

GENESEE HEALTH SYSTEM  
1057 E. Coldwater Rd.  
Flint, MI 48505  
Multi-Purpose Room  
Board of Directors Meeting  
December 19, 2019

Board Members Present:

K. McCree, *chair*, P. Alexander, K. Boles, B. Clack, W. Coffell, L. Keller, A. Reeves, J. Shultz

Board Members Absent:

T. Bankert, W. Cole, E. Ellenburg, T. Henry

The meeting was called to order at 4:00 p.m.

I. Adoption of Agenda

(Resolution 12-74-19)

Shultz moved, Keller supported the motion to approve the agenda as presented.

*Motion carried*

II. Approval of Minutes

(Resolution 12-75-19)

Shultz moved, Reeves supported the motion to approve the minutes of the November 21, 2019 Board of Directors meeting.

*Motion carried*

III. PUBLIC PARTICIPATION

Naomi Schmult requested follow-up information regarding services for visually and hearing impaired clients, and contracting with group homes specializing in consumers with autism and ADHD.

D. Russell responded that we have just hired a new staff person in Deaf Services, which should help, but we are still having trouble getting interpreters to show up at meetings and events. Russell also stated we have a contract with a specialized home for persons with autism.

IV. Consent Agenda – Committee Reports

(Resolution 12-76-19)

Reeves moved, Keller supported the motion to approve the items under the consent agenda, with the minutes of the Recipient Rights meeting to be presented during the chair's report.

*Motion carried*

V. Finance Committee Report

L. Keller reviewed the minutes of the Finance Committee meeting.

(Resolution 12-77-19)

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

*Motion carried*

(Resolution 12-78-19)

Keller moved, Shultz supported the motion to approve Items 1 through 3 in the Executive Summary of Contracts.

*Motion carried*

(Resolution 12-79-19)

Keller moved, Shultz supported the motion to approve the contract with Vanguard Consultants for marketing and preparation assistance for a community mental health millage.

*Motion carried*

VI. Chair Report

McCree presented the January meeting calendar and noted the meeting dates do not follow the 2<sup>nd</sup>/4<sup>th</sup> week as usual, because of holiday closures. L. Keller reported on the November R10 meeting, stated the meeting was very routine.

A. Reeves reviewed the minutes of the December meeting of the Recipient Rights committee. Board approval was requested for the ORR Annual report.

(Resolution 12-80-19)

Reeves moved, Clack supported the motion to approve the ORR Annual Report for 2019.

*Motion carried*

McCree provided a report on the site visit to BHR. The visit consisted of a meeting with the CEO, contract managers, and other executive staff. K. McCree, A. Reeves, John Holiday, Director of Access, QM & UM, and Jake Miller, assistant contract manager attended for GHS. BHR has been operating for 25 years with contracts in over 20 states. They handle 250,000 to 300,000 calls per year. Their staff are all Masters level counselors or social workers. BHR is CARF accredited, which is unusual for crisis call centers.

The visit was very positive, and BHR has many positive features. They collect and will provide some additional metrics in order to give a fuller picture of performance. They will provide the results of a one question satisfaction survey given to all callers, as well as the number and type of referrals for services. These will be added to the BHR report for P&E starting in January 2020.

J. Holiday expressed that he feels they are willing to work with us and doing the right things

to move the numbers in the right direction. He was most impressed with how the CEO emphasized they build their business on quality, and how they do not collect information on call lengths, to ensure staff won't feel rushed with callers.

J. Miller stated that there are 3 other providers of this type of service. He believes the quality of services is better with BHR, and sees no need to look elsewhere at this time. The contract with BHR has been on a month to month basis and waiting to move forward following the outcome of this discussion.

Discussion followed the presentation. McCree recommended we go ahead with signing the contract and monitor performance for the next six months, and then re-evaluate.

McCree noted he had sent a copy of the podcast About Michigan, which featured an interview with Bob Sheehan. McCree stated he felt the interview gave a very good explanation of how things stand with the behavioral health system post 298.

VII. Executive Director's Report

D. Russell stated he will email both the PowerPoint from Director Gordon and the year-end review PowerPoint for the board members to read at their leisure. Russell believes there will be a serious shake-up in the system for the purposes of integration, and noted that we had a very good year with a lot of accomplishments.

Russell stated he will invite the consultant from Vanguard to come and present to the board in the near future regarding the millage campaign.

VIII. Other Business

None

IX. Public Participation

Naomi Schmult asked the difference between the Healthy Michigan Plan and Medicaid. She wanted to know how 298 would affect her services.

D. Russell informed her the 298 initiative has been cancelled, so she will not see a difference in her services.

With nothing further to come before the Board, the meeting was adjourned at 5:21 p.m.

Submitted by Lisa Polmanteer, Executive Assistant