

## Citizens Advisory Committee



Meeting Date / Time: February 15, 2023, 9:30-11:30am  
 Location: OCHN (Troy) – Teams Virtual /Call-In  
 Facilitator: Matt Fritzen, Chairperson  
 Liaison: Linda Bartaloni-Till, Customer Services Manager  
 Scribe: Valarie Spaven, Customer Service Support Specialist  
 Desired Results: ***Teamwork toward achieving committee goals.***

**Present:** **Lloyd Austin**, At-Large; **Christine Burk**, Chief of Staff, OCHN Communications & Community Outreach; **Nancy Diane Carter**, CEEC; **Zach Cardinell**, At-Large; **Pam Casper**, CNS Healthcare; **Reena Naami-Dier**, OCHN Board; **Matthew Fritzen**, (Chairperson) MORC; **Jackie Heller**, At-Large; **James Helstowski**, F.A.I.R. Drop-In Center; **Amelia Jacobs**, Community Living Services; **Liz Janovits**, TTI; **Mark Jones**, OCHN-Customer Services Specialists; **Christie Kay**, ARC of Oakland County; **Steve Ludwig**, JARC; **Tammy Marshall**, Dreams Unlimited Clubhouse; **Verdrina Mathews**, Easter Seals; **Malkia Newman**, CNS Healthcare Anti- Stigma Team; **Cheryl Patel**, At-Large; **Charlotte Rowe**, OCHN; **Diane Sansalone**, (Vice-Chairperson) Common Ground, **Valarie Spaven**, OCHN-Support Specialists; **Linda Bartaloni-Till**, OCHN-Manager of Customer Services; **Glenda Vidosh**, Oakland Family Services; **Tammy Wallace**, Our House Clubhouse  
**Absent:** **Angela Taylor**, Visions Clubhouse; **Kimatha Greer**, AAOM; **Paulette Howell**, New Horizons; **Logan Kavalor**, My Place Center for Wellness; **Dana Lasenby**, Executive Director/CEO; OCHN **Michelle Malmgren**, Community Housing Network; **Victoria Peterson**, At-Large; **Lois Shulman**, At-Large; **Ryan Wilson**, Clubhouse Inspiration; **Chris Wright**, My Place Center for Wellness  
**Guests:** **Bridget Heffron**, Policy Analyst, MDHHS  
**Scribe:** **Valarie Spaven**

### Minutes – February 15, 2023, 2022

	Agenda Item	Presented By	Discussion
I	<b>Welcome to Members, Guests</b>  <b>Approval of Agenda and January 18, 2023, Minutes</b>	<i>Matthew Fritzen</i> CAC Chair	M. Fritzen approved agenda and minutes as written.
II	<b>Public Comment / Announcements</b>	Members & Guests	<ul style="list-style-type: none"> <li>M. Jones announced that OCHN Staff have been invited to attend Standing Board, Committee and Workgroup Meetings.</li> <li>L. Austin recognized the recent tragedy that took place at MSU and how the media uses the catchall phrase “mental illness” labeling the shooter. Stigma often comes from lack of understanding or fear. Inaccurate or misleading media</li> </ul>

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			representations of mental illness contribute to both those factors. Only a small fraction of people with persistent mental distress are more likely than average to commit violent acts.
III	<p><b>New Business</b></p> <ul style="list-style-type: none"> <li><b>Medicaid Spend Down / MiABLE Accounts</b></li> </ul>	<p><i>Bridget Heffron, Policy Analyst, MDHHS</i></p>	<p>Ms. Heffron explained Medicaid Spend Down is very complex and hard to understand for some people. Spend Down means that you meet all eligibility requirements for Medicaid except for income. To become eligible for Medicaid your allowable medical expenses must be more than your spend down amount. Your spend down amount is the amount by which your monthly income exceeds the Medicaid allowance for living expenses. Your caseworker will send you a letter called the Spend Down Notice. This will give you spend down amount and tell how you may become eligible for Medicaid when your medical expenses are more than your spend down amount. You will also be given a form on which to list your medical expenses. It is called a Spend Down Report. Expenses for medical care include care from hospitals, doctors, clinics, dentists, drugs, medical supplies and equipment, health insurance premiums, transportation to get medical care, personal assistance services, adult home help services, and other services from Community Mental Health.</p> <p>Your spend down amount can change if your circumstances change. Some examples of these include changes in income, people living with you, employment, or hospitalization. You must report any changes to your caseworker within 10 days.</p> <p>If you have questions about Medicaid spend down, contact your local Michigan Department of Human Services, or visit them online at <a href="http://www.michigan.gov/dhs">www.michigan.gov/dhs</a>.</p>

