

**SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY
CITIZENS ADVISORY COMMITTEE MEETING
MARCH 4, 2021 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.

PRESENT: Ann Finta, Cheryl Nelson, Jim Nesbit, Joan Williams, Arletta French, Deb Nagel, Lisa Sawyer, Tracey Roat, Lyn Bradfield, Tony Krasinski, Vicki MikolajskiMaggie Davis, Sally Weber

ABSENT: Eileen Vescio

STAFF: Sandra Lindsey, Holli McGeshick, Monique Taylor-Whitson, Jennifer Keilitz, Ryan Mulder, AmyLou Douglas

GUESTS:

I. CALL TO ORDER

Ann Finta, Chair called the meeting to order at 6:01 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 February 4, 2021.

Motion by Vicki Mikolajski and supported by Maggie Davis to approve the minutes of February 4, 2021 as written. Motion carried.

II. 2020 YOUTH SERVICES SATISFACTION SURVEY REPORT

Holli McGeshick, Quality Projects & Systems Coordinator presented the 2020 Youth Satisfaction Survey Report. The following was noted:

- SCCMHA Quality Department administered in July 2020
- Overview of Process
- Methodology & Return Rate (1,227 surveys distributed by mail and 149 completed – 12% return rate)
- Respondents were asked to score using 5-Point Likert scale (from 1 to 5)
- Overall Survey Results
- Comments
- This report was reviewed and approved by SCCMHA Quality Governance Council and results posted to SCCMHA website at: <https://www.sccmha.org/about-us/quality/consumer-outcomes.html>
- Quality Improvement Opportunities
- Summary Brochure of Survey Results

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

Motion made by Jim Nesbit and supported by Arletta French to receive and file the 2020 Youth Services Satisfaction Survey Report. Motion Carried.

III. 2020 ADULT CONSUMER SATISFACTION SURVEY REPORT

Holli McGeshick, Quality Projects & Systems Coordinator presented the 2020 Adult Consumer Satisfaction Survey Report. The following was noted:

- SCCMHA Quality Department administered in July 2020
- Overview of Process
- Methodology & Return Rate (2,920 surveys distributed by mail and 500 completed - 17% return rate)
- Respondents were asked to score using 5-Point Likert scale (from 1 to 5)
- Overall Survey Results
- Comments
- This report was reviewed and approved by SCCMHA Quality Governance Council and results posted to SCCMHA website at: <https://www.sccmha.org/about-us/quality/consumer-outcomes.html>
- Quality Improvement Opportunities
- Summary Brochure of Survey Results

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

Motion made by Deb Nagel and supported by Sally Weber to receive and file the 2020 Adult Consumer Satisfaction Survey Report. Motion Carried.

IV. 2020 PROVIDER AUDIT PERFORMANCE REPORT

Monique Taylor-Whitson / Jennifer Keilitz presented the 2020 2020 Provider Audit Performance Report. The following was noted:

- Regular Annual Onsite Audit conducted by Monique Taylor-Whitson's Auditing Unit
- Standards / Audit Checklists are annually reviewed by the SCCMHA Service Management Team
- SCCMHA works with MSHN to complete reciprocity reviews for providers
- 29 Audits conducted (areas scored 0 – 2) and then converted to a percentage
- 95% or higher is considered "in compliance"
- Follow up visits for providers at lower than 80% are required 6 month follow up, lower than 70% requires 4 month & 7 month follow up reviews to review corrective action plans.
- Performance Audit scores reviewed – Average Audit Score for Total Number of Audits Completed was 91%

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

Motion made by Lisa Sawyer and supported by Deb Nagel to receive and file the 2020 Provider Audit Performance Report. Motion Carried.

V. 2020 EVENT VERIFICATION REPORT

Jennifer Keilitz presented the 2020 Provider Audit Performance Report. The following was noted:

- Introduction & Background
- MSHN Medicaid and Healthy Michigan Services Verification Instructions
- Event Verification Methodology Summary
- Event Verification Scope

- Event Verification Findings & Analysis (FY 20 – 10,864# of events reviewed / **96.94%** of events verified & FY 19 – 9, 493# of events reviewed / 96.94.03% of events verified)
- Disallowed Amounts Summary (**\$55,666.09** in FY 20 / **\$42,267.35** in FY 19)
- Repeat Deficiencies Summary
- Data Analysis Summary
- Event Verification Goals for FY 2021

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

Motion made by Lisa Sawyer and supported by Arletta French to receive and file the 2020 Event Verification Report. Motion Carried.

VI. NEW BUSINESS

A. MSHN Citizen's Advisory Council Update

The info was not available yet for the February MSHN CAC meeting. If available to be included in the April packet.

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

C. COVID Vaccination / Genoa Pharmacy Waiting List

VII. OLD BUSINESS

A. Attendance Log

The Attendance Log was reviewed by the Citizens Advisory Committee.

Motion by Lisa Sawyer and supported by Deb Nagel 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 noted that they still would like to recruit an individual or a parent of a child with SED, Primary SUD diagnosis. This is still a work in progress though.

Motion by Deb Nagel and supported by Lisa Sawyer to approve the Membership Log. Motion carried.

