

AGENDA

OnPoint Board
Tuesday, November 15, 2022
5:30 pm

County Services Building, 3283 122nd Avenue, Allegan
Allegan County Commission Board Room

Also available virtually at the link or phone number below:

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 616-327-2708,896969400#](tel:+16163272708,896969400#) United States, Grand Rapids

Phone Conference ID: 896 969 400#

NOTE: At this time, in-person attendance capacity is limited. Social distancing is required.

1. Call to Order – Commissioner Gale Dugan
2. Pledge of Allegiance
3. Provision for Public Comment – Agenda items only, subject to 5” limit per speaker
4. Approval of Agenda
5. Consent Agenda – *All items listed are considered to be routine and will be enacted by one motion. There will not be separate discussion of these items. If discussion is desired, that item will be removed from the Consent Agenda upon request of any board member and will be considered separately.*
 - a. **Motion** – Approval of prior minutes:
 - i. Executive Committee Meeting (10.14.2022)
 - ii. Board Meeting (10.18.2022)
 - iii. Building Committee Meeting (10.18.2022)
 - iv. Finance Committee Meeting (10.18.2022)
 - v. Program Committee Meeting (10.18.2022)
6. Building Committee – Commissioner Gale Dugan
7. Program Committee – Commissioner Jim Storey
8. Finance Committee Report – Beth Johnston
 - a. **Motion** – Approval of Voucher Disbursements October 2022
 - b. **Motion** – Approval of Contracts
9. Recipient Rights Advisory Committee (Feb/Apr/Jun/Sept/Oct/Dec) – Glen Brookhouse
10. Chairperson’s/Executive Committee Report – Commissioner Gale Dugan
11. LRE updates – Stephanie VanderKooi
12. OnPoint Executive Director’s Report – Mark Witte
13. Provision for Public Comment (any topic, subject to 5” limit per speaker) – Commissioner Dugan
14. Board Member Comments
15. Adjournment

Future meetings:

December 16, 2022 – 2:30 pm – Executive Committee

December 20, 2022 – 3:30 pm – Building and Recipient Rights Advisory Committees

December 20, 2022 – 4:00 pm – Finance Committee

December 20, 2022 – 4:15 pm – Program Committee

December 20, 2022 – 5:30 pm – Full Board

OnPoint

Building Committee

November 15, 2022 – 3:30 pm

Location: OnPoint, 3282-122nd Street, Allegan, MI 49010

Board Members: Gale Dugan Mark DeYoung Beth Johnston John Weerstra

Staff Members: Nan Lawrence Erinn Trask Mark Witte

Proposed Agenda:

1. Review/Approval of Agenda
2. Review/Approval of Prior Minutes
3. Construction Report
4. Financial Report
5. Other
6. Next Meeting Date
7. Adjournment

OnPoint
Draft Board Building Committee Minutes
October 18, 2022

Board Members: Gale Dugan Mark DeYoung Beth Johnston John Weerstra
Staff Members: Nan Lawrence Erinn Trask Mark Witte
Guests: Mary Dumas

1. Meeting Called to Order at 3:31 pm
2. Review/Approval of Agenda – Motion by DeYoung, supported by Johnston, to approve the agenda as presented. All in favor. Approved.
3. Review/Approval of Prior Minutes – Minutes of September 27, 2022 meeting reviewed. Motion by Johnston, supported by DeYoung, to approve the minutes as presented. All in favor. Approved.
4. Construction Report – Chairperson Dugan welcomed Mary Dumas to the meeting. Mary serves as the Executive Director of the Lakeshore Regional Entity. OnPoint staff provided several updates regarding current construction activities, including painting and the imminent ordering of demountable walls from Nxtwall of Kalamazoo as an alternative to Haworth which had unacceptably long lead times.
5. Financial Report – OnPoint staff noted that we are 58% through the funds for the project, but do not anticipate any more major change orders. The first half of MEDC’s \$2.5 million grant (\$1.25 million) is almost gone, so the half is coming. We using that before drawing USDA loan funds. Staff will ask the Finance Committee to adopt a motion recommending that the board clarify and update its authorization for total project funding, including the use of MEDC funds.
6. Other – No other agenda items.
7. Next Committee Meeting Date – Tuesday, 11/15/2022 at 3:30 pm.
8. Adjournment – Motion made by Johnston, supported by DeYoung, to adjourn the meeting. All in favor. Approved.
9. Meeting adjourned at 3:50 pm.

Submitted by Mark Witte

AGENDA

OnPoint Finance Committee November 15, 2022

4:00 pm – immediately following the Building and RRAC Committees

County Services Building, 3283 122nd Avenue, Allegan
Nederveld Room

NOTE: At this time, in-person attendance capacity is limited. Social distancing is required.

1. Call to Order – Beth Johnston, Chairperson
2. Public Comment – Agenda Items Only, Subject to 5-Minute Limit Per Person
3. Approval of Agenda
4. Approval of Minutes
5. Review of Written Reports
 - a. Administrative Services Report – Erinn Trask, Chief Financial Officer
 - b. Facilities & Human Resources – Nan Lawrence, Director of Human Resources
6. Action Items
 - a. Voucher Disbursements October 2022
 - b. Contracts
7. Informational Items
 - a. October 2022 Financial Reports
8. Finance Committee Member Comments
9. Public Comment – Any Topic, Subject to 5-Minute Limit Per Person
10. Adjournment until next meeting: November 15, 2022, at 4:00 pm.

Finance Committee: Beth Johnston, Chair; Glen Brookhouse, Vice Chair;
Mark DeYoung, John Weerstra and Karen Stratton.

Finance Committee. (Excerpt from Board Bylaws, Art. VII. Section 1b (page 5) approved by ACCMHS Board May 2021.) *The Finance Committee shall consist of not less than 4 and not more than 6 Board members, and shall include the Authority's chief financial officer as an advisor. The Committee shall review the financial position of the Authority in relation to state, county, federal and other funding sources; the budget and allocations and third party payments; address audit issues when appropriate; analyze financial reporting requests/ requirements and Authority expenditures; and consider such other financial matters as the Board or the Chairperson of the Board may refer to the Committee. The Chairperson of the Finance Committee shall be the Board Treasurer. The Finance Committee shall meet monthly, on a regular basis, at a date and time determined by the Chairperson. A finance committee will typically be responsible for monitoring and communicating to the board about the organization's overall financial health. Its core duties are likely to include participating in and overseeing: the development of the organization's budgeting and financial planning, the creation of the organization's internal controls, the preparation and distribution to the board of timely, accurate, user-friendly financial reports, and the implementation of safeguards to protect the organization's assets.*

Allegan County Community Mental Health Services
DRAFT Finance Committee Minutes
October 18, 2022 – 4:00 pm
Location: County Services Building in the Nederveld Room

Board Members Present: Glen Brookhouse, Mark DeYoung, Beth Johnston, Karen Stratton, John Weerstra

Board Members Absent: None

Staff Members: Mark Witte, Nikki McLaughlin, Nan Lawrence, Erinn Trask

Public Present: Mary Dumas

1. **Call to Order** – Beth Johnston, Chairperson, called the meeting to order at 4:01pm.
2. **Public Comment** – None
3. **Approval of Agenda**

Moved: Mr. Brookhouse Supported: Mr. Weerstra

Motion carried.

Approval of Minutes

Moved: Mr. Dugan Supported: Mr. Weerstra

Mr. Weerstra noted that he was present at the September meeting. Requested minutes be reflected to correct the error.

Motion carried.

4. **Review of Written Reports:**

- a. Administrative Services Report

Ms. Trask reviewed the report and was available for questions.

- b. Facilities & Human Resources

Ms. Lawrence reviewed her report and was available for questions.

5. **Action Items:**

- a. The Finance Committee recommends that the OnPoint Board approve the September 2022 disbursements totaling \$3,551,344.41.

Moved: Mr. Brookhouse Supported: Mr. Dugan

Motion carried.

- b. The Finance Committee recommends that the OnPoint Board approve the following list of provider contracts for fiscal year 2022. Enriched Living LLC, Above and Beyond Care.

Moved: Mr. Dugan Supported: Mr. Weerstra

Motion carried.

- c. The Finance Committee recommends that the OnPoint Board approve the following list of provider contracts for fiscal year 2023. Enriched Living, LLC, Above & Beyond Care, Locum Tenens, Iris Telehealth, Genoa Telepsychiatry, No One Lives Alone and Meridian Health Services.

Moved: Mr. DeYoung Supported: Mr. Brookhouse

Motion carried.

- d. The Finance Committee recommends a motion to comply with the requirements of 2011 Public Act 152, the Publicly Funded Health Insurance Contribution Act, by adopting the annual Exemption option for the medical benefit plan coverage year January 1, 2023, through December 31, 2023.

Moved: Mr. Weerstra Supported: Mr. Dugan

Motion carried.

- e. The Board of Directors for Allegan County Community Mental Health Services dba OnPoint authorizes an increase of the building construction budget from \$6,621,270 to \$9,121,270, with the increase to be funded with a grant from the Michigan Economic Development Corporation.

Moved: Mr. DeYoung Supported: Mr. Dugan

Motion carried.

6. Informational Items

- a. September 2022 Financial Reports reviewed with Administrative Report.

7. Finance Committee Member Comments

No comments.

8. Public Comment

Ms. Dumas provided the committee with updates regarding the LRE.

9. Next Meeting – November 15, 2022 at 4:00 pm.

10. Adjournment

Moved: Mr. Weerstra Supported: Mr. DeYoung

Motion carried.

Meeting adjourned at 5:07pm.



