

## WOODLANDS BEHAVIORAL HEALTHCARE NETWORK BOARD MEETING

September 22, 2020

4:00 pm – 5:45 pm

**PRESENT IN PERSON:** (None)

**PRESENT VIA "ZOOM"/PHONE:** Terry Ausra, Judy Brown, Louis Csokasy, Dwight Dyes, Michael Grice, Jeanne Jourdan, Karen Lehman, Michael McShane, Mary Middleton, Ruth Newton, Terry Proctor, Clint Roach

**ABSENT:** None

**WBHN STAFF:** Tim Smith, Executive Director

**CALL TO ORDER:** The meeting was called to order by Chair Ausra at 4:00 pm.

**INTRODUCTION OF GUESTS:** Bob Weber, SUD Director; Pamela Wenzel, IDD Director; Scott Williams, Operations Director

### **APPROVAL OF THE AUGUST 25, 2020 BOARD MINUTES:**

- MOTION to approve the August 25, 2020 minutes by Brown; supported by Lehman.
  - MOTION carried.

### **COMMUNICATIONS:**

- Written Comment: None
- Public Comment: None

### **AGENDA APPROVAL:**

- Ausra asked that "Public Hearing to Consider Approval of 2021 Budget" be moved above "Adjourn."
- Csokasy asked that "Status of Operations under COVID" be added to "Executive Director."
- Proctor asked "Middleton" to appear under "Board Committee Reports c.) Policy" in place of "Proctor."
- MOTION to approve September 22, 2020 agenda, as amended by Middleton; supported by McShane.
  - MOTION carried.

### **FINANCE:**

- Finance Report
  - Finance committee (Csokasy; Lehman; Middleton guest) met on September 15, 2020.
  - Csokasy and the committee invited interested board members to attend its meetings.
  - FY20/21 budget was approved by committee and forwarded to the board for approval.
- Payments for Approval
  - List not available due to resignation of CFO.

### **BOARD COMMITTEE REPORTS:**

- Administrative: McShane
  - Committee (McShane; Grice; Jourdan; Borsa absent) held its first meeting today via "Zoom."
  - The committee discussed possible topics it would address:
    - Maximize efficient utilization of physical plant square footage, with possible input from the Foundation.
    - Committee could serve as a "sounding board" for the Executive Director.
    - Ways in which items identified in the Community Needs Assessment will be addressed.
  - Jourdan suggested the committee review caused underlying the high rate of staff turnover.

- Csokasy suggested the committee research/review the format for the Executive Director's evaluation.
- WBHN HR Andra Borsa has been asked to serve as a member of the committee. McShane is still awaiting any response from her.
- Next committee meeting to be held 3p.m. October 27; location/ format (electronic/in person) TBD.
- Finance: Csokasy
  - Already presented during the above Finance Report.
- Policy: Middleton
  - Committee has not met yet.
  - Attempting to determine specifics of what the committee should accomplish.
  - Middleton is in the process of completing the Board of Directors' software-based educational program.

#### **BOARD CHAIR REPORT:**

- SWMBH Board Report: McShane
  - September 11, 2020 meeting was held telephonically; it was another brief and routine meeting whose minutes are available on SWMBH's website.
  - There was a heightened tone of urgency regarding funding, in light of the State's current projection of a \$2.2B General Fund deficit for the coming year.
  - Presentation regarding SWMBH's failure to meet State standard for rate of mandatory diabetes screening among consumers prescribed anti-psychotic medications; the current pandemic was identified as a major reason the standard was not achieved.
  - SWMBH CFO Dawson predicted there will be no budget deficit by September 30, 2020 fiscal year end, but the size of the current surplus will be appreciably diminished.
  - Dawson and EO Casemore plan to meet with specific CMH Executive Directors to identify causes of consistent budget over-runs.
  - Casemore will request timely FY20/21 budget approvals, but is aware that frequent amendments will be necessary as additional funding information is received from the State.