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	<ul style="list-style-type: none"> <li>• <b>Director’s Report</b></li> <li>• <b>Communications Report</b></li> </ul>	<p><i>Christine Burk, Chief of Staff, Communications &amp; Community Outreach, OCHN</i></p>	<p>Ms. Lasenby is in Washington, DC attending a conference today. Ms. Burk is speaking on her behalf. Ms. Burk is happy to see OCHN staff in attendance at today’s CAC meeting to be more collaborative.</p> <p>Ms. Burk touched on the February 13, 2023, MSU Campus shooting incident. When the crisis began in Lansing OCHN senior leadership acted quickly by sending out behavioral health tips right away, including a road map of our role and responsibility in the crisis. Our role would be sharing our experiences that would be helpful to our partners in Lansing and make sure our community has the resources they need.</p> <p>Just recently there were approximately twenty people who attended the OCHN Advocacy Workgroup and came up with some great ideas. Maybe holding special events, developing a calendar to hold messages to keep the dialogue open with our legislators. There may be a separate event in the near future with just Mayors in our community and get them familiarized with what we do. Dana will be meeting with the Oakland County Board of Commissioners and providing them with an update of what is going on in our network, where our goals and objectives fit and where we have challenges and require their support.</p> <p>Every year by law, OCHN has to present a Strategic Plan and Needs Assessment Survey. What we need right now is feedback from people we serve about the content. There is a shorter version available this year and some categories were shortened as well. OCHN is trying to make the survey easier for people to fill out. Input and feedback is</p>
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	<ul style="list-style-type: none"> <li><b>OCHN Credentialing Update</b></li> </ul>	<p><i>Charlotte Rowe</i>, LMSW, Provider Network Analyst, OCHN</p>	<p>important in order to advocate and improve our service delivery system.</p> <p>Ms. Rowe reviewed the following providers to the CAC members:</p> <ul style="list-style-type: none"> <li>Judson Center - Applied Behavior Analysis (ABA), Serious Emotional Disturbances (SED) Services, Vocational. Judson Children’s Respite home is licensed as a Child Caring Institution. No PIPs have been issued over the last 2 years. In good standing.</li> <li>Pine Rest (New Provider) – Is an Inpatient Hospital. There are 4 licenses verified as active, 3 for Substance Use Disorder (SUD) services and one for an Inpatient Hospital.</li> </ul> <p>The entire state of Michigan has noticed the shortage of inpatient hospital beds. We have inquired with hospitals outside of our county to see if they are interested in contracting with OCHN.</p>
IV	<p>Old Business – Provider &amp; Committee Reports</p>	<p><b>Amelia Jacobs</b>, CLS</p> <p><b>Angela Taylor</b>, Visions Clubhouse</p> <p><b>Cheryl Patel</b>, At-Large</p> <p><b>Chris Wright</b>, My Place Center for Wellness</p> <p><b>Christie Kay</b>, ARC of Oakland County</p>	<p>No Report</p> <p>No Report (Absent with notice)</p> <p>No Report</p> <p>No Report (absent without notice)</p> <p>No Report</p>