Administrative Services Board Report November 2022

Submitted by Erinn A. Trask, CPA, Chief Financial Officer

269.303.8945 – ETrask@OnPointAllegan.org

Construction on the building project is to be completed in late winter. We have submitted the ninth construction draw totaling \$422,150.21, which will be funded through the Michigan Economic Development Corporation (MEDC) grant. We have not approved any new change orders since last month. We continue to meet bi-weekly with Cornerstone Construction and Schley Nelson Architects to review change orders, requests for information, and project status.

This month's packet includes the preliminary monthly financial report for September 2022. We will continue to finalize the fiscal year 2022 totals over the next couple of months, and will bring a copy of the final audited balances to the Board when available. The Summary Schedule of Revenues and Expenses by Fund Source shows the difference between the revenue received from the Lakeshore Regional Entity (LRE) and the State of Michigan Department of Health and Human Services (MDHHS) and the eligible expenses incurred by OnPoint. These fund sources are cost settled at the end of each year, and any unspent funds are required to be returned to the LRE or MDHHS. The revenue numbers from the Lakeshore Regional Entity (LRE) (Medicaid, Autism, and Healthy MI Plan) are final for October and November 2021, but only preliminary for December 2021 through September 2022 based on revenue projections prepared by Beacon and LRE. When the final revenue accounting is received from the LRE we will update our records. We are projecting to return approximately \$653,000 (MH Medicaid and SUD Medicaid combined) to the LRE and carry forward approximately \$78,000 in General Funds to the next fiscal year and lapse approximately \$42,000 in General Funds back to the State of Michigan.

As of September 30, 2022, most of the balance sheet is stable and consistent with prior year. Line items with significant variances from September 30, 2021, include:

- Cash and Cash Equivalents decreased due to the timing of the final Medicaid and HMP revenue payments from the LRE.
- Capital Assets increased from the purchase and renovation of the new building and architect fees paid to date on the project.
- Accounts Payable and Accrued Liabilities decreased due to the payment of the settlement for fiscal year 2020 due to the LRE.
- Unearned Revenue increased due to the receipt of grant funds from the Michigan Economic Development Corporation for the building project.
- Notes Payable and the current portion of long-term debt were recorded for the construction loan proceeds received from the United States Department of Agriculture, showing the amount due within one year and the remaining long-term balance.

As of September 30, 2022, OnPoint has received revenue close to the amended budget in every category. Medicaid and Healthy Michigan Plan revenue has been recorded based on actual payments received for October and November 2021. OnPoint is waiting on the final revenue accounting for December 2021 through September 2022 from the LRE, the revenue for those months has been recorded based on preliminary cash advances received. As of September 30, 2022, most expenses are close to the amended budget.



Following the statements are several charts showing the trending of capitation revenue from the LRE for the past three fiscal years, and a comparison of the current year projected capitation revenue and expense. These charts have been updated to show the expense in the month was provided, rather than the month in which it was paid as in past reports.

Sincerely,

Erinn A. Trask, Chief Financial Officer
Monday, November 7, 2022

OnPoint

Human Resources Board Report ~ November 2022

Submitted by Nan Lawrence
269-673-6617, ext. 2731; nlawrence@onpointallegan.org

NEW HIRES

Last Name	First Name	Position	Date of Hire
Johnson	Shaina	Adult Case Manager	10/17/2022
Gardner III	Lee	Children's Wraparound Facilitator	10/17/2022
Oakes	Kaitlin	Access Technician	10/31/2022
Stiles	Christy	Parent Support Partner	10/31/2022

SEPARATIONS

Last Name	First Name	Position	Date of Separation
Bouchard	Kimberly	Community Based RN	11/09/2022

Employee Engagement Committee:

The Committee met on November 2. We had a great discussion, and the committee provided a lot of good feedback. Their feedback is being incorporated into the roadmap and we'll be meeting again on November 17.

Positions:

HR is staying busy with interviews and onboarding. We have welcomed several new staff over the past month and look forward to welcoming new staff for the following positions:

1. Housing Clinician
2. Crisis Services Therapist
3. Children's Case Manager
4. Housing Case Manager
5. Access Intake Therapist
6. Peer Recovery Coach

Building:

HR continues to work on several different aspects of the building.

1. Consultation/therapy room/med clinic furniture
2. Evaluating options for move to the new building
3. Custodial services
4. Will start working with Health & Safety to develop facilities emergency response plan



Full Board ACTION REQUEST	Subject:	Voucher Disbursements	
	Meeting Date:	November 15, 2022	
	Requested By:	Beth Johnston, Finance Committee Chairperson	
<u>RECOMMENDED MOTION:</u>			
<u>The Finance Committee recommends that the OnPoint Board approve the October, 2022 disbursements totaling \$3,708,325.70.</u>			
<u>SUMMARY OF REQUEST/INFORMATION:</u>			
<u>Date Issued:</u>	<u>Voucher Number:</u>	<u>Type:</u>	<u>Amount:</u>
October 3, 2022	N/A	Loan Payment	\$21,334.00
October 3, 2022	V0891	Construction	\$7,513.70
October 14, 2022	V0884*	Vendor	\$1,453,358.47
October 14, 2022	P1682*	Payroll	\$198,961.77
October 14, 2022	P1683**	Payroll	\$198,017.42
October 20, 2022	V0885	Construction	\$421,895.60
October 20, 2022	V0886**	Vendor	\$195,470.32
October 24, 2022	V0887	Construction	\$175,658.16
October 21, 2022	P1684**	Payroll	\$398,327.75
October 31, 2022	V0888*	Vendor	\$401,771.02
October 31, 2022	V0889**	Vendor	\$236,017.49
<u>BUDGET/FINANCIAL IMPACT</u>			
<ul style="list-style-type: none"> • *These disbursements are part of the approved fiscal year 2022 operating budget for OnPoint. • **These disbursements are part of the approved fiscal year 2023 operating budget for OnPoint. 			
BY: Erinn Trask, Chief Financial Officer		DATE: November 7, 2022	



Full Board ACTION REQUEST	Subject:	Contracts
	Meeting Date:	November 15, 2022
	Requested By:	Beth Johnston, Finance Committee Chairperson
<u>RECOMMENDED MOTION:</u>		
The Finance Committee recommends that the OnPoint Board approve the following list of provider contracts for fiscal year 2023.		
<u>SUMMARY OF REQUEST/INFORMATION:</u>		
Provider	Contracted Service(s)	
Henry Ford Health Systems A Mother's Touch	Single Case Inpatient SUD Recovery/Peer Services	
<u>BUDGET/FINANCIAL IMPACT</u>		
These contracted services are part of the fiscal year 2023 operating budget for OnPoint.		
BY: Nikki McLaughlin, Accounting Manager		DATE: November 15, 2022

ONPOINT



Period Ended
September 30,
2022
(unaudited)

Monthly Finance
Report

ONPOINT

Summary Schedule of Revenues and Expenses by Fund Source

October 1, 2021 through September 30, 2022

Mental Health Services	Medicaid	Autism	Healthy MI Plan	Medicaid Combined	General Fund
Revenue	\$ 22,237,336	\$ 3,275,786	\$ 2,362,862	\$ 27,875,984	\$ 1,553,646
Expense	24,028,803	1,700,841	2,656,019	28,385,663	1,433,792
Revenue over/(under) expenses	<u>\$ (1,791,467)</u>	<u>\$ 1,574,945</u>	<u>\$ (293,157)</u>	<u>\$ (509,679)</u>	<u>\$ 119,854</u>

Substance Use Disorder Services	Medicaid	Healthy MI Plan	Medicaid Combined	SUD Block Grant	Public Act 2
Revenue	\$ 628,416	\$ 1,336,925	\$ 1,965,341	\$ 200,207	\$ -
Expense	306,884	496,171	803,055	134,645	-
Revenue over/(under) expenses	<u>\$ 321,532</u>	<u>\$ 840,754</u>	<u>\$ 1,162,286</u>	<u>\$ 65,562</u>	<u>\$ -</u>

This financial report is for internal use only. It has not been audited, and no assurance is provided.

ONPOINT

Statement of Net Position

September 30, 2022

	September 2021	September 2022 (unaudited)
Assets		
Current assets		
Cash and cash equivalents	\$ 4,724,816	\$ 3,608,085
Accounts receivable	1,193,751	938,377
Prepaid items	456,404	314,193
Total current assets	6,374,972	4,860,655
Non-current assets		
Capital assets not being depreciated	425,461	2,459,575
Capital assets being depreciated, net	32,666	1,598,050
Total non-current assets	458,126	4,057,625
Total assets	6,833,098	8,918,280
Liabilities		
Current liabilities		
Accounts payable and accrued liabilities	\$ 6,009,003	\$ 4,165,066
Accrued vacation and self-insurance claims	554,561	632,364
Unearned revenue	239,213	1,351,261
Current portion of long-term debt	-	256,008
Total current liabilities	6,802,777	6,404,699
Long-term liabilities		
Notes payable	-	2,261,926
Total liabilities	6,802,777	8,666,625
Net position (unaudited)	\$ 30,321	\$ 251,655