#### **EXECUTIVE DIRECTOR:** Tim Smith

- Leadership Introductions
  - Scott Williams, Operations Director
    - The Foundation is working on building improvements: bathrooms, painting, siding/insulation. This is despite WBHN's lease being "triple-net," whereby the tenant assumes repair/maintenance costs.
  - Bob Weber, SUD Director
    - McShane asked if SUD is experiencing the increased demand for its services due to the pandemic that is being reported by other providers nationwide. He also asked what percentage of consumers are referred by the legal system, as opposed to self-referrals.
      - Weber stated SUD's census was markedly decreased over this past Summer, but his department has received an influx of requests for assessments and services over the past two weeks. He also estimated approximately 75% of referrals come from the Courts/DHS/CPS.
    - Newton asked how many veterans are served by SUD.
      - Weber stated the department serves "a fair amount," but observed that the new Veteran's Administration service center in South Bend IN is serving local veterans who might otherwise be WBHN consumers.
    - Csokasy mentioned feedback from the community, i.e. the Edwardsburg police took a person in custody, complimentary to SUD services provided. He also asked whether SUD has an outreach program.
      - Weber replied that some outreach is performed through the prevention department, but the department does not actively solicit potential new consumers. He also stated the department is "running at 100%" with both telephonic and face-to-face encounters for individual and group therapy.

- Pamela Wenzel, IDD Director (new hire)
  - Looking to bring structure to the IDD department
  - Th department is bringing staff back into the office incrementally
- Smith stated David Gamble, Clinical Director could not attend this evening. He indicated the department directors will attend all future board meetings.
- SWMBH Contract
  - Smith stated the contract was included in the board packet “FYI,” and has been signed and returned.
  - Csokasy stated board policy authorizes the Executive Director to approve contracts; the ED can always bring a contract to the board if there needs to be discussion prior to being signed/effectuated.
- Community Needs Assessment
  - Smith is meeting Friday with Sarah Bannon, consultant specializing in the community needs assessment process. He stated his desire that this process would constitute a genuine assessment of needs, and indicated that WBHN is seeking Certified Community Mental Health Clinic (“CCMHC”) certification.
- Access Data
  - Data is included in the board packet; various programs will be highlighted at each board meeting.
  - Access
    - Ausra asked if WBHN accepts third party insurance.
      - Roebeck replied it does, but noted prospective consumers must meet criteria.
      - Smith explained the criteria is “severely mentally ill” (SMI) per the LOCUS score.
      - Weber stated SUD provide services for consumers with most third-party insurance.
    - McShane asked If what agencies consumers are referred to if their insurance will not cover WBHN’s services.
      - Smith stated they are referred to other CMH’s or providers, and noted that out-of-county consumers not included in this access data.
    - Lehman asked Roebeck to verify that insurance does not cover WBHN’s costs.
      - Roebeck stated this was true. Weber agreed that this sometimes constitutes a net loss for WBHN.
    - McShane stated his understanding that WBHN bills at cost, but is reimbursed at a discounted rate.
    - Smith made the point that the capitated expense (“cap”) model is very different from the fee-for-service model that most medical service providers work under, and noted that the “cap” model makes WBHN’s costs appear much higher than they actually are.
- CFO Position
  - Smith stated the new hire resigned after working two days.
  - Berrien County CMH CFO/former WBHN CFO Roger Pierce is again helping with finances, both on-site and remotely.
  - Smith plans to identify candidates via use of hiring firms, and stated the interview process will include the finance committee; other board members are welcome to participate. He has requested assistance with this process from CFO’s from surrounding CMH’s.
  - Ausra asked if there was an exit interview to determine whether an underling issue contributed to the CFO’s resignation after two days here. Smith replied that he asked her if she would be available for questions of this nature, and she stated her willingness to be so. Ausra stated his wish to contact her; Smith stated he will forward her contact information.
- COVID Operations
  - Several months ago, Smith distributed the reopening plan. He stated WBHN is operating in ‘Phase 2’ of the plan.
  - Staff are seeing consumers face-to-face and telephonically. They also perform “front porch/screen door” home visits. He stated telehealth may become the norm at WBHN and all mental health service providers.
  - The “MI Start” map indicates COVID case totals to assess level of risk. Unfortunate, Cass County’s frequency of cases has increased to the highest level thus far. Smith will forward the website’s link.

- Lehman asked if there are still staff on furlough. Smith replied there are, and options are being considered, including community-based services, to bring staff back from furlough status.
  - McShane asked how many staff are currently on furlough; Smith answered 11.

