
Chief Operating Officer - Report to the Board of Directors

July 15, 2022

COO UPDATES

CCBHC (CERTIFIED COMMUNITY BEHAVIORAL HEALTH CENTER) – a revised CCBHC manual was distributed in June for review, feedback was due to the state by July 12. A final copy will be provided at the end of July. Monthly state and PIHP meetings are occurring, and the LRE is hosting regional meetings with HealthWest and West Michigan CMH to ensure this project is running smoothly.

Current CCBHC enrollments:

WMCMH: Medicaid 1,868, Non-Medicaid 297 and 240 were assigned in June

HW: Medicaid 3,095 Non-Medicaid 222 and 3 were assigned in June

Customer Services- Due to the unprecedented volume of Customer Services phone calls and appeals, it has become necessary to hire a 1.0 FTE Customer Services Specialist. The primary role for this staff is to serve as the first point of contact on the customer service hotline, assist in gathering information for appeals and assisting with the Customer Services ROAT. Interviews have taken place and offer letter has been sent out. At next months board meeting, it is the hope to announce who has accepted this position.

Website Refresh- LRE continues to work with Seyferth to refresh and revamp the LRE website. The goal is to have a refreshed website live in September that is easier to find materials and is more visually appealing.

Beacon Transition- The Beacon Health Options contract ended June 30th. LRE would like to thank the Beacon team for their help in ensuring a smooth transition. Beacon Health Options staff will be available as needed for post-contract support in areas such as the HSAG audit.

Staffing Update- Stephanie Thommen (Autism and Waiver Specialist) has resigned effective July 15th. Stephanie has agreed to remain on a contract (part time) until August 26th. Her contractual obligations will be to continue to manage the Children's Waiver Program (CWP), aid in training her replacement, and assist with the CMH site reviews. The LRE would like to thank Stephanie for all her contributions to the CWP and Autism programs. She will be missed, and we wish her all the best in future endeavors.

August 15th Stewart Mills will be starting as the new Autism and Waiver Specialist. Stewart comes to us from Region #2 and has significant experience in Autism and all Waivers. The LRE is thrilled to welcome him to the team.

On July 5th, the LRE was pleased to welcome back from Beacon Tom Rocheleau as our Utilization Management (UM) Coordinator. Please see the UM section below for further details on Tom's role.

AUTISM SERVICES– Justin Persoon

The Autism team has spent much of the last month processing ABA service enrollments and discharges, providing technical assistance to CMHSPs. We completed the site review for Network180 Autism charts and completed ABA facility reviews for Wedgewood, Hope Network, and Merakey.

The time limited workgroup charged with developing guidelines for admission and discharge of ABA services has developed an outline of the guidelines and expects to complete their work in the upcoming month.

Current Autism Benefit Enrollments:

1,737 children are open to the Autism Benefit.

Current Enrollments:

- Allegan – 130
- HealthWest – 147
- Network 180 – 1,163
- Ottawa – 258
- West Michigan – 39

46 approvals for June 2022; 14 closures for June 2022

CLINICAL/UM – Liz Totten

The Clinical/UM Department is pleased to welcome Tom Rocheleau as UM Coordinator. Tom comes to us with a wealth of utilization management experience having previously worked for the LRE and Beacon. Tom will be heading up Integrated Health Care Coordination for the LRE as well as other UM responsibilities. Last month was spent finalizing internal dashboard reports as well as gathering and providing feedback on state workgroup projects.

INTEGRATED HEALTHCARE-Tom Rocheleau

In June 2022, monthly joint care coordination meetings continue to take place with each of the Medicaid Health Plans that serve this region. During the May meetings, 43 consumers were discussed with their respective MHPs related to their potential or continued benefit from having an interactive care plan within the State's claims database, CC360, and subsequently improving the care they receive and their quality of life, removing barriers, and decreasing unnecessary utilization of crisis services. There were 8 consumers discussed with their MHPs, wherein an interactive care plan was not created, but joint collaboration took place. In June, there were 2 new interactive care plans opened.

