



**PROGRAM AND PLANNING COMMITTEE  
REVISED MEETING MINUTES  
Monday, June 9, 2014, 5:30 p.m.  
812 E. Jolly Rd, Conference Room G11-C,  
Lansing, MI 48910**

**Committee Members Present:**

**Joe Brehler, Raul Gonzales, Dianne Holman, Paul Palmer, Kay Pray, Kay Randolph-Back, and Kam Washburn**

**Committee Members Absent:**

**Maxine Thome (notified staff of absence)**

**Staff Present:**

**Aleshia Echols, Mary Clissold, Chuck Dougherty, Liz Holcomb, Mary Kronquist, and Kim Zimmerman**

**Public Present:**

**None.**

**Call to Order:**

**The meeting was called to order by Chairperson Raul Gonzales at 5:25 p.m.**

**Gonzales asked that Liz Holcomb present the CEI Performance Indicator report. Ms. Holcomb indicated that at the last Program and Planning Meeting on May 12, 2014, it was agreed that she would attend and present various components of the CEI Performance Indicator report quarterly. Ms. Holcomb presented the following two Performance Indicator Reports:**

- **The Percentage of New Persons Receiving a Face-to-face. Assessment with a Professional within 14 Calendar days of a Non-emergent. Request for services (all populations combined 95% standards)**
- **Children with Developmental Disabilities**

**Ms. Holcomb stated that it is an Department of Community Health (DCH) requirement to offer Access to Service within 14 calendar days of the initial request and that Community Mental Health Authority of Clinton, Eaton, Ingham Counties (CMHA-CEI) measures the indicators quarterly. It was noted that if the diagnosis is determined to be autism by the provider, there are internal referral procedures that are followed.**

**Discussion ensued. Kay Randolph-Back inquired as to the types of tracking mechanisms that are currently in place.**

**ACTION:** Ms. Holcomb will include copy of the Indicator Report presented with the minutes, and Kay Randolph-Back will schedule a meeting with Ms. Holcomb to discuss this topic further (See Attached Report).

**Previous Meeting Minutes:**

**MOVED** by Kay Randolph-Back and **SUPPORTED** by Paul Palmer to approve the amended meeting minutes of May 12, 2014 correcting the language under New Business, Appointment of Committee Vice Chair to reflect that Kay Pray made a nomination of Kay Randolph-Back. **MOTION CARRIED** unanimously.

**Adoption of Revised Agenda:**

**MOVED** by Kay Pray and **SUPPORTED** by Paul Palmer to accept the revised agenda adding the CEI Performance Indicator presentation by Liz Holcomb, Director of Quality, Customer Service, Recipient Rights. **MOTION CARRIED** unanimously.

**Comment on Agenda Items:**

No comment.

**BUSINESS ITEMS:**

**New Revenue Contract: City of Lansing Housing**

Mary Kronquist presented a New Revenue Contract with the City of Lansing Housing. This item was walked in.

Discussion ensued. Kay Pray requested definitions for the following acronyms be provided: MOU (Memorandum of Understanding); PSH (Permanent Supportive Housing); INX (Incorporated); HMIS (Homeless Management Information System). Concern was expressed regarding the procedures that will be put in place to refer individuals to other community agencies for resources and how CMHA-CEI will track “new” seriously ill cases.

**ACTION:**

**MOVED** by Kam Washburn and **SUPPORTED** by Paul Palmer that the Program and Planning Committee recommends that the Community Mental Health Authority of Clinton, Eaton, and Ingham Counties Board of Directors, in its role as the Board of Directors of the Substance Abuse Coordinating Agency (CA), authorize CMHA-CEI to enter into new contract with the Lansing Housing Commission to purchase case management and recovery services for the chronically homeless households, who are mentally ill, and/or have substance abuse problems from the Lansing Housing Commission for the period of June 1, 2014 through December 31, 2014. **MOTION CARRIED** unanimously.

### **2014 Mid-State Health Network Corporate Compliance Plan**

Kim Zimmerman presented the 2014 Mid-State Health Network Corporate Compliance Plan The Code of Federal Regulations, Title 42, Part 438.608 (Program Integrity Requirements) and the MDCH Medicaid Managed Specialty Supports and Services Contract which requires that the PIHP's and CMHSP's have administrative and management arrangements or procedures, including a mandatory Compliance Plan, to guard against fraud and abuse.

