 2024.

With this, we, however, did have one Finding which required a Corrective Action plan. This was as follows:

Finding 2024-001: Cash Management

Federal Grant – ALN 93.788 and ALN 93.959

Condition – During testing, it was noted that cash was requested prior to disbursement of funds by a month or more.

Corrective Action –HealthWest finance management will conduct a mandatory staff training session for all relevant staff on cash management requirements, including timing of cash requests, documentation of expenditures, and consequences of non-compliance. Refresher grant compliance and cash management policy review and training will be incorporated into annual training for all grant management personnel.

HealthWest will update grant pre-draw process to require a documented review and approval of all cash draw requests by finance leadership or designee ensuring drawdowns are supported by general ledger expenditure activity reports.

Contract Person – Brandy Carlson, Chief Financial Officer

Anticipated Completion Date – June 30, 2025

Compliance Audit

On May 3, 2025, Roslund Prestage & Company send the draft findings with the following statement:

Our responsibility is to express an opinion on the CMHSP's compliance with the Medicaid Contract and/or GF Contract based on our examination of the compliance requirements referred to above.

Our examination of compliance was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform the examination to obtain reasonable assurance about whether the CMHSP complied, in all material respects, with the compliance requirements referred to above.

Main Office

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

HealthWest.net

An examination involves performing procedures to obtain evidence about the CMHSP's compliance with the specified compliance requirements referred to above. The nature, timing, and extent of the procedures selected depend on our judgement, including an assessment of the risk of material noncompliance, whether due to fraud or error. The nature, timing and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement of the compliance requirements described in the Compliance Examination Guidelines issued by the Michigan Department of Health and Human Services.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the engagement.

We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion. However, our examination does not provide a legal determination of the CMHSP's compliance.

In our opinion, the CMHSP complied, in all material respects, with the specified compliance requirements referred to above that are applicable to the Medicaid Contract and/or GF Contract for the year ended September 30, 2024.

With this, we, however, had two Comments and Recommendations which required Corrective Action Plans. These are as follows:

Finding 2024-001: FSR Examination Adjustments

Criteria or specific requirements – The CMHSP shall provide the financial reports to MDHHS as listed in the General Fund Contract. Forms and instructions are posted to the MDHHS website. (Contract Attachment C6.5.1.1)

Condition – The CMHSP submitted financial reports that were not in compliance with FSR instructions referenced in Attachment C6.5.1.1 to the General Fund Contract.

Corrective Action – The Finance Leadership Team of HealthWest will review the current policies and procedures. Training is in the final stages with the Director of Finance provided by an independent financial firm. The Director of Finance will complete all future reports, while the Chief Financial Officer will review and submit all reports.

Contact Person – Brandy Carlson, Chief Financial Officer and Carly Hysell, Director of Finance

Anticipated Completion Date – August 31, 2025

Finding 2024-002: FSR Examination Adjustments

Criteria or specific requirements – The CMHSP is required to determine the responsible party's insurance coverage and ability to pay before, or as soon as practical after, the start of services as required by MCL 330.1817. Also, the CMHSP must annually determine the insurance coverage and ability to pay of individuals who continue to receive services and of any additional responsible party as required by MCL 330.1828.

Condition – The CMHSP is not in compliance with MCL 330.1817 and MCL 330.1828.

Main Office

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Corrective Action – The Finance Leadership Team of HealthWest will review the current policies and procedures. Finance staff will meet regularly with Clinical Management to review Patient Financial files for completion.

Contact Person – Brandy Carlson, Chief Financial Officer

Anticipated Completion Date – May 31, 2025

Main Office

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MEMORANDUM

Date: 05/30/2025

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:

- CCBHC Direct payment: MDHHS will begin paying CCBHCs directly, effective October 1, 2025. Communication has been sent to CCBHCs regarding a transition meeting scheduled for May 29th from 10:00 AM to 11:00 AM. A separate meeting to discuss transition items with PIHPs will be held on May 30th from 9:30 AM to 10:00 AM.
- PIHP Cost settlement for past years. Earlier this year, the LRE received a memo indicating that MDHHS withheld \$4.8 million in LRE revenues, placing the funds in escrow. According to the latest update from the LRE Executive Committee, efforts are underway to recover these funds.
- PIHP Procurement (Rebid): MDHHS shared a press release ([link below](#)) outlining their intent to release an RFP during the summer of 2025 with the goal of a start date by Oct. 1, 2026 (FY2027). Some additional information can be found in the [link below](#) but it includes anticipated PIHP contract requirements, PIHP public survey summary, PIHP region map, PIHP regions detail table, and PIHP network adequacy standards. There is also an email posted for questions.

[Specialty Behavioral Health Services](#)

I forwarded an email to the HealthWest Board summarizing concerns from the CMHA analysis. The primary concerns include:

- A significant risk of privatization
- Loss of local control and the current public governance structure
- Removal of CMHSPs from managed care functions (current PIHPs are not allowed to bid)

- CMHSPs becoming just another provider in the system
- Evidence from other states showing privatization often leads to reduced service quality, weakened provider networks, and poorer outcomes for clients and consumers

LRE Level Updates:

- The LRE is continuing to work on the evaluation of the Specialized Residential rates in the region. They have procured Edgewater consulting to meet with the CMHSPs and information from various CMHSPs including, rates, provider capacity, assessments, and processes involved in individual placements. The goal is for the consultant to make recommendations to the region on best practices. LRE will also be reaching out to the provider when it is that part of the project. Our provider network has expressed some interest in sharing their information related to this project.
- The LRE Board held a work session on 5/28 to review the various reports they are responsible for. Each report was discussed in greater detail, including its purpose and relevance.
- I want to again give a “shout out” and a thank you to our staff for great performance in our BH TEDS submission and completeness. The LRE presented the data and HW continues to maintain very high marks with scores averaging over 99.5 to 99.8% completeness. Thank you to all clinical staff for ensuring accurate data entry into the system and a thank you to the data analytics team for monitoring – special thanks to Lisa Vanderlee in the work she does to fix errors in the BH TEDS data.

CMH Level Updates:

- CSU – We continue to pursue funding for a CSU in Muskegon. On May 28, we met with Trinity Health and developed a joint action plan. Trinity will provide blueprints for a potential CSU location. They have also been in contact with Rep. Greg VanWoerkom’s office to advocate for funding in the upcoming October appropriations cycle. Trinity’s lobbyist has met with Rep. VanWoerkom and continues to push for support. HealthWest will also reach out to TBD Solutions to conduct a feasibility study to determine the number of beds needed in Muskegon.