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	<p><b>Diane Sansalone</b>, Common Ground</p> <p><b>Glenda Vidosh</b>, OFS</p> <p><b>Jackie Heller</b>, At-Large</p> <p><b>James Helstowski</b>, F.A.I.R., Drop-In</p> <p><b>Kimatha Greer</b>, AAOM</p> <p><b>Liz Janovits</b>, TTI</p> <p><b>Lloyd Austin</b>, At-Large</p> <p><b>Logan Kavalar</b>, My Place Center for Wellness</p> <p><b>Lois Shulman</b>, At-Large</p>	<p>Common Ground is recruiting CAC members.</p> <p>In regard to the recent MSU event, OFS Director is preparing a contact list that can be shared with persons served, parents and families in need to help overcome crisis situation. The BEST Workgroup is going to be working on a couple projects “Pieces of the Puzzle” and displaying during Children’s Mental Health Awareness Month in May.</p> <p>No Report</p> <p>No Report</p> <p>No report (absent without notice)</p> <p>Clubhouse Inspiration received their re-accreditation in January of 2023, so now it is official for three more years.</p> <p>No Report</p> <p>No Report (absent without notice)</p> <p>No Report (absent with notice)</p>
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		<p><b>Malkia Newman</b>, CNS Anti-Stigma</p> <p><b>Matthew Fritzen</b>, MORC</p> <p><b>Michelle Malmgren</b>, Community Housing Network</p> <p><b>Nancy Diane Carter</b>, CEEC</p> <p><b>Pam Casper</b>, CNS Healthcare</p> <p><b>Paulette Howell</b>, New Horizons</p> <p><b>Reena Naami-Dier</b>, OCHN Board</p>	<p>No Report</p> <p>Easterseals MORC is working on policy and procedures for the new merger.</p> <p>No Report (absent without notice)</p> <p>No Report</p> <p>CNS Healthcare has added 3 Case Management Teams to address the high caseload sizes that Case Managers are experiencing in Oakland and Wayne County.</p> <p>CNS opened its first office in Macomb County on 1/9/2023. The clinic provides services to adults, children, and families. The office is located at 21331 Kelly Road Eastpointe, MI 48021.</p> <p>No Report (absent without notice)</p> <p>Reena presented a lengthy report from the <i>Committee of The Whole meeting</i> on 2/13/2023.</p> <p>Policy Management: Annual recipient rights report FY2022 - Vicki Suder</p>
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			<ul style="list-style-type: none"> <li>• Complaints: 778 - include things not in our jurisdiction</li> <li>• Allegations: 716</li> <li>• Interventions: 0</li> <li>• Interventions substantiated: 0</li> <li>• Investigations: 716</li> <li>• Investigations substantiated: 229 (32%)</li> </ul> <p>Throughout the year, investigations seemed lower than in previous years.                  Compared to state, OCHN is usually a few percent lower.</p> <p>Complaint sources:                  Mostly from ORR, then staff (provider network)                  Timeframe: within 90 days, did not take over that time in any investigations. 33% were completed in 60 days or less. The OCHN ORR internal goal is 75 or less.</p> <p>Appeals: 15; 14 of them were upheld (one did not meet criteria for appeal)                  Must be an action for substantiated complaints - Remediation totals: mostly training, written reprimand, and termination. Training is often in addition to something else.                  Remediation by persons served - 60% persons with developmental disabilities: 20% adults with mental illness, 20% HAB waiver.                  Remediation required by provider type - residential MI and DD are highest (29%); then SIP.</p> <p>Training provided: trained almost 4000 new in 2022.</p> <p>Progress of outcomes for FY22:</p>
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			<ol style="list-style-type: none"> <li>1. Develop plan and implement mentoring (beyond tokenism) RRAC members - accomplished.</li> <li>2. Highlight RRAC members and rights staff to share strengths, passions, and ideas - accomplished.</li> <li>3. Discuss how stigma affects a person when engaging in the rights system and determine action steps - accomplished.</li> </ol> <p>FY23 - new goals</p> <ol style="list-style-type: none"> <li>1. Develop calendar of trainings for RRAC members.</li> <li>2. Members get to know each other and be understood.</li> <li>3. Determine what RRAC can do to make a difference in the lives of persons served by bringing issues about rights to the meeting and identify list of concerns.</li> </ol> <p>QAPIP (Quality assessment performance improvement plan):                  Marquitta Massey and Adam Hamilton</p> <p>Highlights                  Quality and safety of clinical care                  Quality committee highlights:</p> <ul style="list-style-type: none"> <li>• quality improvement council - Dr. Pozios chairs it. All QI activity will flow up to it through the work plan. They review performance on quality measures.</li> <li>• HEDIS metrics - had a project this year to reduce disparity in persons served with minority groups.</li> <li>• Improving practices leadership team - ensure that across network, evidence based and best practices are being used.</li> <li>• Integrated health care - nurse case managers lead this committee. Integrating physical healthcare with mental healthcare</li> </ul>
