

## WEST MICHIGAN COMMUNITY MENTAL HEALTH

### BOARD OF DIRECTORS MEETING MINUTES

October 17, 2024

1. Call to Order: The West Michigan Community Mental Health Board of Directors met for its regular meeting in person in the Boardroom of West Michigan Community Mental Health, located in Baldwin, at 5:30 p.m. on Tuesday, October 15, 2024. Chairperson Larry VanSickle presided.
2. Roll Call: The following members were present: Mary Alway, Ron Bacon, Linda Baierl, Pat Bettin, Todd Dancz, Jim Prince, Kay Seng, Lucinda Shafer, Robert Walker, and Clyde Welford. Absent: Dr. Jennifer Branning. A quorum was present. CMH staff members present were: Lisa Williams, Devon Hernandez, Michele Condit, Bethany Sherfinski, Ellen Plummer, and Kelly Hein. Josh Snyder participated via Teams.
3. Introductions: Dr. Williams introduced Devon Hernandez, who is WMCMH's Director of Corporate Compliance and Risk Management. She is presenting to the board this evening.
4. Delegations, Communications and Expressions from the Community: There were none.
5. Approval of Agenda: Mr. Prince made the motion, seconded by Mr. Bacon, that the West Michigan Community Mental Health Board of Directors approve the agenda as presented. The motion carried.
6. Conflict of Interest Question: Mr. VanSickle asked if any board member wished to declare a conflict of interest regarding any matter to be considered by the West Michigan Community Mental Health governing body. No such declarations were made.
7. Consent Agenda: Mr. Bacon made the motion, seconded by Mr. Dancz, to approve the item on the consent agenda:
  - 7.1 Minutes from the 9/17/2024 WMCMH Board of Directors Meeting. The motion carried.
8. Ms. Hernandez, Director of Corporate Compliance and Risk Management, reviewed the Semi-Annual Compliance Overview. She noted WM had 9 substantiated allegations and 4 unsubstantiated allegations; the majority were self-reported. She also noted that staff are trained in all of the policies and procedures regarding Compliance. Ms. Hernandez also stated that the board is to be trained in Corporate Compliance annually. She provided a PowerPoint presentation and highlighted the Board Responsibilities areas of the training. Mr. Prince asked what qualifies as board member oversight regarding Corporate Compliance Program. Ms. Hernandez stated that asking good questions and reviewing policies and reports as provided are the Board's major oversight responsibilities to ensure the Compliance program is working. She is always available to answer or clarify any questions that arise.
9. Executive Committee Meeting Report: Mr. Bacon reported that the Executive

Committee's report is available for review. There were no action items or questions from the board.

Mr. VanSickle reminded the board that all should be receiving the CEO Annual Appraisal survey for 2024 by email this week.

10. Finance Committee Report: Mr. Bacon reported that the Committee did not meet but was forwarded a list of contracts to review and bring to the full board for its approval. All contracts are for standard Specialized Residential settings that are expenditures in addition to existing contracts already approved. Mr. Bacon made the motion, seconded by Ms. Welford, to approve the list of contracts greater than \$50,000 as presented. The motion carried.

Ms. Sherfinski reviewed the Capital Purchase, which includes a new air conditioning system for the Ludington location. Mr. Bacon made the motion, seconded by Mrs. Bettin, to approve the Capital Purchase as presented. The motion carried.

11. Healthcare Integration and Clinical Services Report: Ms. Plummer highlighted the data related to the FY24 screening & mobile screenings and mobile crisis contacts that our team provided. She noted that the team completed 1,155 screenings and 835 crisis contacts last year.

Mr. Snyder highlighted the Mason County Jail served its first consumer with a MAT injection. This is a new Mediation Assisted Treatment program that launched in September. He also discussed that West Michigan launched a new level of care to our SUD Services called Intensive Outpatient (IOP). This service provides intensive treatment for individuals with substance use disorders. Some of the services that are part of IOP included Didactic Education, Group Therapy, Individual Therapy, Care Management, Peer Recovery Coaching etc. This is provided locally in the community and as of 10/1/24, 2 people have started these services.