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ONPOINT

Statement of Revenue, Expenses and Change in Net Position

October 1, 2021 through September 30, 2022

Percent of Year is 100.00%

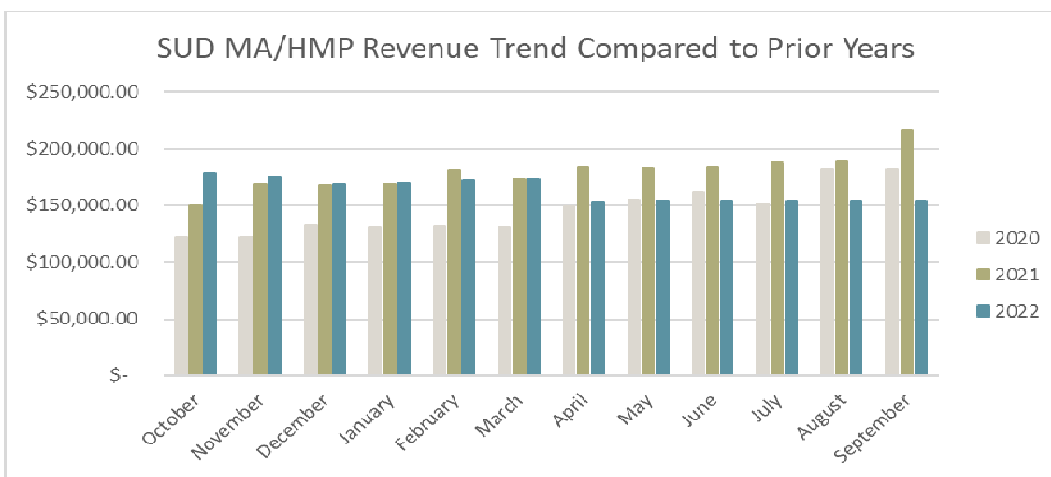
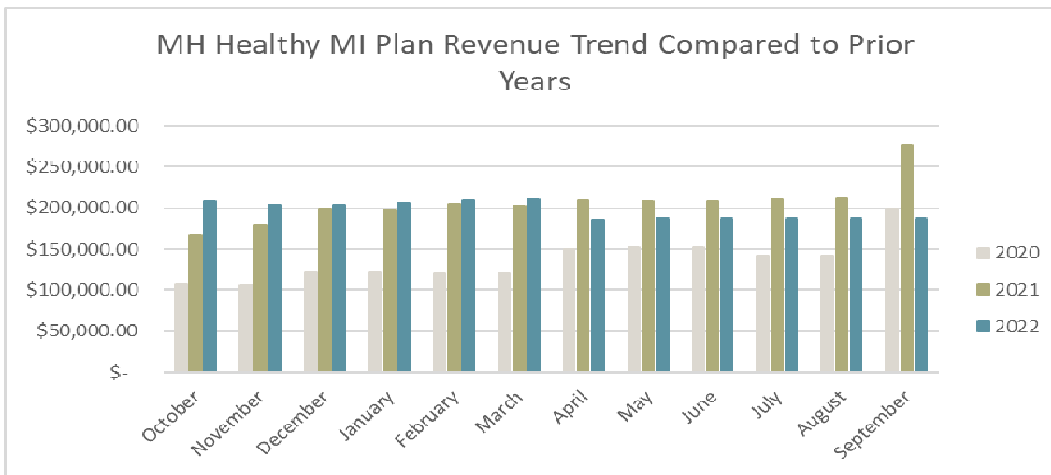
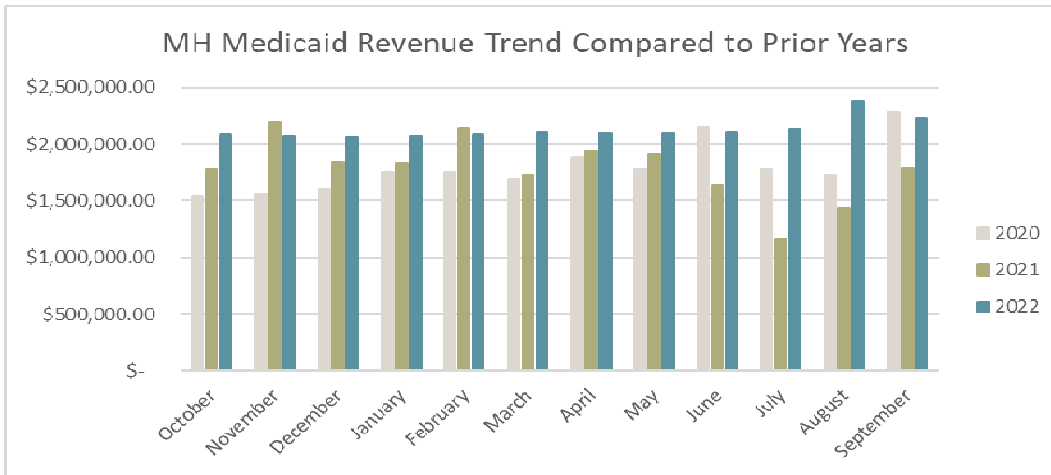
	Total Amended Budget	YTD Totals 9/30/22	Under/(Over) Budget	Percent of Budget - YTD
Operating revenue				
Medicaid:				
Traditional Capitation	\$ 23,550,238	\$ 22,237,336	\$ 1,312,902	94.43%
Traditional Capitation-Autism	3,434,430	3,275,786	158,644	95.38%
Traditional Settlement	(607,970)	216,522	(824,492)	
Healthy Michigan Capitation	2,499,734	2,362,862	136,872	94.52%
Healthy Michigan Settlement	(52,256)	293,157	(345,413)	
Substance use disorder revenue:				
Traditional Capitation	669,180	628,416	40,764	93.91%
Traditional Settlement	(418,237)	(321,532)	(96,705)	
Healthy Michigan Capitation	1,407,848	1,336,925	70,923	94.96%
Healthy Michigan Settlement	(904,221)	(840,754)	(63,467)	
State General Fund:				
Formula Fundings	1,584,815	1,553,646	31,169	98.03%
Settlement	(59,729)	(119,854)	60,125	
SAMHSA Housing	400,000	425,967	(25,967)	106.49%
Other reimbursements	125,000	128,761	(3,761)	103.01%
Grants and earned contracts	6,223,999	5,595,931	628,068	89.91%
Local funding	376,000	356,428	19,572	94.79%
Total operating revenue	\$ 38,228,831	\$ 37,129,597	\$ 1,099,234	97.12%
Operating expenses				
Salaries & Benefits	\$ 11,024,000	\$ 11,179,577	\$ (155,577)	101.41%
Supplies & Materials	264,000	244,195	19,805	92.50%
Contractual Services	25,971,000	24,648,374	1,322,626	94.91%
Communications	165,000	155,380	9,620	94.17%
Travel/Training/Transportation	173,000	181,045	(8,045)	104.65%
Risk Management	60,000	53,455	6,545	89.09%
Occupancy	328,000	293,147	34,853	89.37%
Other maintenance	10,000	8,497	1,503	84.97%
Equipment	161,000	144,593	16,407	89.81%
Total operating expenses	\$ 38,156,000	\$ 36,908,263	\$ 1,247,737	96.73%
Change in net position	72,831	221,334	\$ (148,503)	
Beginning net position	30,321	30,321		
Ending net position (unaudited)	\$ 103,152	\$ 251,655		

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ONPOINT

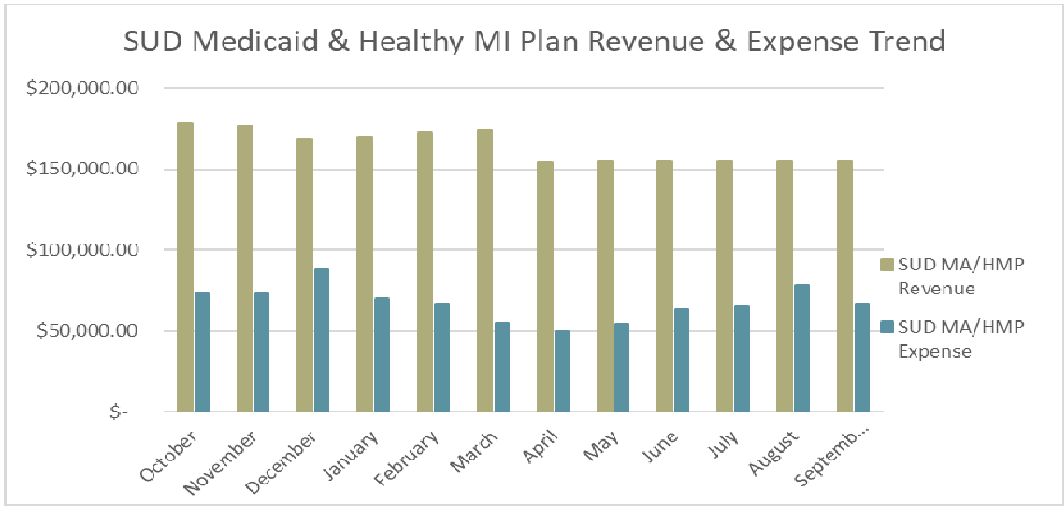
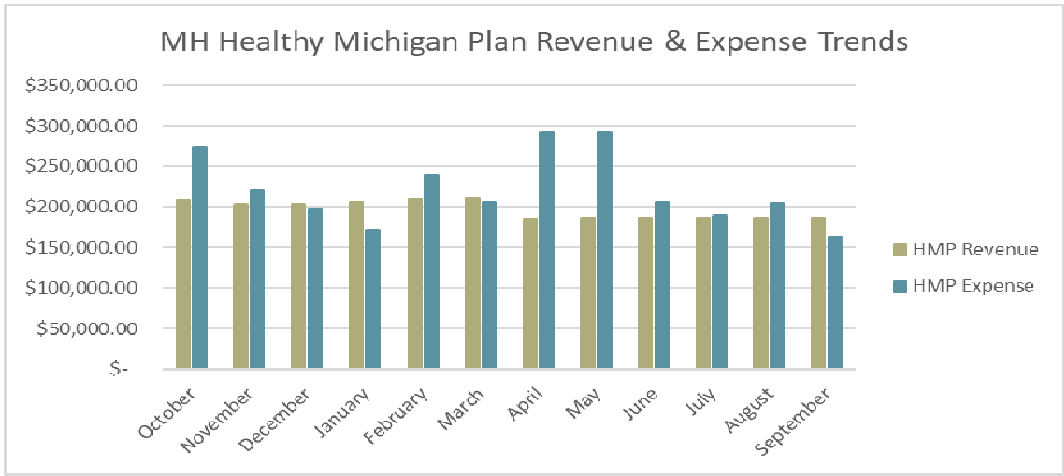
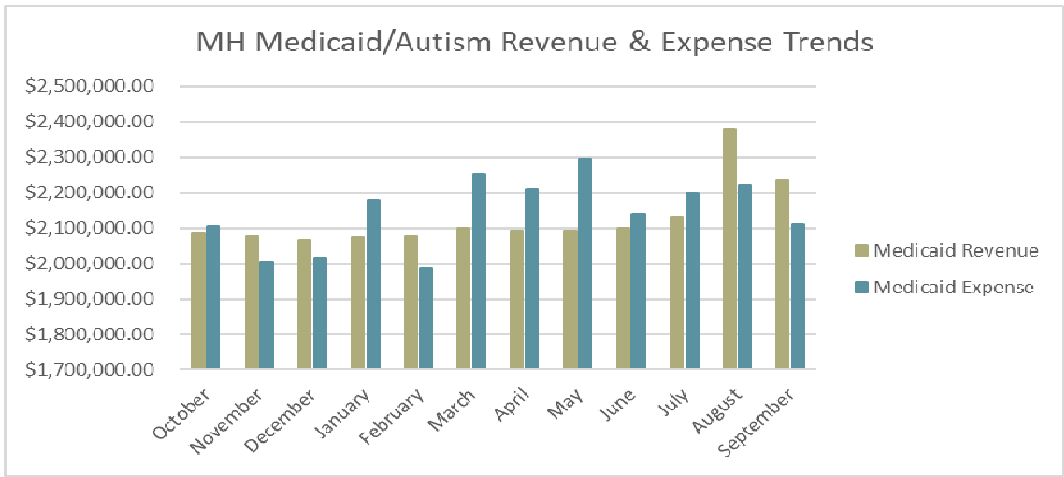
Key Indicators