CUSTOMER SERVICES– Michelle Anguiano

Customer Services (CS) is working to create consistency throughout the region. We are reviewing the Notice of Adverse Benefit Determination's (NOABD's) to ensure we are using the same language and reasons to utilize NOABD's. We are coming up with a consistent appeals packet for the committee to review appeals prior to meeting. A CS dashboard is also under

development.

Customer Services Activity: April 11 to July 2:

- Customer Services Phone calls: 129
- Grievances through the LRE: 0
- Appeals: 20

CREDENTIALING - Pam Bronson (Credentialing Specialist):

In June, the Credentialing Committee met, reviewed, and approved 10 providers for credentialing/re-credentialing. Work continues with MDHHS on the Universal Credentialing project, because of Act 282. The statewide group continues to meet two times per week. We have completed the business process design and have begun working on the functional requirements (setup of the MDHHS CRM system).

PROVIDER NETWORK MANAGEMENT – Don Avery, Jim McCormick

In June, Provider Network Managers met with LRE ROAT chairs to review results of the Provider Focus Groups. Action items have been developed and prioritized and will be addressed at respective ROATs and workgroups in the coming months. Provider Network managers are currently engaged in several projects including reviewing and amending FY23 Boilerplate Contracts, finalizing negotiations with local inpatient psychiatric hospitals engaged in a FY23 Value Based Contracting project, utilization of newly developed dashboards to monitor regional KPIs, drafting Provider Network Adequacy Report due by end of the fiscal year, and leading various system change efforts.

SUD PREVENTION - Amy Embury, SUD Prevention Manager

Synar- was completed in June with Prevention Providers support. This project is part of a larger effort to determine the sales rates of tobacco, vaping, and alternative nicotine products to individuals under the age of 21 as part of Michigan's compliance with the Synar amendment and observance of the federal Tobacco 21 law. The Synar amendment holds states to a Retailer Violation Rate of twenty percent or less. Failure to complete this project successfully, may result in significant loss of federal block grant dollars.

MDHHS is responsible for the random draw of retailers taken from the Tobacco Master Retailer List (a list of businesses that sell tobacco, vapor, or alternative nicotine products). Each PIHP is responsible for Synar survey implementation in its respective region. The survey involves visiting randomly selected outlets that sell tobacco products, vapor products, and/or alternative nicotine products, either over the counter or through vending machines. Every county has a Designated Youth Tobacco Use Representative (DYTUR) that organizes their county efforts with an underage inspector and serves as the adult chaperone. The LRE also oversees the No Cigs for our Kids Campaign which provides vendor education in efforts to aid retailer compliance.

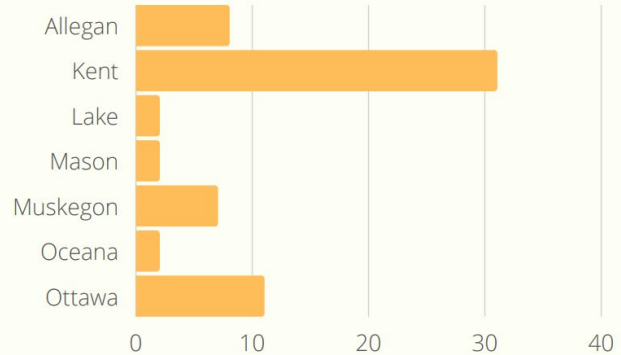
SYNAR 2022 Results

Lakeshore Regional Entity

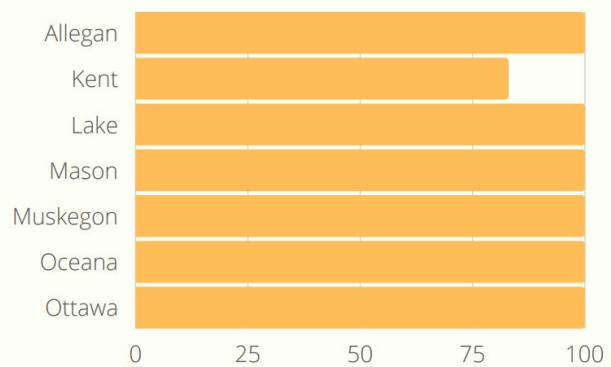
Region 3

This project is part of a larger effort to determine the sales rates of tobacco, vaping and alternative nicotine products to individuals under the age of 21 as part of Michigan's compliance with the SYNAR amendment and observance of the federal Tobacco 21 law. The SYNAR amendment holds states to a Retailer Violation Rate of twenty percent or less. Failure to complete this project successfully, may result in significant loss of federal dollars for substance abuse prevention and treatment in Michigan.

