



BOARD OF DIRECTORS REGULAR MEETING MINUTES
March 22, 2023

Present: Michael Humphries, Chairperson; Susan Fortney, Vice Chairperson; Catherine Bernhold; John Burkardt; Randy Richardville; Jim Neumann; Chantele Steffens; Dawn Asper; Gloria Rafko; and LaMar Frederick

Excused: Pam Ray and Lisa Graham

Absent:

Staff: Crystal Palmer

Guests: 19 guests attended

I. CALL TO ORDER

The Board Chairperson, Mike Humphries, called the meeting to order at 5:02 p.m.

Mike Humphries appointed Catherine Bernhold as Secretary Pro-tem.

II. ROLL CALL

The Roll Call confirmed a quorum existed.

III. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Mike Humphries.

IV. CONSIDERATION TO ADOPT THE DRAFT AGENDA AS PRESENTED

LaMar Frederick moved to adopt the draft agenda as presented. Jim Neumann supported. Motion carried unanimously.

V. CONSIDERATION TO APPROVE THE MINUTES FROM THE DECEMBER 13, 2023 BOARD MEETING AND THE MARCH 2, 2023 BOARD MEETING AND WAIVE THE READING THEREOF

Catherine Bernhold moved to approve the minutes from the December 13, 2023 Board Meeting and the March 2, 2023 Board Meeting and waive the reading thereof. Gloria Rafko supported. Motion carried unanimously.

VI. FEEDBACK SUMMARY

Mike Humphries reviewed feedback from the December 13, 2023 meeting.

VII. CITIZEN COMMENTS

Pastor Heather Boone commented on Sheriff's being at or not at meetings; being disappointed that 38 people spoke of various concerns at the last meeting and have not created any new services to address concerns; Peer services located at the Opportunity Center; crisis stabilization; and gave well wishes to those leaving the Board and hopes the new Board Members will be more community minded.

Sandy Libstorff commented on submitting a FOIA for Peer Support hours at Oaks; shifts for the Crisis Mobile Unit; and submitted a FOIA for the PIHP Project on racial disparities.

Lynne White commented on her family members that have struggled with mental illness and ProMedica Regional Hospital safety plans that have not worked; and asking for a partnership with MCMHA to provide a 24/7 crisis stabilization unit in the area the community needs the most.

Jessica Stone read a quote from Maya Angelou and prays for the mentally ill daily, she has seen no changes for Oaks.

Judy Green commented on timeliness and accessibility; highlighted the Board's values and mission statement; and will continue to invite MCMHA to be partners because Oaks is going to continue to stand up for these people.

Trish Burgess commented on those that may be falling through the cracks to receive help; begged the Board to open their eyes and help these people; and the crisis center with a children's playground located nearby in Orchard East.

VIII. PRESENTATIONS, RECOGNITIONS, AND CELEBRATIONS

- a. FY2022 CMHPSM Annual Submission – the Annual Submission is a report required by the state annually. This year the requirement was for the Waitlist, Disposition of Service, and a Community Needs Assessment which is about census population and how many are enrolled in Medicaid.

Susan Fortney suggested the FY22 Annual Submission to be reviewed at a Clinical Operations Committee.

- b. Pulse for Good – Blake Kohler, Pulse for Good presented on how to obtain real time consumer satisfaction data utilizing survey kiosks following appointments. There are also online links for tele-health appointments or QR codes if meetings are in the field. Pulse for Good provides weekly email reports and once a year will receive a report comparing to other companies.

Randy Richardville questioned if there were three bids and what were the other two companies.

Chantele Steffens suggested this be redirected to the Business Operations Committee before considering.

IX. BOARD COMMITTEE REPORTS

- a. **Motion to Place on File All Written Reports**

Dawn Asper moved to place on file all written reports. Chantele Steffens supported. Motion carried unanimously.

Written reports on file: Business Operations, Bylaws & Policy, Clinical Operations, Executive, Performance Evaluation, and Recipient Rights Advisory Council.

Board Bylaws – Susan Fortney reminded Board Members that we need to follow our Bylaws and Governance Policy Manual. The committee is working diligently and will bring the amended Bylaws and Governance Policy Manual to the full Board for review upon completion.

Clinical Operations – Randy Richardville commented on Team Wellness and would like to know how to get a topic on the Board Meeting agenda.

- b. **Committee Appointments**

Mike Humphries appointed Chantele Steffens as the Chair of the Clinical Operations Committee.

X. ITEMS FOR BOARD ACTION

a. Motion to Approve the Consent Agenda

Jim Neumann moved to approve the Consent Agenda as presented. LaMar Frederick supported. Discussion followed.

Jim Neumann amended the motion to pull the Administrative Contract and redirect to the Business Operations Committee for further review. LaMar Frederick supported. Roll call: In favor: Rafko; Asper; Steffens; Richardville; Bernhold; Neumann; Burkardt; Frederick; Fortney; and Humphries; opposed: none; motion carried unanimously.