September 30, 2022



ONPOINT

Key Indicators
September 30, 2022



AGENDA

**OnPoint
Program Committee
Tuesday, November 15, 2022
4:15 pm**

County Services Building, 3283 122nd Avenue, Allegan
Allegan County Commission Board Room

Also available virtually at the link or phone number below:

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 616-327-2708](tel:+16163272708),[896969400#](tel:+16163272708) United States, Grand Rapids

Phone Conference ID: 896 969 400#

NOTE: At this time, in-person attendance capacity is limited. Social distancing is required.

1. Call to Order – Jim Storey, Chair
2. Public Comment – Agenda Items Only, Subject to 5-Minute Limit Per Person
3. Approval of Agenda
4. Approval of Minutes
5. Program Presentation: SUD Programming – Lauren Tordaro and Brooke Hickman
6. Written Reports to Program Committee
 - a. Integrated Health – Leanne Kellogg
 - b. Clinical Services – Dr. Geniene Gersh
 - c. Quality Improvement/Performance Management – Mandy Padgett
 - d. Customer Service – Cathy Potter (Feb/May/Aug/Nov).
7. Program Committee Member Comments
8. Public Comment – Any Topic, Subject to 5-Minute Limit Per Person
9. Adjournment – Next meeting December 20, 2022

Program Committee: Jim Storey, Chair; Alice Kelsey, Vice Chair;
Kim Bartnick, Amy Clugston, Emily Schwartz

Program Committee. (Excerpt from Board Bylaws, Art. VII. Section 1c (page 5) approved by OnPoint Board May 2021.)
The Program Committee shall consist of not less than 4 and not more than 6 Board members and shall include the Authority's chief program officer as an advisor. It shall review data and narrative information provided by Authority staff regarding services delivered by community-based service providers and hospital providers; review proposed new programs and existing programs and make recommendations relating thereto; make recommendations which encourage improvement in quality of services; review information with a view towards policy which encourages accountability in areas of programmatic, fiscal, compliance and clinical performance; and review compliance program issues and initiatives and make recommendations relating thereto. The Program Committee shall meet monthly, on a regular basis, at a date and time determined by the committee chairperson.

**Program Committee Minutes
October 18, 2022 – 4:15 pm**

Board Members Present: Kimberly Bartnick, Amy Clugston, Alice Kelsey and Emily Schwartz (virtual)

Board Members Absent: Commissioner Jim Storey

ACCMHS Staff Present: Susan Conrad, Geniene Gersh, Brenda Holquist, Brooke Hickman, Leanne Kellogg, Amy Kettring, Mandy Padget and Lauren Tordaro

Others: Inna Mason (Rehmann)

1. Call to Order

Ms. Kelsey called the meeting to order at 4:15 pm.

2. Public Comment

None.

3. Approval of Agenda

Moved: Ms. Bartnick

Supported: Ms. Clugston

Motion carried.

4. Approval of Minutes of September 27, 2022

Moved: Ms. Clugston

Supported: Ms. Bartnick

Motion carried.

6. Program Presentation – SUD Services

Ms. Tordaro and Ms. Hickman presented and were available for questions. The program committee has asked that the team come back next month and finish their presentation.

7. FY 2023 Quality Improvement Plan

Ms. Padget presented the plan and was available for questions.

8. Motion: The OnPoint Program Committee recommends the OnPoint Board approve the FY2023 OnPoint Quality Improvement Plan.

Moved: Ms. Clugston

Supported: Ms. Bartnick

Motion carried.

9. Program Committee Reports

a. Integrated Health

Ms. Kellogg reviewed her report and was available for questions.

b. Clinical Services

Dr. Gersh reviewed her report and was available for questions.

c. Quality Improvement/Performance Management – written only.

d. Customer Service

None.

7. **Program Committee Member Comments**

None.

8. **Public Comment**

None.

9. **Adjournment**

Meeting adjourned at 5:23 pm.



SUD Treatment Services

Substance Use Disorder and
Co-Occurring Programs at OnPoint

What is a Substance Use Disorder (SUD) and what are SUD Services?

“SUD are when the recurrent use of alcohol and/or drugs causes clinically and functionally significant impairment, such as **health problems, mental health problems, and failure to meet major responsibilities at work, school, or home.**” *SAMHSA 2022*

“Primary Diagnosis” Treatment Planning

What are Co-Occurring Disorders (COD) and what are COD Services?

“When a substance use disorder and a psychiatric disorder co-occur, they may differ in severity, and the severity of each can change over time. Compared to individuals who have a single disorder, those with a combination of disorders may experience more severe medical and mental health challenges and may also require longer periods of treatment.” *SAMHSA 2019*

OnPoint SUD Treatment Services



Screening for SUD/COD

Identify clients at initial contact who may have SUD/COD, and provide evidence-based screening tools for level of care, appropriate referral information if needed, and resource information.



Assess for SUD/COD

Assess clients utilizing the ASAM (American Society of Addiction Medicine) CONTINUUM to accurately and effectively diagnose SUD/COD for person-centered treatment.



Treatment for SUD/COD

Support clients diagnosed with SUD/COD by assisting in person-centered, evidence-based practice supported treatment planning, and providing treatment that supports their goals.



Provide Peer Support

Connect clients with credentialed staff members with lived experiences with SUD/COD to support both substance use and mental health recovery goals.

OnPoint SUD Treatment Services

COD Services	MAT	IOP	RM
<p>Within Existing Programs</p> <p>Access/Crisis, Outpatient, ACT, Children's Services, Housing Programs, continued...</p>	<p>Medication Assisted Treatment</p> <p>Withdrawal management supports including via medication (naltrexone, buprenorphine, methadone, etc.)</p>	<p>Intensive Outpatient Program</p> <p>Higher level of care for clients identified with SUD/COD. Evidence-based practice for StUD, OUD, COD..</p>	<p>Recovery Management</p> <p>A collaborative team model including case management, therapy, and peer support. This is a supportive model that can support clients with a higher level of care need.</p>

“Big Picture” SUD Treatment Services

Expanding HLOC

Detox, Short-Term Residential, Long-Term Residential

Payment through SUD Tx BG, SOR 3.

Recovery Housing

Expanding services “In-county”

Recovery residences for stabilization.

IOP

Intensive Outpatient

Full-fidelity, MATRIX model site.

RM

Recovery Management

Blend and hybrid sustainability plan with GBHI (Grants for the Benefit of Homeless Individuals).

SOR (State Opioid Response) 3

StUD/ODU Tx

Supports treatment costs for uninsured individuals. This includes the following approved EBPs: MAT, Matrix Model, Motivational Interviewing, Dialectical Behavioral Therapy, Case Management, Contingency Management

Recovery Housing

**Expanding services
“In-county”**
Recovery residences for stabilization.

StUD/ODU Recovery

**Intensive
Outpatient**
Full-fidelity, MATRIX model site.

OEND

**Overdose Education
& Naloxone
Distribution**

Naloxboxes,
OnPoint Overdose Response Kit,
NARCAN Trainings for Community

Goals of CCBHC

- Help people improve their health by making it easier to get into treatment
- Keep people from going into the hospital when they don't need hospital care
- Blend mental health, substance use disorder, and physical health treatment services

Goals of SUD Services

- Provide a continuum of services that adjusts to client need and person-centered goals
- Support evidence-based interventions to clients with SUD/COD
- Provide training and supervision opportunities to staff and community providers for SUD/COD

OnPoint SUD Services Department

Lauren Todaro, MSW, LMSW, CAADC

SUD Services Manager

OnPoint SUD Services

Brooke Hickman, LMSW, CAADC, DP-S, JD

SUD Program Supervisor

OnPoint SUD Treatment Programs

Heidi Denton, MSW, CPS-M

SUD Prevention Supervisor

OnPoint Prevention Programs

Erin Hurley - Prevention Specialist

Sherrie Chase, B.S. - Prevention Specialist

Nikki Barth, LMSW, CPC-M - Prevention Specialist

OnPoint Integrated Health and SUD Board Report

November 2022 BOARD REPORT

Leanne Kellogg, MS, BSN, RN, Director of Integrated Health and Substance Use Services
269-673-6617 ext. 4868 email: lkellogg@onpointallegan.org

