



**BOARD OF DIRECTORS REGULAR MEETING MINUTES
December 18, 2024**

Present: Michael Humphries, Chairperson; Susan Fortney, Vice Chairperson; Catherine Bernhold, Secretary; John Burkardt; LaMar Frederick; Becca Curley; Dawn Asper; Naomi Stoner; Ken Papenhagen; and Deb Staelgraeve

Excused: Rebecca Pasko and Pam Ray

Absent:

Staff: Lisa Graham

Guests: 6 guests were present

I. CALL TO ORDER

The Board Chair, Mike Humphries, called the meeting to order at 6:00 p.m.

II. ROLL CALL

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

Ken Papenhagen moved to adopt the draft amended agenda as presented. Deb Staelgraeve supported. Motion carried unanimously.

V. CONSIDERATION TO APPROVE THE MINUTES FROM THE NOVEMBER 20, 2024 BOARD MEETING AND WAIVE THE READING THEREOF

Catherine Bernhold moved to approve the minutes for the November 20, 2024 Board Meeting and waive the reading thereof. Naomi Stoner supported. Motion carried unanimously.

VI. BOARD MEETING EVALUATION REPORT

Board members reviewed the meeting evaluation from November 20, 2024 and discussed comments.

Susan Fortney requested for folks to focus on what happens in a Board Meeting and not criticize individual Board members.

Mike Humphries asked that if a Board member has criticism, what is the preferred way for it to be addressed? Susan Fortney responded that she doesn't think the objective is to criticize Board members.

VII. PUBLIC COMMENTS

There were no citizen comments.

VIII. PRESENTATIONS, RECOGNITION, AND CELEBRATIONS

- a. Clinical Report – Crystal Palmer provided a quick overview that the Clinical Report is larger than what is presented. In January of 2024, an executive summary was requested to cover the important highlights. Last month, there was more information to review as 3 months of data was presented. Highlights for the November Clinical Report Executive Summary are:
- i. MCMHA continues to recruit and hire staff for current vacancies, which is 14 at this time. As mentioned previously, two vacancies are newly created positions.
 - ii. There were 21 universal referrals made in November. 43% received some type of follow-up, services authorized, etc. 33% declined any further intervention, and 24% MCMHA either didn't have enough information for follow-up or no response.
 - iii. Certified Peer Support Specialists (CPSS) continue to provide support at the ALCC. The CPSS did engage in 15 programs/activities and five (1) 1:1 meeting during the month of November.
 - iv. Crisis Mobile was deployed 57 times in November, which averaged 1.16 hours of face-to-face interaction time.
 - v. The average response time for Crisis Mobile was approximately 16.5 minutes which is likely due to 59% of the calls being in 48161 and 48162 zip codes.
 - vi. There were multiple referral sources for Crisis Mobile; 78% were from the Monroe County Sheriff's Department and Monroe City Police; 20% were from Access Department/MCMHA, and 2% were self-referral.
 - vii. Enrollment for the CCBHC has decreased by 61 members over the last month. This is a 2.8% decrease in enrollment from the previous report.
 - viii. The data for incoming calls being answered is at 97.5 for FY25, which meets MCMHA's goal of 95%.
 - ix. There were 117 appointments scheduled for the Benesh Building in FY25 (October and November) with 84% occurring in the office.
- b. Operations Report – Bridgitte Gates presented the Operations Report highlighting:
- i. Revel Marketing: Community Awareness Campaign, phase II is in process and the new billboard will be located on I-75 by Nadeau Road in January. The Facebook Like Campaign, we received 35 more likes since November and are now at 776 likes as of December 6, 2024.
 - ii. Customer Services: Contract with Wayne State University for National Core Indicator (NCI) surveys. They look at populations broken down by a percentage. MCMHA had to complete 23 surveys at 41 pages each, and were completed three weeks prior to the due date. Ongoing presence continues at community events.
 - iii. Grievances: Data for FY2025 1st quarter was presented.
 - iv. Pulse for Good: Kiosk data from November provided 68 total responses from all three kiosks. Most common negative feedback centers around staff not showing up timely for appointments and consumers feeling rushed by staff. Feedback was discussed at the CMH All Staff Meeting on December 5, 2024.
 - v. River Raisin Clubhouse: The new location is in the process of getting painted, utilities turned on, appliances ordered, signage, and inspections have been completed with minor findings that are being repaired/replaced. Once all items are completed, a final occupancy inspection will be scheduled. The goal is for the clubhouse to be moved from the Benesh Building to their new location on Telegraph Road the week of January 13, 2025.
- c. FY2025-2027 Strategic Plan – Lisa Graham presented a high-level overview of the draft FY2025-2027 Strategic Plan. The Strategic Plan priorities are mostly the same, but the objectives have changed and how they will be measured. Lisa requested feedback from Board members whether it was following the presentation, by email, phone, or in person depending on the level of feedback. Lisa will incorporate the Board's feedback and bring back in January for consideration.