VIII. CEO REPORT – SANDRA LINDSEY

COVID Related Business

Psychiatric Inpatient Bed Shortage Crisis Continues

The crisis of inadequate inpatient psychiatric bed capacity continues across the state and locally. There was significant activity on social media and other media last week responding to the story of a family that could not get an inpatient admission for their son who posted their story on social media via a YouTube video. The father also gave testimony at the MI House Appropriations Committee last week about his family's story and asked the legislature to fix the "broken mental health system" in our state. The family was from Isabella County and the son was boarding for 10 days at the Mid-Michigan Hospital ED, before CMH for Central MI became involved as the family insurance was BCBS Primary. The son eventually was placed into a Crisis Residential Home for Youth in the Lansing area as there candidly are no open beds anywhere. Honestly this story could have just as easily been told by a Saginaw Family. There is simply inadequate inpatient psychiatric capacity in our state. This was true before COVID and during this pandemic the bed capacity locally and state wide has shrunk even further as demand for this level of care has increased.

It is important to realize that competition for bed access is occurring across payers including commercial third-party payers, Medicare, and CMHSPs that are managing access for Medicaid, Healthy MI and the uninsured.

Highlights of other COVID Related Matters:

Direct Care Premium Pay Extension

Late last week the MI Legislature passed a 2021 Budget Supplemental Bill dealing with all things COVID. The most pressing matter of the continuation for the Direct Care Staff COVID Premium pay was extended through the rest of the year as we had hoped. This is very good news as many PIHP/CMHSP regions across the state did not have their own Medicaid Savings from last year to extend premium pay to their networks as our MSHN (Region 5) does. The previous MDHHS commitment to premium pay for Direct Care Workers ended 2-28-21. SCCMHA awaits clarification on the mechanics of this extension for DCW Premium Pay revenue. Note: This is not premium pay that will be added to the current premium pay already authorized by SCCMHA for this year but will instead insure funding for the increase through the end of this year across all of MSHN and their CMHSP partner networks.

Face to Face Service Contact Expectation Memo from MDHHS

MDHHS issued a directive this week that the return to face to face (mask to mask) in-person service is a consumer choice. Here in Saginaw we see this as a good move and we continue our preparations for moving operations to open to more in-person service.

Guardian Visits to AFC Homes

MDHHS issued new and relaxed guidance regarding family/guardian visitation to licensed Adult Foster Care homes. There however are a number of concerns that were not addressed in the guidance and questions were sent on Wednesday to MSHN & MDHHS requesting clarification. Finding a balance between allowing visitors and keeping staff and residents safe from infection exposure is key. The guidance for example requires visitors to have proof that they tested negative for COVID 72 hours before the visit. It did not lend guidance to how those who wish to visit and have been

vaccinated should be handled, the need to still maintain social distancing and remain masked or any limitations on the duration of the visit.

Community Ties North and South Phase 3: Pilot Opening for In Person Services Last month I reported that Community Ties North and Community Ties South, our two-day programs for adults with intellectual and developmental disabilities were both calling back staff from lay-off to expand telehealth day activity services to 54 consumers at North and 32 at South. This month the programs are planning for the reopening of in-person programming in April. The plan will call back additional program and transportation staff to pilot in-person services at both sites. The pilot is targeting 11 consumers at North and 13 consumers at South to return to on site day programming. Both sites are preparing for appropriate social distancing in building/classroom arrangements, retraining staff, planning for enhanced sanitation measures and a host of related tasks. The consumers in Phase 3 are those living with parents of either advanced age or working parents that must get back to work. Phase 3 participants are those that do not need much assistance with activities of daily living (ADL) and will/can mask for the program day.

Restart Planning for Summer Respite Camps Commencing

SCCMHA is also working to restart planning for day and overnight respite camping services this summer. We had lots of very disappointed families and consumers last summer when camp experiences had to be cancelled last summer. We are recalling back to work our seasonal respite camp planning staff and will be talking soon to our wonderful camp partners about what is possible this summer.

We typically start planning for summer respite camps in December but as we have now been informed that camps are slowly planning on summer re-openings, we will do our best to provide all of the opportunities we can possibly arrange.

Federal COVID Emergency Grant Funding via MDHHS Extended

We recently learned that there will be a time extension for the federally funded via MDHHS, *COVID 19 Grant for Mental Health and Substance Use Disorders*. The grant, which was scheduled to sunset on August 19th 2021 has now been extended through May 31, 2022. This means that SCCMHA services related to the impact of COVID 19, especially targeted at adult and child/family consumers and Health Care Workers, will continue.

IX. OTHER INFORMATION

State of Emergency in Michigan is set to expire on 3/31/21. Unless the Michigan legislature takes additional action to extend SCCMHA's Board and Committee Meetings would need to begin meeting in person again. Preliminary Plan is to use Room 190/191 (the new Group Rooms on the First Floor at Hancock).

Spaces would be properly sanitized and physically distanced to accommodate CAC and Full Board. We're working with SCCMHA Facilities Supervisor on schematics and IS Departments for technology needs such as projector, microphones, etc.

Also, will likely be moving from an AT&T Conference Call to Zoom Conference for next meeting. We will still have a call-in option as well if you do not have access to computer, tablet or smart phone. Be on the lookout when the next packet for April meeting arrives for details. Ryan will also send emails / letters with necessary

information (i.e. how to join Zoom Meeting, Meeting ID, Password, Dial In Option, etc.). Proper PPE will need to be worn the duration of the meeting as well.

X. ADJOURNMENT

Motion by Lisa Sawyer and supported by Sally Weber to adjourn the meeting at 7:15. Motion carried.