CCBHC (Certified Community Behavioral Health Clinic) Grant

Progress for the implementation of the CCBHC continues. Some of the highlights throughout the month of October include the following:

- Efforts on continued use and implementation of data monitoring occurring throughout clinical program areas, more definition yet to come with ongoing dashboard efforts
- NOMs collection continues regularly across the clinical programs as well with data monitoring efforts supporting the background
- Continued progress on efforts underway with Rubix for data supports to enhance reporting and auditing options, progress on some data elements for reporting

Ongoing project management efforts have also completed the following:

- Met all grant required deadlines:
 - IPP Quarterly Data Submission
 - Screening, Assessment, Community Collaboration, Policy/Procedures Updates as well as applicable Trainings
 - Completed next quarterly submission, more data reports to be built to ease this process in the future
 - Appreciation to our data team and members across the organization for more easily reporting processes implemented, thank you!
 - Ongoing Grant Project Officer Meeting
 - Review of year 1 progress, goals and future objectives
 - Discussion of sustainability options
- Data evaluation efforts continue in the background to ensure appropriate “build” of any Streamline enhancements or use of internal data sets as well as clinical-based reports to track processes. Continued tweaks to our dashboards for more effective understanding of metrics from our clinical leadership is occurring.

Outpatient Psychiatric Medical Clinic - Angel Hopkins RN, Clinic Practice Manager

Our outpatient psychiatric medical clinic team staff continue to be flexible in our remote working arrangement to accommodate our consumer needs.

The medical clinic continues to strive for high quality of care for our consumers and the community.

1. Staffing

- a. We will be welcoming a full-time psychiatric nurse practitioner in the middle of November.
 - b. Our community nurse care coordinator has submitted her resignation and her last day will be November 9, 2022.
 - c. We are in the process of contracting with a telehealth contractor to fill our appointment needs in the meantime. Hoping to interview a psychiatrist soon and beginning the onboarding process so they can begin to see patients from our waitlist.
2. Information Technology
 - a. Continuing discussions regarding various ticket issues involving prescriptions differences with pharmacies, coordination of care report still not working, slowness of Streamline system, patient portal, ongoing continued evaluation and updates to our vendor EMR.
 - b. The clinic staff have been working closely with the county IT department on our office IT needs and updates, finding their services to be quick and helpful.
 - c. Working with Streamline to set up new prescriber EMR training due to not having a staff member that can show them the prescribing side of the EMR.
 3. Community/Residential Nursing will be on hold until the position can be filled.

OnPoint Substance Use Disorder (SUD) Services - Lauren Todaro, MSW, LMSW, CAADC, CCJP-M SUD Services Manager

OnPoint SUD Provider Network:

Continued efforts are being made to onboard new higher level of care (HLOC) providers such as detox, short-term residential, and long-term residential providers. With the support of Amy Kettring, Provider Network Manager, OnPoint was able to onboard two new contracted providers; Meridian Health Services for detox and short-term residential, and NOLA (No One Lives Alone) for recovery residence. An additional recovery residence contract is working through processing.

Medication Assisted Treatment (MAT) Development:

Representatives from three medication-assisted-treatment medications have attended meetings with the SUD Program Manager and Clinic Manager, and Med Clinic staff. Medications, such as combination buprenorphine and naloxone, can be covered by Medicaid and is being projected to be a first implementation in MAT for OnPoint.

Michigan State Police (MSP) Overdose Fatality Review (OFR) Grant:

MSP Grant Division in Lansing contacted SUD Services Manager in regard to opportunity for partnership in beginning an Allegan County Overdose Fatality Review (ACOFR) for the purposes of intentional conversation around opioid use disorder (OUD) and overdose fatalities within Allegan County. ACOFR would be supported by a 1-year financial support from MSP Grant Division to develop sustainability for the meeting to occur every other month throughout the year. SUD Services Manager is meeting with MSP and Michigan Public Health Institute (MPHI) to initiate budget conversations for the OFR grant. Further information to develop over coming month.

State Opioid Response (SOR) Grant 3; Treatment Overdose & Education, Naloxone Distribution:

The OnPoint Overdose Response Kit have been created for community and staff distribution, alongside support from the Grand Rapids Red Project for Narcan Administration training. The OnPoint Overdose Response Kit is designed to be an overdose “first-aid kit” to be carried and kept in case of recognition of overdose. The kit contains two nasal-administration doses of Narcan (naloxone), “opioid antagonist” used to counter the effects of opioid overdose, for example morphine and heroin overdose. The kit also contains a disposable CPR face shield, non-latex gloves, fentanyl test strips, informational cards for post-administration, and contact cards for further aftercare. The OnPoint goal for distribution is approximately 500 kits within the community and staff. Please contact Lauren at ltodaro@onpointallegan.org or (260)249-7288 if you are interested in obtaining an OnPoint Overdose Response Kit.

SUD Services: Prevention Services – Heidi Denton, MSW, CPS-M, Prevention Supervisor

Allegan County Substance Abuse Prevention Coalition (ASAP):

Red ribbon week activities at Otsego MS and Fennville MS. Both schools did various interactive games and positive education every day of the week. They reported that the student and staff response was positive overall.

Prime for Life:

Adult: Next class is scheduled for January.

Youth: 6 youth completed the class in October from 3 middle and high schools.

Suicide Prevention Coalition:

Next meeting has not been scheduled yet.

Covid funds: No update this month.

LARA funds: No word on future funding opportunities.

SUD Services: Treatment Services - Brooke Hickman, LMSW-C, CAADC, DP-CCS, JD, Program Supervisor

SUD Services Internal Staff Credentialing:

SUD Program Supervisor has confirmed the following MCBAP (Michigan Certification Board of Addiction Professionals) CAADC (Certified Advanced Alcohol and Drug Counselor) staff within the agency, achieving a CCBHC goal of having 8 CAADC’s or CAADC DP’s (Development Plan) staff within the agency.

Full CAADC in Clinical Direct-Care Role: 4 staff

Full CAADC in Agency-Total: 6 staff

CAADC Development Plan Approved: 18 staff

CAADC Development Plan Actively Pending: 1 staff

CADC Development Plan Actively Pending: 2 staff

CAADC Development Plan Being Applied For: 1 staff

SUD Services Internal Program Development:

The OnPoint SUD Intensive Outpatient Program (IOP) started on October 3rd, 2022. This service will provide ASAM Level 2.1 Services to Allegan County. The IOP runs three times weekly for 3 hours each group. Additionally, each participant is engaged in SUD individual therapy. This is being achieved through the combined efforts of the OnPoint Outpatient Clinic and OnPoint SUD Services Department. ASAM (American Society of Addiction Medicine) CONTINUUM Assessments are being completed by Integrated Health Teams and Access/Crisis staff to evaluate level of care and treatment recommendations.

State Opioid Response (SOR) Grant 3; Peer Outreach & Linkage:

Welcome Nelson! The SUD Services Department welcomes Nelson Serrano, a Certified Peer Recovery Coach through MDHHS who joined the OnPoint team in September. Nelson is also a certified WRAP Facilitator. WRAP is a program designed to create an empowering learning environment to support people to make sustained changes in their lives toward wellness. Nelson will be a member of the team to connect individuals to HLOC and connect individuals with services internally and externally. Nelson has also begun assisting individuals with transportation to the OnPoint Intensive Outpatient Program (IOP), to ensure individuals are able to attend their treatment. Nelson will be continuing to onboard and receive trainings to begin building his caseload.

OnPoint SUD Treatment & Allegan County Probation & Parole Department:

Additionally, the SUD Services Department is continuing to build our relationship and referral base with Allegan County Probation and Parole Department. Since the end of October, they have referred 16 individuals for SUD services at OnPoint. These clients have either been scheduled for an SUD Intake (ASAM Continuum assessment) or are currently receiving SUD services at an Outpatient level (ASAM level 1) or through IOP (ASAM level 2.1). Additionally, the SUD Program Manager and SUD Program Supervisor attended the Allegan County Probation and Parole Department's October staff meeting.

CLINICAL SERVICES BOARD REPORT – November 2022

Geniene Gersh, PhD, Director of Clinical Services
269-673-6617, email ggersh@onpointallegan.org

New Program Supervisors at OnPoint

This Clinical Director is pleased to announce two additions to the clinical leadership team at OnPoint.

Shandra Stewart, LMSW has accepted the position of Program Supervisor of the Assertive Community Treatment (ACT) team. Shandra has worked as a clinician on the Housing Services team for past few years. In addition, Shandra has assisted with providing clinical services to both the Access team and Crisis Services team.

Alison Schuyler, LMSW has accepted the position of Program Supervisor for the Access Services team. Alison previously worked for OnPoint and has recently returned after pursuing additional professional opportunities to expand her skills set in both access and crisis services.

Both Shandra and Alison possess excellent clinical skills and leadership abilities, and we look forward as they advance into these new leadership positions. Congratulations to both Shandra and Alison!