#### **OLD BUSINESS:**

- None

#### **NEW BUSINESS:**

- Longevity Incentive
  - Smith stated his feeling that if a staff member has reached the top of the pay scale, they should be able to receive a longevity bonus. This would be available to long-term staff who are not otherwise eligible for a pay increase. The spreadsheet included in the board packet breaks out the cost to the agency for 1%, 2%, and 3% incentives. Smith noted that WBHN's July financial statement indicates actual payroll expense is well under the budgeted amount, so the monies are available to implement the longevity incentive. He asked for questions and comments.
    - Csokasy asked what management is suggesting, and what the date of record would be.
    - Williams replied the staff member must be a current employee.
    - Grice noted that policy states 12 previous months of continuous employment.
    - Williams stated employees must have been at their last step increase for one year to be eligible.
    - Grice asked if he is correct in thinking that employees who have not yet reached step 6 do not qualify. Williams stated this was correct.
  - MOTION to approve Smith's recommendation of 2% by Csokasy; supported by Newton.
    - MOTION carried
- Cost of Living Allowance ("COLA")
  - Ausra asked if this in addition to longevity.
    - Smith answered that it would be, and stated he is not recommending instituting a COLA.
  - Williams stated the COLA was created as a way to avoid increasing the pay scale, due to WBHN not knowing what its payroll budget would vary from year to year.
  - McShane asked why the COLA was included on the agenda if Smith was not recommending one. He also stated that as a former employee, he is in favor of offering a COLA because not-for-profit human services employees are not so highly compensated as in the private, for-profit sector.
  - Csokasy stated that essentially, COLA's no longer exist anymore in the private sector. He stated his opinion that the wage scale should be examined and updated annually.
  - Smith noted the need for an incentive toward adjusting the pay scale instead of offering COLA, and suggested adjusting the pay scale every other year.
  - McShane stated his agreement on the need to review the pay scale.
  - Brown asked if monies are available to offer a COLA. Smith replied he would need to check, but felt confident sufficient funds are available
  - McShane asked if WBHN is indeed under budget in that line item. Smith replied in the affirmative.
  - Middleton noted the private sector is not currently offering pay increases.
  - Ausra stated that given the current staff furlough situation, it would not seem right to offer a COLA at this time.
    - McShane asked whether a wage study has been performed across the state. Smith indicated the board association completed one in 201, which he will forward.
  - Grice suggested the matter be tabled and referred to the finance committee and/or Smith.
  - Csokasy asked for comments from Weber and Williams.
    - Williams stated longevity increases would send message to staff they are valued. He believes staff will understand if a COLA is not offered this year.
    - Weber stated his agreement that most would understand. He also stated that in reference to pay scale adjustments, an increase for peer recovery coaches is needed, and asked McShane for his view. McShane responded that in his experience, peer support staff do 90% of the work therapists

- perform, but for 50% of the pay.
- MOTION to table until next meeting by Grice; supported by Brown.
  - MOTION carried.

**CONTRACTS FOR APPROVAL:**

- Lighthouse Behavioral Health – OBRA Evaluations
  - McShane Asked what does ‘OBRA’ stands for. Weber replied Omnibus Budget Reconciliation Act.
- Weber explained the evaluation must be completed by a specifically credentialed staff member to determine whether as service is deemed medically necessary.
- MOTION to approve Lighthouse Behavioral Health contract by Newton; supported by McShane.
  - Csokasy and Middleton explained their decision to vote “No” is based upon the board policy that states the ED is authorized to approve contracts
    - McShane stated the board’s Bylaws include approval of contracts under its duties. Csokasy responded that Bylaws and policy contradict each other, and need to be reviewed.
  - McShane abstained due to this discrepancy.
  - Motion Carried.
  - Jourdan requested copies of the current board policies. Smith replied that copies will be distributed.

**OTHER BUSINESS:**

- Brown offered thanks to Smith for ensuring WBHN does well by its consumers. Other board members agreed.

**PUBLIC HEARING TO CONSIDER APPROVAL OF 2021 BUDGET:**

- MOTION to go to Public Meeting by Grice; supported by Lehman.
  - MOTION carried.
  - Meeting adjourned 5:35 p.m.
- MOTION to approve the FY20/21 Budget as discussed in the Public Meeting by Lehman; supported by Dyes.
  - MOTION carried.

**ADJOURN:**

- MOTION to adjourned by Newton; supported by Csokasy.
  - MOTION carried.
  - Meeting adjourned 5:45 p.m.

**NEXT MEETING: October 27, 2020 at 4:00 p.m. (meeting location TBD)**

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**Board Secretary or Designee**

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**Date**

*Woodlands Behavioral Healthcare works in partnership with individuals, families and the community to inspire hope promote resiliency and achieve recovery by providing effective behavioral health services*

**Interpreters for interested persons with deafness/hearing impairments, wishing to attend, will be provided by CMH providing a request is made 48 hours prior to the meeting**