LaMar Frederick moved to approve the Service Contracts as presented. Susan Fortney supported. Roll Call: In favor: Rafko; Asper; Steffens; Richardville; Bernhold; Neumann; Burkardt; Frederick; Fortney; and Humphries; opposed: none; motion carried unanimously.

b. Motion to Accept the Recommendations from the Recipient Rights Advisory Council for FY2022-2023

Jim Neuman moved to table accepting the ORR Annual Report recommendations and refer to the Business Operations Committee. LaMar Frederick supported. Discussion followed. Roll call: In favor: Rafko; Asper; Steffens; Richardville; Bernhold; Neumann; Burkardt; Frederick; Fortney; and Humphries; opposed: none; motion carried unanimously.

c. Motion to Dissolve the Board Membership Screening Committee

Jim Neumann moved to dissolve the Board Membership Screening Committee. LaMar Frederick supported. Discussion followed. Motion carried unanimously.

XI. AUTHORITY AND RETIONAL POLICY REVIEW/APPROVAL

a. Motion to Approve the Authority Policy, Procedure, and Exhibits as Presented

- i. Policy: Telework Policy
- ii. Procedure: Remote Work Assessment Process Procedure; and Engagement Procedure
- iii. Exhibit: Remote Assessment Tool Exhibit

Dawn Asper moved to approve the Authority Policy, Procedure, and Exhibits as presented. Catherine Bernhold supported. Motion carried unanimously.

b. Motion to Approve the Regional Policies as Presented

- i. Policy: Notice of Privacy Practices Policy; Customer Services Policy; and Medication Administration, Medication Storage & Other Treatment Policy

Susan Fortney moved to approve the Regional Policies as presented. LaMar Frederick supported. Discussion followed. Motion carried unanimously.

XI. RELATIONSHIP WITH REGION, COUNTY, AND OTHERS

a. Regional Reports

- i. Regional PIHP Board Meeting Minutes – included in the packet
- ii. PIHP Board Representation – Mike Humphries asked if any Board Members had interest in serving vacant terms as a PIHP Board of Director. LaMar Frederick showed interest.

Chantele Steffens moved to Recommend the Appointment of LaMar Frederick to the PIHP Board of Directors vacant term ending June 30, 2024. Susan Fortney supported. Roll call: In favor: Rafko; Asper; Steffens; Richardville; Bernhold; Neumann; Burkardt; Frederick; Fortney; and Humphries; opposed: none; motion carried unanimously.

- b. CMHAM Committee Reports – Jim Neumann commented that if the Board wants to stay connected to CMHAM Committees to have a Board Member participate and attend CMHAM Conferences. The presentation made at the House Policy Committee was really good and available on their website to listen to.

XII. ITEMS FROM THE CHIEF EXECUTIVE OFFICER

- a. Financial Report – Richard Carpenter presented the Financial Report and thanked Dana Talbert and the Finance Team for their assistance during the Financial Audit.

Chantele Steffens requested to improve accessibility to Medicaid, have professional signage and customer service at the Benesh building. These items to be discussed at a Clinical Operations Committee.

- b. Chief Executive Officer's Report – there is no report for March.

XIII. ITEMS FROM THE BOARD CHAIRPERSON

- a. Thanked Jim Neumann and Gloria Rafko for their terms of service and welcomed new Board Members, Rebecca Pasko, Rebecca Curley, Ken Papenhagen and Debra Staelgraeve.

XIV. NEW BUSINESS

Randy Richardville moved that Team Wellness make a presentation to the Board to help with the critical needs of the community. LaMar Frederick supported. Discussion followed. Roll call: In favor: Rafko; Asper; Steffens; Richardville; Bernhold; Neumann; Burkardt; Frederick; Fortney; and Humphries; opposed: none; motion carried unanimously.

XV. CITIZEN COMMENTS

Pastor Heather Boone applauded Chantele Steffens for asking questions and going to the Benesh building to see what was not working.

Sandy Libstorff commented on the Crisis Services Overview and what a health crisis is.

XVI. BOARD ANNOUNCEMENTS

Dawn Asper commented on the Board Member appointment process.

Randy Richardville thanked the Board for putting up with him for the last 3.5 years and congratulated those that were reappointed and to those that were leaving with him. There is no lack of passion at this table and will continue to work to make things better for mental health.

Gloria Rafko commented on the Request For Proposal (RFP) process and Sandy Libstorff's service to the Board of Directors.

Susan Fortney thanked everyone for their input from the community and Board.

Chantele Steffens suggested that we do not cancel meetings. The annual calendar is published a year in advance and that employees who are supposed to present need to schedule vacations at different times as we owe it to our community to get the work done. Secondly, Chantele suggested the Board Chair to keep Board Members accountable and will be asking for a Parliamentarian. These are just suggestions Chantele wanted to make public.

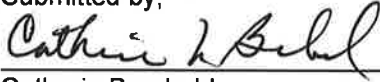
LaMar Frederick suggested that all Board Members and new Board Members to read the Mental Health Code and understand what this Board should do, what the organization is supposed to do, so that there is no over-reaching or over-promising.

Mike Humphries requested for Crystal Palmer to reach out to Team Wellness to have them present at the April Board Meeting. Mike welcomed new Board Members and thanked those that have terms ending for their service. It is Mike's intent to be functional as a Board and keep striving, we have a long way to go.

XVII. ADJOURNMENT

Jim Neumann moved to adjourn at 7:33pm. LaMar Frederick supported. Motion carried unanimously.

Submitted by,



Catherin Bernhold
Secretary Pro-tem

LG/dp 3/30/23