Clinical Program Data for the Month of October

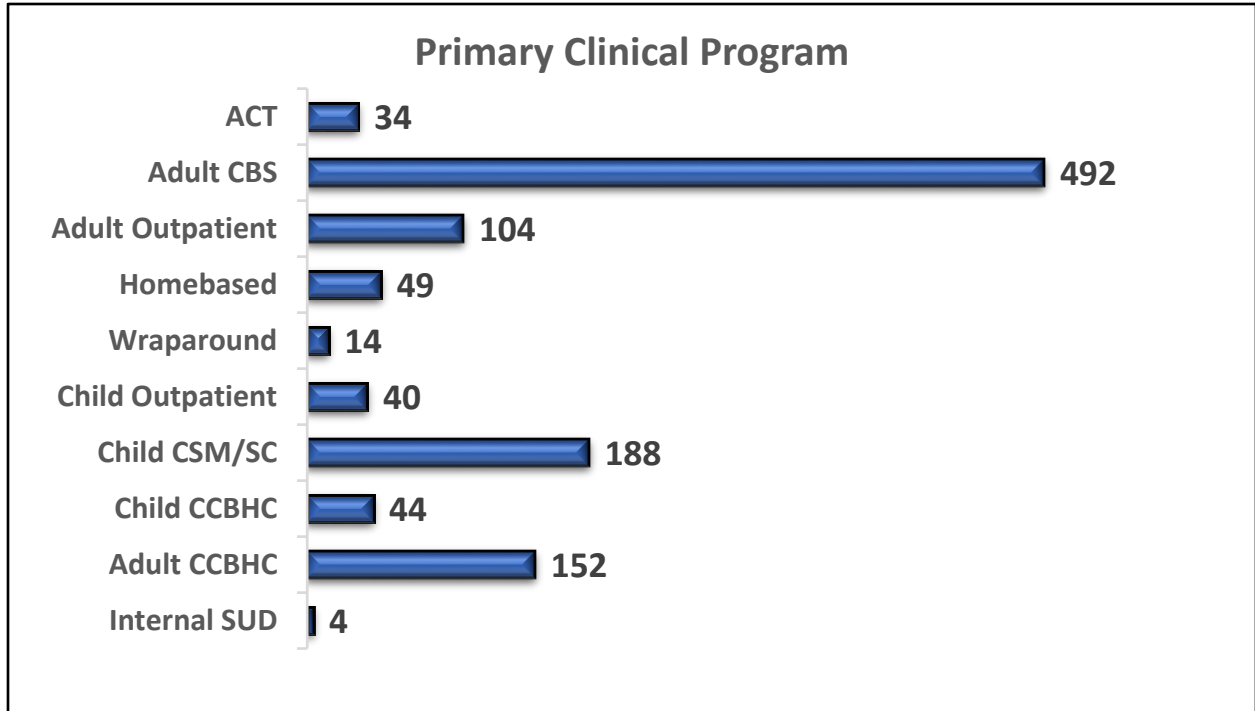
Primary Clinical Programs

The graph and table below illustrate the number of individuals who are receiving services within each of the clinical programs for the month of October. There was a total of 1,121 clients served across clinical programs during the month of October as compared to 1,087 during the month of September. There was a significant increase in those adults that have been enrolled in CCBHC during the month of October. There was a total of 152 adults enrolled for the month of October as compared to 114 during the month of September. There was a small increase in the number of children and adolescents that were enrolled in CCBHC during October of 44 compared to 42 in September.

This is the first month that we have been able to report on the internal Substance Use Disorder (SUD) Services provided at OnPoint. During the month of October, we provided treatment to 4 individuals who were receiving Outpatient Counseling or Intensive Outpatient Services

The Children's Services team experienced an increase in the number of children receiving Outpatient Counseling as well as Case Management and Supports Coordination and Homebased Services. There was a small decrease in those receiving Homebased Services in October.

In Adult Services, there was a small decrease in the number of individuals receiving Outpatient Counseling and Case Management Services. The Assertive Community Treatment Services team added two new individuals to services during October. The team is currently providing treatment for 34 people in the month of October as compared to 32 in September.



Primary Clinical Program	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Six-Month Average
Child Outpatient	34	37	35	34	33	40	36
Child CM/SC	170	162	164	172	173	188	172
Wraparound	19	22	23	27	27	14	22
Homebased	47	45	51	47	51	49	48
Adult Outpatient	106	102	107	108	112	104	107
Adult CM/SC	501	495	500	499	503	492	498
ACT	32	33	33	33	32	34	33
Child CCBHC	-	-	-	-	42	44	-
Adult CCBHC	-	-	-	-	114	152	-
Internal SUD						4	
Total	909	896	913	920	1087	1121	-

Intakes Conducted During the Month of October

The table below illustrates the number of intakes conducted by the Access Team during the month of September. There was a total of 70 intakes completed in October as compared to 61 intakes for the month September. All individuals who received an intake were admitted to services.

Intake Disposition	Count
Admit/Refer to Funded Services	70
Grand Total	70

Discharges During the Month of October

The table below illustrates the number discharges in the month of October. There was a total of 47 discharges during the month of October. A total of 10 of these discharges were planned and 37 were unplanned.

Discharges	Count
Planned	10
Unplanned	37
Grand Total	47

The following reports summarize what is occurring in each of the programs within Clinical Services.

High Intensity Services – Melissa Potvin MA, LPC, Manager

Access

For the month of October, the Access Department assessed 120 adults and 72 children for services. With the help of IBH staff, we are tracking our goals related to improving our quality of documentation on our first phone calls and our response times as well. We have made great progress on our goal of getting all routine calls returned within one business day. Staff are becoming more comfortable with the documentation processes started a few months ago and are steadily increasing in their accuracy and completion rates. In addition, Access Department promoted an internal access clinician, Alison Schuyler into the role of Access Services Supervisor. This position will help support the continued expansion of this department and continue to provide client care as needed.

Mental Health Treatment Court

Mental health treatment court in Allegan continues to operate with the continued low caseload and no new referrals from prosecutors for cases.

Crisis

The Crisis Department screened 39 consumers (36 adults/3 minors) for a higher level of care in the month of October. Eight five percent of those screened met the criteria for a higher level of care such as partial hospitalization, crisis residential or inpatient. The department continues to have one position open for a crisis clinician which has been open for several months.

Adult Clinical Services - John Eagle LLMSW, QIDP, QMHP, Laura Furey BS, QIDP, QMHP and Bryan Day LMSW

Certified Community Behavioral Health Center (CCBHC)

The Adult Clinical Leadership and identified staff continue to improve workflows and processes as we implement the CCBHC Grant. With the implementation of the CCBHD Grant we hope to increase access to mental health and substance use disorder treatment, expand established relationships with community partners, and reduce recidivism and prevent hospital readmission.

Intellectual and Developmental Disability (IDD) and Mental Health Case Managers/Case Manager Assistants:

This past month we welcomed Case Manager Shaina Johnson. Our team is now currently fully staffed. We are working to get our newest staff trained and all three have started to work directly with individuals we serve. Staff continue to complete a hybrid model of telehealth and face-to-face contacts.

Omnibus Budget Reconciliation ACT (OBRA)

Program used to assist in determining if a nursing facility is the most appropriate place for an individual with a serious mental illness and/or an intellectual/developmental disability to receive services and whether they require specialized behavioral/mental health services. This is completed through a comprehensive assessment process that is completed to determine initial eligibility as well as annually or if there is a significant change in condition to ensure whether they continue to require the current level of service and support. OnPoint continues work on systemic change within the Adult Team to provide support to the OBRA Coordinator.

Supported Employment Services

Continues to help people with disabilities find employment opportunities. The foundation of this services is that all people, no matter the disability should have the opportunity to work in an integrated setting. Employment can provide meaning and purpose to a person's life, along with promoting recovery and wellness. Joshua Behymer (Supported Employment Coordinator) continues to provide quality work to those people we serve, looking for jobs in their community. He currently has 23 people on his caseload. He provides job development, job coaching, benefit counseling, general employment advice, and other support as needed.

Support Intensity Scale (SIS)

The SIS is an assessment tool that measures practical supports that a person with an intellectual disability needs in order to be successful in the community. The SIS is a nationally recognized, valid and reliable assessment tool developed by the American Association on Intellectual Disabilities (AAIDD). The SIS Assessor is a trained interviewer that can help identify a person's support needs and wants. The SIS Assessment is used to inform the person-centered planning process. Corie has completed 12 SIS assessments and has 11 scheduled since the start of Fiscal Year 2023.

Behavioral Services

Behavioral services such as Positive Support Plans, Functional Behavioral Analysis, and Behavior Treatment Plans, are determined using the person-centered planning process. The behavior treatment committee provides oversight and reviews all behavior treatment plans. According to the Michigan Medicaid Provider Manual, "any behavior treatment plan that proposes aversive, restrictive or intrusive techniques, or psycho-active medication for behavioral control purposes and where the target behavior is not due to an active substantiated psychotic process, must be reviewed and approved by specially constituted body comprised of at least three individuals, one of whom shall be a fully- or limited licensed psychologist and one of whom shall be a licensed physician/psychiatrist. The psychiatrist or physician must be present during the review and approval process. At least one of the committee members shall not be the

developer or implementer of the behavior treatment plan. OnPoint's BTC meets bi-weekly to review all behavior plans. These meeting have moved to the 2nd and 4th Wednesday of each month.

Outpatient Clinicians

The OnPoint Outpatient Clinicians continue to provide Allegan County residents with research and recovery based mental health treatment, which is both effective and efficient.

- OnPoint Adult Outpatient Program makes use of ongoing assessments and provides therapy and behavioral services for adults who suffer from symptoms of a chronic mental illness.
- Our staff provide evidence-based treatments with proven results in symptom reduction, positive management of emotions, community participation and integration. The Outpatient therapists continue to use a hybrid model to provide therapy services to the consumers of Allegan County.
- The month of October continued the process of incorporating services for people with primary substance use diagnosis by way of starting an Intensive Outpatient (IOP) group therapy that meets 3 times a week for 3 hours. This is the first in-person group therapy to be provided at the OnPoint clinic since the pandemic. Providing primary substance use services is a landmark accomplishment for OnPoint, which has historically been provided by contract agencies.
- The Outpatient Team continues to offer more opportunities for people receiving services to have face-to-face appointments. The team has also taken the goal of accommodating people who want to schedule appointments after traditional hours of operation, and such we will be coordinating to be available on Thursday evening starting in November.
- We currently have 4 clinicians with their Certified Advanced Alcohol and Drug Counselor credentials (CAADC) and 3 more outpatient therapist on a development plan to obtain the credentials.
- The team is also developing a "no wrong door" to schedule therapy appointments with a system called Clinically Coordinated Slot Scheduling, which will allow people receiving series to schedule with clerical staff or their therapist at the time of contact.

