



Administrative Office, 105 Hall Street, Suite A, Traverse City, MI 49684

## **Annual Public Hearing**

**July 9, 2024**

**9:00 a.m.**

### **Attendance:**

Brian Martinus, Stacy Maiville, Ann Ketchum, Mary Marois, Cindy Evans, Darryl Washington, Kim Silbor, Jordan Byington, Kevin Hartley, Neil Rojas, Curt Cummins, Kari Barker, Daniel Mauk, Pam, Aimee Horton Johnson, Teri Dougherty, Tiffany Fewins, Abby Schonfeld, Gina Schlegel, Deb Freed, Trapper Merz, Rob Palmer, Aimee Bunbury, Julie Lanczki, Terri Henderson, Michelle Mendelsohn, Jillian Smithingell, Lauren Franklin, Kimberly Silbor, Somer Quinlan, Beth Klosowski, Lori Stendel, Amanda Clark, Emily Friske, Kristine Rigling, Cindy Petersen, Scott Legleitner, Lisa Wiesemann, Nancy Stevenson, Lynn Pope, Mark Draeger, Deborah Jacob, Amanda Link, Cindy Evans, Christina Hasty, Michelle Ingersoll, Jill Rountree, Courtney, Karen Cass, Katlyne Friar Mama, Christa Vasicek, Victoria McDonald, Nathan Silveus, Lisa Woodcox, Lori Campbell, Sophorn Klingelsmith, Treasa Cooper, Karen Duczynski, Candace Kauska-Dietrich, Jennifer Edwards, Martha Falk, Manda Clements (Amanda), Hali McRoberts, Erika Solomonson, Pamella Petroelje, Erica Smith, Gregory McMorrow, Liza Brandt, Melissa Michael, Kiley Fields, Heather Nicklas, Clarisse Hartnett-Manny, Marybeth Kyro, Beckie, Sharon Mikowski, Damon Orlando, Leah Tvardek, Julie Prosch, Mindy Crick, Lauren Barnard, Laura Nerone, Josette Hoch, Lisa Holmes, Kristen Stillwell, Jenna Thornton, April Weinrick, Kerie Beadleston, Ruth Pilon, Melissa Trout, Cassie Garland, Krista Patz, (5)unknown guests

### **Community Update:**

Brian Martinus, interim CEO, gave agency updates and highlights from the last year. He introduced the new CFO, Kevin Hartley. Brian recognized the members of the Board of Directors and expressed appreciation for their work. He also praised the staff and their continuous dedication, hard work, and the impact they have on the community. The agency is trying to get back to its core services and focus on improving its practices. The agency is currently under forensic investigation and is working hard to get the finances back on track.

### **Department Successes & Updates**

Assisted Outpatient Treatment (AOT)—NLCMHA is being viewed as a leader statewide in developing and implementing AOT programming and is being approached by other CMHSPs about practices. NLCMHA is one of three CMHSPs in a Wayne State University AOT Research Project.

Human Resources— The team has been updating policies and is in the final stages of creating an employee handbook. The team is focused on building trust, employee morale, and recruitment.

IT— Implemented several new processes that safeguard the agency's cyber security, including more training and a Managed Detection and Response (MDR) System which will provide a comprehensive array of protections.

Board operated homes—100% staffing levels, the first time this has happened in the agency's history, and there is a waiting list for people who would like to work for the agency. Wage increases for the RCAs.

CHAT— Increased enrollment to 180 across the six counties. This service provides enhanced care coordination.

Community Support Worker Services—In 2023, staff provided services to 29 individuals served in the six counties for support in their private residences and the community. The number of CSW workers hired has increased from four to nine.

ACT—In 2023, 129 consumers were served in the ACT programs across the six counties. The inpatient hospitalization count pre-admission to ACT was 37, and post-admission was 16.

Outpatient Therapy—This past year, the agency provided evidence-based practices such as Dialectal Behavioral Therapy (DBT), Motivational Interviewing, Seeking Safety, Eye Movement Desensitization and Reprocessing, and Cognitive Behavioral Therapy. In 2023, 1,824 consumers were served in adult outpatient therapy services. The inpatient hospitalization count pre-admission to outpatient services was 229; post-admission was 126.

Peer Support/Recovery— There are now ten full-time employed Peer Support Specialists who work with adults with mental illness. Peers have been active in the following programs: jail diversion, CHAT, crisis services, youth and young adults, and the mentally ill adult unit with ACT and case management.

ORR – More in-person training and a new efficient way of registration and training tracking. These trainings have taught staff to report any issues, what to look for and how to report. The department is 100% compliant and completes most of its cases within 64 days. The state requirement is 90 days.

GTCMW—The Wellness Center is progressing and in the process of development. There is hope for a community walkthrough in August. The project is still on schedule for opening in December 2024.

IDD — Positions are full, and the services have been broadened and more organized. Specialized training in the waivers. There have been corrections within the agency to help spread out the caseloads more evenly.

### **Areas of Improvement:**

The community was asked where the agency could improve. It was requested that a better way be found to give the staff a voice so they could be heard by the board. It was explained that the agency-wide assessment would be provided soon and may include insightful information.

A question was raised about HAB waivers. Kari Barker explained what the agency does with the waiver money and the impact of receiving these funds being that people are now able to live in their own homes, have more independence, and have the support they need.

A request for an update regarding the forensic investigation was made. Brian explained that it is ongoing, and they are wrapping up one of the fiscal years; they are analyzing more years. The NMRE contracted for the investigation.

Brian reflected on the importance of staff feedback and transparency.

### **What does Improvement look like?**

Cindy Evans with Grand Traverse Industries commented, “From a provider standpoint, we continue to work with CMHA with both leadership and consumers. The next piece is for the board to work well with the organization so we can take steps to move forward and come together as a whole.”

Nancy Stevenson commented that improvements have been made—regular meetings with Cindy’s team at GTI and IDD. One of the issues they are trying to troubleshoot is transportation. There is a lack of resources available to the agency, especially in Missaukee, Crawford, and Roscommon County.

Brian agreed that transportation is an issue. The agency does what it can, but its ability to assist and the resources available are limited.

### **How do we get there as an agency?**

The leadership team and board need to come together to develop a new strategic plan.

Mary Marois stated that to gain the trust of the six communities, the board needs to take more accountability. She feels Brian has developed a good team. She commented that there should be more focus on IDD and would like to bring back a strong infant mental health program and prevention services. She would also like to see the community collaborative get back together.

Erika Solomonson clarified that the agency does have infant mental health prevention services in all six counties and is trying to return to community collaboration post-pandemic.

Cindy Evans asked NLCMHA to take a lead in direct care wages. She would like to see more advocacy for an increase in the Direct Care Workers wages.

Brian stated that he appreciates each and every staff member. He acknowledged that a lot is going on, a lot of uncertainty, and he appreciates everyone for being flexible for the improvement of the community. Feedback from the staff and community will be taken to leadership, and adjustments will be made. He appreciates the board for getting things done, such as the bylaws, the policies, and the work they are doing. There is room for improvement, and the agency is working hard to get there.

Respectfully submitted,

Stacy Maiville, Executive Administrator