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			<ul style="list-style-type: none"> <li>• Sentinel Event review committee (SERC) - reviews all incidents that meet definition of critical event - arrests, death, hospitalization due to medical errors, etc.</li> <li>• Medical Directors’ advisory group</li> </ul> <p>Quality of service</p> <ul style="list-style-type: none"> <li>• Credentialing and privileging</li> </ul> <p>Member experience</p> <ul style="list-style-type: none"> <li>• CEEC (community evaluation and education committee)</li> <li>• Member satisfaction</li> <li>• Recipient rights advisory committee</li> </ul> <p>Policy committee moved to present the QAPIP to the full board for approval at next week’s Board Meeting.</p> <p>Finance Committee</p> <p>December financial review - planning for the end of the public health emergency in April. This will mean that annual re-enrollment dates will come due, which people haven’t had to do for the last 2.5 years. When budget was created, didn’t know when the PHE was ending. Actuary will be readjusting rates, but will want 3-6 months of eligibility data to adjust rates.</p> <p>Assets comparisons - everything is going down a bit. Budget to actual, we are 3million below for Medicaid, about 1 million a month. Need to look more into eligibility trend - seeing things that shouldn’t be happening. Budgeted at a 2% increase, but we aren’t seeing it. The department built rates based on 5% increase, but that is not happening.</p>
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			<p>Medicaid revenue below and Healthy Michigan slightly above</p> <p>Liabilities                  Vendor payables are down compared to end of the last fiscal year. Pushed out a lot of money at year end, we weren't using general funds because of health emergency, so did a lot of one-time provider payments to avoid giving money back.                  As of 1/1, \$16 direct care wage, so December's budget not seeing that yet. Will see that hit us in February.</p> <p>Net position - not too different from last year.</p> <p>Contractual approvals</p> <p>Rehmann Robson - one year contract extension</p> <ul style="list-style-type: none"> <li>• consulting services for state reporting which has increased from 1 time per year to 3 times per year.</li> <li>• \$170,000</li> <li>• Moved to the board for full approval.</li> </ul> <p>PIHP contract amendment #8</p> <ul style="list-style-type: none"> <li>• no budgetary impact - related to ad hoc reporting amendment. Would require an ad hoc report within 30 days to OCHN</li> <li>• Moved to the board for full approval.</li> </ul> <p>CMHSP contract amendment</p> <ul style="list-style-type: none"> <li>• no budgetary impact - add mediation in mental health dispute resolution - allows person served to invoke mediation</li> </ul>
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		<p><b>Ryan Wilson</b>, Clubhouse Inspiration</p> <p><b>Tammy Wallace</b>, Our House Clubhouse</p> <p><b>Verdrina Mathews</b>, Easter Seals</p> <p><b>Victoria Peterson</b>, At-Large</p> <p><b>Zach Cardinell</b>, AMORC</p>	<p>if unhappy with services under certain parameters. Added to customer service area of agreement.</p> <ul style="list-style-type: none"> <li>• Moved to the board for full approval.</li> </ul> <p>CPI contract (communications professionals, Inc)</p> <ul style="list-style-type: none"> <li>• contract extension for security - building security. 4-month extension while we get RFP going. Need additional work, more remote panels, fire panels, etc.</li> <li>• moved to the board for full approval.</li> </ul> <p>Docebo Learning Management System.</p> <ul style="list-style-type: none"> <li>• A one-year contract extension - \$63,400, will also set us up to launch to the network.</li> <li>• Moved to the board for full approval.</li> </ul> <p>No report (absent without notice)</p> <p>Our House Clubhouse has a new staff member in the business unit. The home audit has passed.</p> <p>No report</p> <p>No report (absent with notice)</p> <p>No report</p>
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V	Public Comment / Announcements		None
VI	Adjournment		The Meeting was adjourned at 11:30
VII	Next Meeting		March 15, 2023 @ 9:30 am

Respectfully submitted,

*Valarie Spaven*

Valarie Spaven, OCHN – Customer Service

February 1, 2023

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Date