Geniène Gersh, Ph.D.

Director of Clinical Services

Quality Improvement/Compliance/Utilization Management Board Report November 2022

Mandy Padget, Michell Truax, Kimberly Bectel, and Jennifer Taylor

Quality Improvement

- OnPoint staff members worked together to ensure that the Plan of Correction / Corrective Action Plan (POC/CAP) for the LRE Site Review was submitted by the 10/28 due date. The QI Team will monitor the progress to let staff members know if any additional information is requested by the LRE. Proof documents will be collected and submitted as required.
- OnPoint staff members submitted all the waiver proofs and required documents to the LRE for the HSAG and MDHHS audits. The LRE will inform us when they receive the audit results.
- MDHHS has implemented changes to the Critical Incident reporting system, beginning with the FY23 data. The QI Team is currently working on updating our policies and procedures to meet the new requirements.
- The QI Team is currently working on distributing the annual National Core Indicators (NCI) surveys to OnPoint staff members for the randomly chosen list of consumers. These pre-surveys are due in December and are used for the full survey that takes place in the Spring/Summer.

Utilization Management

- Completed required LRE Corrective Action Plan for both UM and HSW in October.
- MDHHS is in the process of auditing the region for waivers. OnPoint was reviewed in October. Requests for additional information have been completed. MDHHS will continue to audit our regional partners. A report is expected in January 2023.
- Completed more than 350 authorizations during the month of October. This does not include concurrent reviews.

Corporate Compliance

- A root cause analysis was conducted with OnPoint staff on 10/13/2022.
- Corporate Compliance met on 10/24/2022.
- OnPoint Corporate Compliance Officer continues to meet with the LRE/OIG regarding a historical issue with a provider who is no longer contracted with OnPoint.
- 3 compliance cases opened in September 2022 remain under investigation.

November 2022
Customer Services Status Report
(Report covers time period: September, October, November)

Submitted by Cathy Potter 269-686-5124 or 877-608-3568
Email: customerservices@onpointallegan.org

During this quarter Customer Service met with 14 new hires. All orientations were held through Microsoft Teams and customer service-related items were discussed:

- Six in September (two Children’s Case Managers, Children’s Outpatient Therapist, Medical Assistant, Medical Records Clerk, Peer Recovery Coach)
- Five in October (two Adult Case Managers, Peer Support Specialist, two Children’s Wraparound Facilitator)
- Three in November (Parent Support Partner, Access Level 1 Clinician, Nurse Practitioner)

During this quarter, Customer Service worked on submitting plan of correction responses to standards assigned from the LRE Site Review that was held during last quarter. Advance Directives and Consumer Involvement were the two standards requiring responses since they scored lower than 95% during the audit. Responses included updating current policies and generating workflows. Customer Service continues to be involved in 5515 audit process by assisting a guardian in completing consent forms correctly for the individuals served.

Incoming emails sent to the customer service email account continue to increase. These emails are sent by individuals in the community requesting a variety of things such as what services does OnPoint offer? How do I access services? What fax number do I send in my referral to? Can I get housing resources/application assistance? Etc.

The email account is named customerservices@onpointallegan.org and is listed on the agency’s website, social media platforms, brochures, forms, etc. I’ve listed the total number of inquiries received by each month from last year and this year as a comparison:

January, 2021 – 4	January, 2022 - 21
February, 2021 – 5	February, 2022 - 20
March, 2021 – 7	March, 2022 - 13
April, 2021 – 5	April, 2022 - 11
May, 2021 – 6	May, 2022 - 8
June, 2021 – 5	June, 2022 - 15
July, 2021 – 14	July, 2022 - 16
August, 2021 – 15	August, 2022 - 19
September, 2021 – 14	September, 2022 - 17
October, 2021 – 16	October, 2022 - 23
November, 2021 – 24	November, 2022 - 6 (11/1/22 - 11/3/22 period)
December, 2021 - 27	

As you can see, incoming emails sent to the customer services email account have increased since last year. Phone calls received on the customer service direct line have also increased and continue to increase daily as the community becomes more aware of OnPoint services and individuals are reaching out for assistance.

Training Opportunities

Customer Services attended several workshops at the annual Recipient Rights conference that was held in Ypsilanti in September. Great opportunity to collaborate with other customer service representatives and rights officers in the State of Michigan along with learning and hearing updates relating to these two departments.

Community Outreach

OnPoint & Allegan County Transportation (ACT) Meet & Greet: On August 31st Customer Service along with several OnPoint staff had the opportunity to participate in a meet and greet with the new Allegan County Transportation (ACT) Director, Whitney Ehresman. Dan Wedge, Allegan County Administrator was also able to join us in person. It was great to meet Whitney and discuss how both OnPoint and ACT can work with one another to strive to improve our customer experience relating to transportation. Whitney stated she is interested in hearing more from customers regarding their experiences in an effort to listen, learn, and grow. We discussed future goals and opportunities for ACT and both agencies agree to keep the conversations going. Some follow up items include employability program conversations, collecting data for trip requests, and fare/ticket purchase mechanisms.

Trunk or Treat Event: On October 26th, Customer Service participated in a first year annual Trunk or Treat event sponsored by Allegan Foster Home Licensing Team on. Eighteen community partners joined the community event and served nearly 100 children. This was their first effort to extend to community organizations and community families. OnPoint is looking forward in participating in next year's event! I've included some pictures for your review.

Public Defender: On October 31st, Customer Services joined the quarterly meeting involving representatives of OnPoint, Public Defender, and Health Department offices. These quarterly meetings allow an opportunity for each agency to provide updates and share information that may be helpful for individuals in the court system.

Allegan County Community Links: On November 4th, Customer Service, Clerical Supports Supervisor and Manager of High Intensity Services participated in a virtual meet and greet meeting with two Community Health Workers of Allegan County and Lindsay Maunz, Public Health Planning Manager. Lindsay shared a power point presentation and discussed a new pilot program that Allegan County Health Department has implemented in October 2022. This pilot program uses community workers to bridge the gap of linking individuals to community resources/agencies. Ending date for this pilot program ends in May 2023 unless further funding becomes available. Below, you'll find a summary of what a Community Health Worker does:

A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

Transition Coordinator related items

Individual Education Planning (IEP): During this quarter, Customer Service attended six IEP meetings with AAESA and Hillside Behavior Learning Center staff. OnPoint brochures were

shared along with providing information to families, students, and teachers about OnPoint services.

Transition Event: Customer Service participated in a transition event hosted by VanBuren Intermediate School District in October by handing out OnPoint brochures/handouts, along with making connections with agencies in the VanBuren area. There are times when an individual living VanBuren County requests more information about CMH services in Allegan County area.

Transition Network Meetings: Customer Service participated in one Transition Network meeting this quarter and was held in Zeeland. Staff from Ottawa Area ISD, Ottawa CMH, Ottawa Tech Center, MRS, Michigan Alliance for Families, and various agencies attend this meeting which meets throughout the school year. The main goals are to connect with other agencies, provide agency updates, discuss improvements, and share ways to connect students/families to services needed.

Ottawa Area Seamless Team (OAST): Customer Services was invited to join this elite group of members which formed in September to discuss transition related responsibilities. Since this group is in the beginning stages, we discussed and worked on vision and purpose statements, and flow of services document.

LRE Customer Service ROAT

CMHSP's Customer Services and LRE staff continue to meet on a monthly basis to discuss customer service-related items. 4th Quarter Grievance Data was submitted to the LRE. Survey Workgroup was formed and began meeting. OnPoint Customer Service is represented in this workgroup. Appeal process has been discussed and checklist was reviewed. Guide to Services booklets and Mediation items were also discussed. OnPoint's Executive Director continues to attend these meetings as a point person to share customer service-related information with other Directors in the LRE region. It's been great to have this support for OnPoint.

Statewide Customer Service Workgroup

There was one Statewide Customer Service Workgroup teleconference meeting held this quarter on October 19, 2022. Discussions about the MDHHS Grievance and Appeal policy update took place, Statewide Mediation updates and experiences were discussed, Notice of Adverse Benefit Determination forms discussion took place and Grievance quarterly report requiring substantiated vs unsubstantiated language.

CAP (Consumer Advisory Panel)

There was one CAP meeting held this quarter on September 8th. LRE updates were provided, members shared their stories, and members discussed their thoughts on changing the CAP name to something else.

COAP (Community Opportunity Advisory Panel)

The group had a meeting on September 23rd and met at the Clinic building. A new member joined the group for the first time and introductions were done. Executive Director and Human Resources joined the group to provide an update on new building progress. The next meeting will be on November 18th and members will receive a tour of the new building.