#### **ACTION:**

**MOVED** by Kam Washburn and **SUPPORTED** by Paul Palmer that the Program and Planning Committee recommends that the Community Mental Health Authority of Clinton, Eaton, and Ingham Counties Board of Directors adopt, as CMHA-CEI's Compliance Plan, the 2014 Compliance Plan developed by Mid-State Health Network. **MOTION CARRIED** unanimously.

### **2014 CA Satisfaction Surveys**

Kim Zimmerman presented the 2014 CA Satisfaction Survey information and stated that in March of 2014, CMHA-CEI-CA requested that the contract agencies within the provider network and county coalition members evaluate our performance and to identify strengths and areas needing improvement. Each provider agency and county coalition was asked to identify 3 key staff/members to complete the survey. The surveys could be completed anonymously or the staff/member could choose to provide their contact information. The surveys were distributed by email and could be returned by email or by hard copy.

Kim Zimmerman was commended by the Program and Planning Committee on a job well done!

Discussion ensued. Mary Kronquist provided an overview of the prevention activities provided by the County Coalition and gave an explanation of the structure. She explained that the prevention coalition is comprised of providers, DHS representatives, drug prevention agencies, recovery courts, community action agencies, and United Way. The agency representatives meet and discuss/plan various prevention activities using data that is collected to determine the types of services needed in the communities.

#### **ACTION:**

**MOVED** by Kay Pray and **SUPPORTED** by Kay Randolph-Back that the Program and Planning Committee of the Community Mental Health Authority of Clinton, Eaton, and Ingham Counties (CMHA-CEI) Board of Directors accept the 2014 CA Satisfaction Survey Report completed in March 2014. **MOTION CARRIED** unanimously.

### **New Expense Contract: Valley Residential - Provider Replacement**

Mary Clissold presented a New Expense Contract with Valley Residential. This is for provider replacement on an interim basis. The license of a current provider was revoked with very short notice on April 30, 2014. Valley Residential agreed to

take over the operation on an emergency basis so that the consumers could remain in the home.

Discussion ensued. Kay Randolph-Back expressed some concerns along with Kam Washburn regarding the timeframe in which CMHA-CEI was notified of the probationary status and the actual revocation of license of the Provider, and expressed the need to put measures in place “contingency planning” to better be prepared to service members, etc., in this type of situation which would assist with a smooth transition should revocation of a license occur.

Mary assured the Program and Planning Committee that due to complexity medication dispensing concerns additional staff was added to this home, and apologized that the fact sheet was not brought to the “Committee” at the May 12, 2014. The Committee members expressed understanding based on the limited amount of time between the revocation and the May 12, 2014 meeting (less than a two week period of time). In addition, a debriefing meeting has been scheduled with the Provider who loss his license.

As a proactive mechanism, Mary will be developing a rotating schedule forum for CMHA-CEI Providers, Clinical Staff, Case Managers to meet to discuss and identify potential issues and concerns.

**ACTION:**

**MOVED** by Kay Randolph-Back and **SUPPORTED** by Kam Washburn that the Board of Directors of the Community Mental Health Authority of Clinton, Eaton, Ingham Counties enter into a new contract with Valley Residential Services to provide special residential services at the Airport Road home from April 30, 2014 until a permanent provider is selected at the rate of 33,961 per month. **MOTION CARRIED** unanimously.

**Old Business:**

None.

**New Business:**

On behalf of the Program and Planning Committee, Raul Gonzalez acknowledged and recognized Dianne Holman for her exceptional effort in spearheading meetings with individuals to research access to Mental Health Court Program Services. Mr. Gonzales stated that he feels that is was because of Dianne’s pushing and proding that the community at large will benefit.

**Public Comment:**

None.

**Adjournment:**

The meeting was adjourned at 6:48 p.m. The next regularly scheduled Program and Planning Committee meeting will be July 14, 2014 at 5:30 p.m. at the Community Mental Health Building, 812 E. Jolly Rd, Conference Room G11-C, Lansing, MI.

**Minutes submitted by:**

**Aleshia Echols  
Human Resources Secretary**