

GENESEE HEALTH SYSTEM
420 W. 5th Avenue
Flint, MI 48503
Board Room
Board of Directors Meeting
August 27, 2020
Via ZOOM and teleconference

Board Members Present: T. Bankert, *chair*, P. Alexander, K. Boles, W. Cole, M. Danic,
E. Ellenburg, J. Johnson, K. McCree, A. Reeves

Board Members Absent: B. Clack, W. Coffell

The meeting was called to order at 4:02 p.m.

I. Adoption of Agenda

(Resolution 08-48-20)

Boles moved, Reeves supported the motion to approve the agenda as presented.

Motion carried

II. Approval of Minutes

(Resolution 08-49-20)

Ellenburg moved, Reeves supported the motion to approve the minutes of the July 30, 2020 Board of Directors meeting as submitted.

Motion carried

III. PUBLIC PARTICIPATION

Chiarina G. Owens, Ph.D., 1624 Hunters Run Dr., Grand Blanc, MI 48439. Dr. Owens is a Pediatric Neuropsychologist at GHS's Neurodevelopmental Center for Excellence since 2019. Dr. Owens addressed the board because of grave concerns regarding the service delivery, ability to remain a competitive agency, and sustainability, without addressing and communicating with all stakeholders on vital issues. Dr. Owens states she does not have confidence that our board is aware of how often we lose consumers and gifted employees because we fail to deliver on value-based procedures, policies, and services.

Dr. Owens stated that telephones at NCE were not answered for 2-3 days at a time at one point, and that messages were not returned for upwards of 2 weeks. Consumers wait an inordinate amount of time for appointments, and sometimes have to fill out paperwork additional times because it is no longer valid due to the amount of time waiting for evaluations.

Dr. Owens also stated that GHS and NCE do not practice our stated value of inclusiveness founded upon the inherent worth and dignity of every member of the community, with respect and appreciation for diversity of opinions, preferences, and life choices.

Dr. Owens stated that she believes we are not practicing accountable, transparent stewardship of the public's trust with regard to the myriad funding sources at NCE. She alleges that funds are possibly being misused, abused, and misappropriated, and would like to see an independent financial audit with careful inspection of funds related to the Flint Water Crisis, and the relationship between those funds, salaries, and services billed to Medicaid.

She would like to see a committee assigned to look at departments with an unusually high rate of employee turnover, which would include a review of exit interviews and supervisor evaluations that previously have not been conducted in some departments or reviewed by executive leadership. She would also like to see a committee assigned to examine our responsibility with respect to best practices and directives for programs that are administered through Medicaid, and that individuals be promoted to leadership positions who want to see the NCE succeed through delivering a high-quality, consumer centered model of service delivery, and to lead by example in the areas of passion for our population, authenticity, accountability, accessibility, and a clear commitment to ethics.

T. Bankert thanked Dr. Owens for addressing the board, and stated that these concerns will be referred to the Program & Evaluation Committee, with some concerns referred to the Human Resources Committee

Dr. Kenya Hammoud, former GHS NCE staff, agreed with Dr. Owens' statements, and hopes that some of the issues, like the telephones, will be addressed sooner rather than later.

Sarah Lytle, LLP at GHS NCE, hopes there will be a serious response to these issues.

Staff reports: Amanda Burleson, Ebony Levy, and Erik Kahn shared their experiences as case managers, supervisors, and clinical therapists during the pandemic, how their engagement with clients have changed, and some of the technology they are using to continue to provide services during Covid-19 and work from home.

IV. Consent Agenda

(Resolution 08-50-20)

McCree moved, Boles supported the motion to approve the minutes under the consent agenda.

Motion carried

V. Finance Committee

Presented by K. Boles, *Finance Committee chair*

(Resolution 08-51-20)

Boles moved, Reeves supported the motion to approve the vouchers as presented.

Motion carried

(Resolution 08-52-20)

Boles moved, McCree supported the motion to approve the contract Items 1 & 2 as presented.

Motion carried

VI. Chair Report

Bankert presented the September meeting calendar without comment. Bankert noted he attended the Greater Flint Mental Health Facility Board meeting and discussed the change in design of the new children's center due to the inability to purchase one parcel of land. The situation is still very fluid, and could change again.

Bankert also wanted to recognize and commend the professionalism of Deputy Greg Howard, who was injured while responding to a call to transport a consumer to the hospital. Deputy Howard's actions reflected his training and his character by not using deadly force in a situation where it may have been justified.

VII. Executive Director's Report

D. Russell presented a PowerPoint with comparisons between May-July of FY19 and May-July of FY20 in the following areas: Intakes/Screenings, Case Management Encounters, Adult and Child Inpatient Admissions, Adult and Child Medication Clinic appointments, and average number of full time employees. The numbers are not that far off from one year to the next, but it is clear that switching from live, in person services to virtual services did take some time to get off the ground. Russell stated that if August numbers had been added in, we would see that services are just about where we were a year ago.

Russell also reported that GHS and the Region 10 Board did resolve the cash issue to the satisfaction of both parties. It was mostly an accounting issue, but we came out okay.

VIII. Other Business

L. Polmanteer asked board members and meeting attendees to mute themselves when not speaking to avoid feedback and speech echo issues.

IX. Public Participation

None

With nothing further to come before the Board, the meeting was adjourned at 5:24 p.m.

Submitted by Lisa Polmanteer, Executive Assistant