12. Chief Financial Officer's Report: Ms. Sherfinski reviewed the financial report throughout the period ending August 31, 2024. She noted there is a significant difference regarding the local revenue line and that is attributed to the CCBHC Quality bonus that was received in August. Other than the CCBHC Quality Bonus Payment, there was nothing out of the ordinary, and it is similar to what we have been seeing.

Ms. Sherfinski reviewed one revised policy for board member consideration. Maintaining Bank Accounts, involves revising the name that was previously called Cost Accountant to Accounting Analyst on the WMCMH bank accounts. Mr. Prince made the motion, seconded by Mr. Walker, to approve the new policies as presented. The motion carried.

13. Chief Operations Officer's Report: Ms. Condit highlighted the Walk of Hope event that was held on September 26<sup>th</sup>. She noted there were 75 people in attendance supporting suicide prevention and suicide awareness in our communities. She encouraged the board to look at the West Michigan Community Mental Health social media site to watch the videos of the staff and two members of the community who told impactful speeches.

Ms. Condit also reviewed the 3<sup>rd</sup> quarter MMBPIS report. We have fallen below standard for a few of the performance indicators, and we will continue to identify strategies to

address those areas as well as monitor to see if we're having the desired impact. In the other areas we are meeting or exceeding the state targets and will continue to monitor. She noted next quarter will look very different as the state has made some changes to implement CCBHC indicators.

Ms. Condit discussed the quarterly strategic planning report. For the Number of Internal Encounters, WMCMH performance is above goal. Consumer Net Promoter Score continues to remain in the excellent range, and Employee Net Promoter Score is in the favorable range and that score increased in quarter four. On the Financials, the revenue is over budget and that is related to receiving the CCBHC Quality Bonus Payment. Expenses are in line with the budget.

The number of persons served fell below our FY24 goal, but we are using this information to continue implanting strategies in FY25 to drive to the ultimate goal of improving the lives of 5,000 people by 9/30/25. We are confident that we will reach our BHAG.

14. Lakeshore Regional Entity Update: Dr. Williams noted the CMH's are continuing working through revenue and expense challenges within the region. We received good news related to the state doing a rate adjustment in the FY that just ended. The regional contract between the CMHs & PIHP has some remaining challenges with revisions for FY25, with the significant issue regarding shared risk bearing.

Mr. Bacon updated that the LRE Board had approved the slate of three Officers for the next year. The new LRE Board Chair is Judge Patricia Gardner, Vice Chair is Janet Thomas, and Mr. Bacon will serve as the Secretary for another term.

Mr. Walker left the meeting at 6:31pm.

15. CEO's Report: Dr. Williams updated there isn't anything new regarding Public Policy. The Legislative & Policy Committee meeting was held a few weeks ago and it is looking like the Michigan House elections will align with the outcome of the presidential election. Alan Bolter, CMHA will provide a comprehensive summary on what has shifted once the election has ended.

Dr. Williams also reported on year 5 of the WMCMH strategic plan. She discussed the 3 new goals that we plan on achieving by the end of FY25. We will continue to enhance the crisis services to align with evidence base practices & standards. Second, we will continue to enhance access to care through improved processes, resource allocation and creative staffing solutions. Lastly, we will continue our organizational culture/workforce experience work with a focus more specifically on understanding, living and appreciating the interconnectedness of our individual and organizational why, purpose and work. Dr. Williams noted that we believe driving work in each of these 3 areas will improve access to more people in our communities and help us meet our BHAG.

16. Upcoming Committee Meetings:

- LRE Board Meeting – Wednesday, October 25th at 1:00 in Muskegon (contact Lisa for meeting location)
- Executive Committee – Tuesday, November 6<sup>th</sup> at noon in Ludington

- CCBHC Committee – Quarterly Meeting Tuesday November 12<sup>th</sup> at 3pm
- Programs & Services – Annual Meeting Tuesday November 12<sup>th</sup> at 4pm

17. WMCMH Board Member Comments, Questions, Clarifications and Critique of Meeting:  
There were none.
18. Delegations, Communications and Expressions from the Community: There were none.
19. Executive Session: There was none.
20. Adjournment: With no additional business, Mr. Welford made the motion, seconded by Mr. Dancz, to adjourn the West Michigan Community Mental Health Board of Directors meeting. The meeting adjourned at 6:26 p.m.

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Kelly Hein  
Recording Secretary

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Larry VanSickle  
Chairperson