

**SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING
NOVEMBER 5, 2020 6:00 p.m.
Toll Free Number: (877) 336-1831 / Access Code: 9525591#
Minutes**

Due to the COVID-19 Public Health Emergency this CAC Meeting was held virtually by telephone. Sandra Lindsey, CEO will make opening comments to layout the communication protocol to help with meeting efficiency.

PRESENT: Ann Finta, Cheryl Nelson, Jim Nesbit, Joan Williams, Arletta French, Deb Nagel, Lisa Sawyer, Tracey Roat, Tony Krasinski, Vicki Mikolajski, Eileen Vescio, Maggie Davis

ABSENT: Sally Weber-excused, Lyn Bradfield

STAFF: Sandra Lindsey, Charlotte Fondren, Colleen Sproul, Ryan Mulder

GUESTS:

I. CALL TO ORDER

Ann Finta, Chair called the meeting to order at 6:00 p.m. Verification of the public posting was acknowledged and a quorum was established.

Ann welcomed everyone to tonight's meeting. Review and Acceptance of the Minutes of September 3, 2020.

Motion by Tony Krasinski and supported by Lisa Sawyer to approve the minutes of September 3, 2020 as written. Motion carried.

II. 2020 SELF-DETERMINATION SATISFACTION SURVEY

Charlotte Fondren, Director of Services for Persons with Intellectual and Developmental Disability reviewed the 2020 Self-Determination Satisfaction Survey Results. The following was noted:

- Measures performance of self-determination services and supports which incorporates a set of concepts and values including freedom, choice, and control so that consumers can live a self-determined life
- Review of Survey Results & Comments [118 sent and 49 returned – 42%]
- Conclusion
- Provider/Staff Survey Results & Comments [235 sent and 53 returned – 23%]
- Quality Improvement Opportunities
- Performance Improvements for Self-Determination Department and Quality Improvement Plan was implemented (intervention SD coordinator will do an orientation phone call and complete a checklist)

The Committee was able to ask questions / make comment. See document for details.

Motion made by Vicki Mikolajski and supported by Maggie Davis to receive and file the 2020 Self-Determination Satisfaction Survey Report as presented. Motion Carried.

III. DAY PROGRAM (CTN / CTS) REOPENING UPDATE

Charlotte Fondren, Director of Services for Persons with Intellectual and Developmental Disabilities gave an update on the Day Program Reopening. The timeline of events from March 2020 through present was reviewed. Due to staff recalls taking longer than expected the October 26th return date had to be pushed back. Currently looking for middle of November.

The Committee was able to ask questions / make comment. See document for details.

Motion made by Tony Krasinski and supported by Lisa Sawyer to receive and file the Day Program (CTN / CTS) Reopening Update as presented. Motion Carried.

IV. CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINICS (CCBHC) OVERVIEW

Colleen Sproul, Director of Health Home, Integrated Care and Care Management presented an Orientation to CCBHC and Transitional Plan of Transformation. The following was noted:

- Reminder that at September meeting the SCCMHA Citizens Advisory Committee (CAC) agreed to be the advisory and oversight board for this CCBHC Expansion Grant with SAMHSA
- Expansion of Mobile Urgent Treatment Team (MUTT)
- Community Relationship (strengths of our community and who can we partner with in expansion in this grant)
 - Mild-moderate
 - Substance Use Disorder
 - Person-Centered Planning
 - Good care coordination internally
 - Focus on whole healthcare
- Planning (that is what this document CCBHC Transformation Plan for SCCMHA)
- Veterans Navigator Position
- Populational Focus
 - Existing services (adults with MI, children with SED but not persons with intellectual and developmental disabilities)
 - Persons Under or Uninsured
 - Black, Latinx, LGBTQ+
- Operational Plan (how can we do things better and/or more efficient)
- Implementation Plan (quality measures, quality focused so if we discover something, study and evaluate, act and change plan to improve it---Rapid Cycle Improvement Process)
- Project Management of Strategic Plan
- Evaluate using Quality Measures (A1C, Cholesterol, BP, Oxygen Levels, etc.)
- SWOT Analysis (strengths, weaknesses, opportunities, threat)
- The SCCMHA Strategic Plan for CCBHC (Goal Areas)
- People that show up at our front door stay with us (especially if in times of crisis – focus on those individuals that leave here and we lose track of, families and children that we serve remain healthy in spite of the challenges they face)

Motion made by Vicki Mikolajski and supported by Jim Nesbit to receive and file the Quarterly CCBHC Advisory Body Report as presented. Motion Carried.