Susan Fortney commented that having education on what a Behavioral Health Home (BHH) is, would be great for the Board.

IX. BOARD COMMITTEE REPORTS

a. Committee Chair Reports

- i. **Community Relations** – Susan Fortney chaired the meeting last month. The objective of this committee is to foster a relationship between CMH and the community it serves. There has been some unpleasant information on social media and is the importance for this committee.
- ii. **Performance Evaluation** – Mike Humphries commented that the committee met and finalized the CEO 360 Surveys and tools used for the Chief Executive Officer performance evaluation. Surveys will be sent to Board members very soon so please be sure to complete the survey so that the committee can continue its planned agenda.

b. Motion to Place on File all Written Committee Reports

John Burkardt moved to place on file all written committee reports. Dawn Asper supported. Motion passed unanimously.

Committee Reports placed on file: Community Relations – November 21, 2024 and Performance Evaluation – November 19, 2024.

X. ITEMS FOR BOARD CONSIDERATION

- a. There were no items to act on in December.

XI. AUTHORITY AND REGIONAL POLICY REVIEW/APPROVAL

- a. There were no local policies to approve in December.
- b. There were no regional policies to approve in December.

XII. RELATIONSHIP WITH THE REGION, COUNTY, AND OTHERS

- a. Regional PIHP Special Board Meeting Minutes – minutes from the December 11, 2024 meeting will be included in the January 22, 2025 Board Packet.
- b. CMAHM Policy and Legislation Committee Report – no update for December.

XIII. ITEMS FROM THE CHIEF EXECUTIVE OFFICER

- a. Chief Executive Officer's Report Included an Update on: Staff Retention; Non-Medicaid General Fund (GF); Plan First; FY2025 PIHP Contract; Waskul Lawsuit; and that the MCMHA office will be closed on December 24, 25, 31, and January 1. The office will reopen on January 2, 2025.

XIV. NEW BUSINESS

There was no new business.

XV. PUBLIC COMMENTS

There were no citizen comments.

XVI. BOARD MEMBER ANNOUNCEMENTS

Deb Staelgraeve mentioned the Night to Shine event on February 7, 2025 at Monroe City Church and wished Board members a Merry Christmas and a Happy New Year.

Dawn Asper commented on having a fourth grandson and is very excited.

Susan Fortney, Catherine Bernhold, and Pam Ray wished Christmas blessings and that they follow you into the new year.

Becca Curley wished Board members a Merry Christmas and a Happy New Year.

LaMar Frederick asked for everyone to think about all the young men and woman serving in the Military spending their first Christmas from home. LaMar shared his first time away from home and as a veteran, it can be tough. LaMar wished everyone a Merry Christmas.

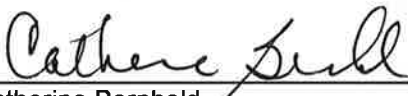
John Burkardt wished Board members a Merry Christmas and a Happy New Year, and for those going someplace warm, I will be in my house. John also wanted to assure the public that the Board will focus in the new year on more important things.

Mike Humphries wished everyone a Merry Christmas and a Happy New Year. We are all thinking of Rebecca Pasko and the difficult time she is going through. I would like to remind everyone that this agency has done a wonderful job over the last year. When you look back over the last 12 months, I am very proud of the growth and look forward to next year.

XVII. ADJOURNMENT

Mike Humphries adjourned the meeting at 7:05pm.

Submitted by,



Catherine Bernhold
Board Secretary

LG/dp
1/7/25