OnPoint
Executive Committee Meeting Minutes

October 14, 2022 – 2:30 pm

Location: OnPoint, 3283-122nd Street, Allegan, MI 49010

Board Members	[x] Commissioner Gale Dugan, OnPoint Board Chairperson [x] Alice Kelsey, OnPoint Board Vice-Chairperson [x] Elizabeth Johnston, OnPoint Board Treasurer [x] Commissioner Jim Storey, OnPoint Board Secretary
OnPoint Staff	[x] Mark Witte, OnPoint Executive Director

1. **Call to Order:** 2:45PM
2. **Members Present/Excused:** All members present.
3. **Review of Agenda**
4. **Review/Approval of Minutes of Prior Meeting:** *Approval moved by Storey, Second by Johnston; approved.*
5. **Updates on Prior Meeting Topics**
 - a. Building Updates
 - i. Change Orders – None are pending.
 - ii. NxtWall Details: Witte shared details of planned \$346,000 purchase of “window walls” intended to transmit natural light through the new building. Committee reviewed the locations of the “window walls”.
 - iii. The committee discussed the location of “OnPoint” logo to be attached to the exterior wall of the building.
 - iv. Slideshow of photos from 10/13 construction progress meeting: Witte shared updated construction photos with the committee.
 - b. CMHA Matters – follow-up desired on items presented last month? *No changes or questions from members.*
 - i. Sept 2022 “Proposal for National Council Advocacy” email
 - ii. Sept 2022 “CCBHC Recommendations” document
 - iii. Aug 2022 “Advocacy around addressing MDHHS action and inaction” document
 - c. Board Meeting Packet Review/Opportunity for Clarifications: *Witte gave background on approval two amendments that will be put before the full board.*
 - i. Note: p20 Motion for PA 152 Exemption
 - ii. Note: p21 Motion for Increased Construction Budget Authority
 - d. Student Assistance Program – Assuming responsibility on 12/1/22. *Witte briefed the committee on the hand-off of student/family services from the Nechtem organization to OnPoint.*
 - e. Arc Allegan – Stacey Engelsmann to speak at November 15 board meeting. *She will brief the board on the need for the disabled to be involved in the community in which they live.*
6. **Discussion Items Requested by Members**
 - a. *No items were presented for discussion.*
7. **Executive Director Items (Witte)**
 - a. CMHA Member Assembly Meeting
 - i. 10/23 Delegates – Deadline 10/14. Presumed DeYoung, Johnston and Witte? *The board needs to appoint voting delegates to the member assembly at the fall conference. Chair Dugan is a candidate for treasurer of the CMHA.*
 - b. Karen Stratton Committee appointment. *Chair Dugan announced his intention to appoint Karen Stratton to the finance committee.*

- c. National Community Survey – *The recently completed citizen survey disclosed some areas that should be addressed in providing information to the community. Sometimes services are available, but the community may not be aware of it.*
- 8. **Additional items:** None identified
- 9. **Next Meeting Date/Time**
 - a. Mark on PTO 11/4 to 11/11 (Veterans Day).
 - b. Alternative Executive Committee meeting date: 11/14/22: *The next E.C. meeting was moved to the Nov.14 on motion of Kelsey, 2nd by Johnston as the next regularly scheduled date is Veteran’s Day, a scheduled holiday.*
- 10. **Adjournment:** *Moved by Storey, seconded by Johnson to adjourn at 3:48 pm.*

MINUTES

ONPOINT BOARD

Tuesday, October 18, 2022, at 5:30 P.M.

COUNTY SERVICES BUILDING, 3283 122ND AVENUE, ALLEGAN
Allegan County Commission Board Room

Present: Kim Bartnick, Glen Brookhouse, Amy Clugston, Commissioner Mark DeYoung, Commissioner Gale Dugan, Beth Johnston, Alice Kelsey, Emily Schwarz, Karen Stratton, Pastor Craig Van Beek and John Weerstra

Absent: Commissioner Jim Storey

Staff: Geniene Gersh, Brenda Holquist, Amy Kettring, Nan Lawrence, Brenda Polmanteer, Cathy Potter, Lauren Tordaro, Erinn Trask and Mark Witte

Visitors: Inna Mason (Rehmann) and Mary Marlatt-Dumas (LRE)

1. Call to Order

Commissioner Dugan called the meeting to order at 5:30 pm. Roll call was taken and a quorum was reached.

2. Pledge of Allegiance

Recited.

3. Provision for Public Comment

None.

4. Approval of Agenda

Moved: Ms. Bartnick

Supported: Ms. Stratton

Motion carried by roll call.

5. Consent Agenda – *All items listed are routine and to be enacted by one motion.*

a. **Recommended Motion:** Approval of prior minutes for the following:

- i. Executive Committee Meeting (09.23.2022)
- ii. RRAC Meeting (09.27.2022)
- iii. Board Meeting (09.27.2022)
- iv. Building Committee Meeting (09.27.2022)
- v. Finance Committee Meeting (09.27.2022)
- vi. Program Committee Meeting (09.27.2022)

Moved: Commissioner DeYoung

Supported: Mr. Weerstra

Motion carried by roll call.

6. Building Committee

Commissioner Dugan gave a report on the most recent meeting and was available for questions.

7. Program Committee Report – Ms. Kelsey

Ms. Kelsey briefly reviewed the activities of the Program Committee, highlighting reports of interest and was available for questions.

- a. The OnPoint Program Committee recommends the OnPoint Board approve the FY2023 OnPoint Quality Improvement Plan.

Moved: Ms. Kelsey

Supported: Ms. Johnston

Motion carried by roll call.

8. Finance Committee Report – Ms. Johnston

Ms. Trask gave an overview of the September financials and was available for questions.

- a. The Finance Committee recommends that the OnPoint Board approve the September 2022 disbursements totaling \$3,551,344.41.

Moved: Ms. Johnston

Supported: Mr. Weerstra

Motion carried by roll call.

- b. The Finance Committee recommends that the OnPoint Board approve the following list of provider contracts for fiscal year 2022. Enriched Living LLC, Above and Beyond Care.

Moved: Ms. Johnston

Supported: Mr. Brookhouse

Motion carried by roll call.

- c. The Finance Committee recommends that the OnPoint Board approve the following list of provider contracts for fiscal year 2023. Enriched Living, LLC, Above & Beyond Care, Locum Tenens, Iris Telehealth, Genoa Telepsychiatry, No One Lives Alone and Meridian Health Services.

Moved: Ms. Johnston

Supported: Pastor Van Beek

Motion carried by roll call.

- d. The Finance Committee recommends a motion to comply with the requirements of 2011 Public Act 152, the Publicly Funded Health Insurance Contribution Act, by adopting the annual Exemption option for the medical benefit plan coverage year January 1, 2023, through December 31, 2023.

Moved: Ms. Johnston

Supported: Mr. Weerstra

Motion carried by roll call.

- e. The Board of Directors for Allegan County Community Mental Health Services dba OnPoint authorizes an increase of the building construction budget from \$6,621,270 to \$9,121,270, with the increase to be funded with a grant from the Michigan Economic Development Corporation.

Moved: Ms. Johnston

Supported: Mr. Brookhouse

Motion carried by roll call.

9. Recipient Rights Advisory Committee (Feb/Apr/Jun/Sept/Oct/Dec)

Mr. Brookhouse gave an overview of the most recent meeting and was available for questions.

10. Chairperson's/Executive Committee Report

Commissioner Dugan reported on the Executive Committee meeting and was available for questions.

Motion to appoint Karen Stratton to the Finance Committee.

Moved: Commissioner Dugan

Supported: Mr. Brookhouse

Motion carried by roll call.

Motion to appoint Commissioner DeYoung and Ms. Johnston to the CMHA conference delegation.

Moved: Ms. Kelsey

Supported: Pastor Van Beek

Motion carried by roll call.

11. LRE Update

Mary Marlatt-Dumas gave an update on the LRE and was available for questions.

12. OnPoint Executive Director's Report

Mr. Witte reviewed his report and was available for questions.

13. Provision for Public Comment

None.

14. Board Member Comments

Commissioner DeYoung states that Commissioner Dugan will be on the ballot for the treasurer of the CMHA at the conference next week. He also thanks Ms. Marlatt-Dumas for coming to the meeting.

Commissioner Dugan is excited to be on the ballot for treasurer. He states his platform is simply only to keep it honest.

15. Motion to Adjourn:

Moved: Mr. Weerstra

Supported: Ms. Johnston

Motion carried by roll call.

Meeting adjourned at 6:32 pm.

Respectfully submitted,

Brenda Holquist
Executive Assistant

Gale Dugan
Board Chair

Executive Director Board Report – November 2022
Submitted by Mark A. Witte, MSW, LMSW, Executive Director
Cell/Text: 269-615-4893 – mwwitte@onpointallegan.org

1. **Senate Bills 597/598** – No discernible movement, but we know that the outcome of the election on November 8 will set the stage for lame-duck legislative activities. I had the opportunity to talk with Sen. Nesbitt as a recent community function to express our views on how the behavioral health system – which is not “broken” - can be strengthened through reinforcement of CCBHC and other efforts.

2. **Community Initiatives** –
 - a. Community Health Improvement Plan (CHIP) – The next plan will be finalized by Ascension on November 15, and we will share it with the board when it is published. As said before, there are numerous points of connection between the CHIP and OnPoint’s areas of responsibility for behavioral health and homelessness services.
 - b. Ascension Borgess Allegan – We have followed up on the initial introductions to Natalie Ryder, new administrator for Ascension’s Dowagiac and Allegan hospitals. By the 11/15 board meeting, we should have a date on our calendars to continue conversations on avenues for collaboration.
 - c. Housing Needs Assessment – Our understanding is that private funding has now been secured to conduct the substantial assessment of housing needs in Allegan County. We will assist with these efforts that may develop additional housing options in the county, and particularly those are accessible to individuals with limited income.

3. **Community Mental Health Association Update** – I appreciate the willingness and efforts of Chairperson Gale Dugan to offer himself up to serve as Treasurer for the CMH Association. Mr. Dugan, along with a board member from AuSable Valley CMH, were joined by write-in candidate Dora Brown, a board member for Detroit Wayne Integrated Health Network. The eventual winner of the vote was Ms. Brown. Thank you, Commissioner Dugan, for your willingness to serve and for making the trip to Traverse City to participate in this process.

Mark Witte, Executive Director
Sunday, November 6, 2022