V. NEW BUSINESS

A. MSHN Citizen's Advisory Council Update

The MSHN CAC group met on August 14. Deb noted that SCCMHA is consistently in the top of the class for metrics tracked in MSHN. SCCMHA has been really impressive with its response during COVID-19 Pandemic. This was not the case with all partners in MSHN.

B. Future CAC Agenda Items

If the CAC has any other subjects they would like to see covered they are encouraged to send their ideas to Ryan. Recommendations as of today's meeting include:

- MUTT Update
- CHAP
- CMU Co-Location Project
- Transition Aged Youth TAY Program
- School-based Mental Health
- Client Health Self-Management Project
- STARS Rides for Wellness

VI. OLD BUSINESS

A. Attendance Log

The Attendance Log was reviewed by the Citizens Advisory Committee.

Motion by Arletta French and supported by Vicki Mikolajski to approve the Attendance Log. Motion carried.

B. Membership

The Membership Log was reviewed by the Citizens Advisory Committee. It was noted there are still CAC vacancies:

1. Community

Sandy and Collen noted that she would like to recruit an individual a parent of a child with SED, Primary SUD diagnosis. They continue to work on this.

Motion by Vicki Mikolajski and supported by Lisa Sawyer to approve the Membership Log. Motion carried.

VII. CEO REPORT – SANDRA LINDSEY

Sandy noted that this Monday SCCMHA began a pilot of extended hours through February or March 2020. Sandy and her senior level team will be looking at data.

SCCMHA was fortunate that we had already ordered devices just before COVID-19 which allowed us to move to telehealth services somewhat earlier than our colleagues in MSHN.

SCCMHA staff members largely returned back to the office in June / July 2020 in order to better manage our workforce. We worked very hard to reconfigure our spaces / buildings to create a safe working environment for our staff (mandated mask wearing policy at all times & staying minimum of 6 feet away from others at all times).

Staff have been largely working in telehealth modalities but in their offices instead of at home. Services have dropped off unfortunately in this environment though.

Sandy noted that we have to see the consumers that our organizations serve. We are in a better place with PPE now in place and clients that are not yet in our service needing access to our staff. Reestablished productivity standards coupled with extended hours. Hancock Mondays, Wednesdays and Fridays through February M: 8-7, W: 8-7, F: 8-6. There is always going to be a supervisor in the office during this time as well.

CAI has remained open during the pandemic but with expanded hours we are hopeful that we can serve folks in this unit after hours at Hancock as well. Discussions with Unions are going on. This is a really big deal for SCCMHA. Working to develop data reporting, frequency and intensity of services.

Way too many cases have been showing up at Crisis and ED (needs are not being met) that are active consumers with caseholders.

Psychiatric bed placement problems before COVID-19 pandemic and this has been exacerbated now (with required social distancing). There have also been cases of 'boarding' in ED departments going on until proper psychiatric or residential placements can be found.

Staffing issues with opening CTN / CTS Day programs. We will more than likely have to hire new staff members.

VIII. OTHER INFORMATION

SCCMHA will continue to be meeting remotely through December. The SCCMHA Board will be meeting on December 14 but because we are not meeting in-person we will not be having a Holiday Party this year. Ryan will get the agenda and connection info out to CAC. Please give him a call / email if you will be joining so the SCCMHA Board can recognize Board members present.

Jim Nesbit noted that renovation at Bayside Lodge are going well (construction is almost completely done). New Appliances are coming in soon as well. He is hopeful on November, with additional square footage, Bayside may look into increasing from current 10 person limit in place. Wobig has done an excellent job and Matt Briggs has been very attentive as well.

IX. ADJOURNMENT

Motion by Deb Nagel and supported by Vicki Mikolajski to adjourn the meeting at 7:18. Motion carried.