Total Checks



Compliance



TalkSooner- is excited to provide a draft model of a wrapped vehicle that will be attending community events throughout the LRE region with our Prevention Providers from August through October. This is a similar project that was planned in 2017 with great success. We will be unveiling the final vehicle after all approvals, along with the event calendar so stay tuned for more information!



SUD TREATMENT - Amanda Tarantowski, SUD Treatment Manager

This month we welcomed our Medical Director, Dr. Tooker, and began talking about integrated health goals and priorities. Additionally, the State Opiate Response (SOR) Grant part 3 has been submitted to MDHHS for SUD Prevention, Treatment and Recovery programs for FY23. The region requested workplans from the CMH's and the SUD Prevention Providers and requested

\$3.4 million. Also, LRE is working with West Michigan CMH toward forming a strategic goal for adding in Women's Specialty Services (WSS) in their SUD programming in FY23.

WAIVERS – Kim Keglovitz / Stephanie Thommen

Habilitation Supports Waiver (HSW)- Below is a chart of overdue recertifications and guardian consents. Recertifications are due annually and guardian consents are due every three years.

CMHSP	Overdue Certifications	Overdue Guardian Consents
Onpoint	0	1
HealthWest	0	0
Network180	6	0
Ottawa	0	0
West Michigan	4	1

LRE had 8 slots available for June enrollment but were only able to fill 4 with the appropriate available packets we had. We currently have 4 slots available for July enrollment and as of this writing have 4 more already available for August enrollment. We have 6 complete packets and 9 packets that are pending updated goals, objectives, or other required documents. I would like to thank the HSW coordinators at each CMHSP for their continued hard work in gathering enrollment packets. Below is a chart of the slot utilization in region 3.

	October	November	December	January	February	March	April	May	June
Used	629	629	628	628	629	626	626	627	625
Available	0	0	1	1	0	3	3	2	4
% Used	100%	100%	99.8%	99.8%	100%	99.5%	99.5%	99.7%	99.4%

Reminder that the enrollment deadline is always the 15th of the month. If the LRE is not notified of a disenrollment right away, we could miss the deadline for the month and therefore the payment while we have people waiting to be enrolled. For example, if we have a death in December and we don't find out about it until June we have missed out on 5 months of payments.

Children's Waiver Program (CWP)- 81 children are enrolled in the Children's Waiver Program. One prescreen was submitted by Network 180 in June. This child was invited to apply for the CWP on July 4th. There are no children on the weighing list for the CWP.

Current Enrollments:

Allegan – 2; HealthWest – 8; Network 180 – 59; Ottawa – 11; West Michigan - 1

Veteran Navigator – Eric Miller

Please see the quarterly report attached



Submitted by: **Eric Miller**

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Year: **2022**

Quarter: **3**

The Veteran Navigator (VN) role was created to assist veterans and military families of all branches, eras, and discharge types. The VN works to connect veterans and their families to federal, state, and local resources to offer support for issues regarding mental health, substance use disorders, housing, and other unique circumstances that may impact veterans.

Outreach: Identify and engage veterans and their families.

- Working with the community partners in Ottawa County to create and develop the Ottawa County Veterans Alliance. This group identifies and screens Veterans for suicide, helps connect Veterans to the resources they need, and works to reduce lethal means for Veterans. We work closely with local CMH and local law enforcement to be fully engaged in building a network of supports within the community that focuses on outreach to the Veteran population in a multitude of areas.
- Partnering with local organizations in Ottawa county to bring Man Therapy to the area. This is a program designed to reduce the stigma of seeking help when needed.
- Assisting West Michigan Veteran Coalition with organizing two resource fairs for Veterans, one in Kent County and one in Muskegon County. The target dates for both events are September 2022.
- Participated and networked in 3 Veteran related outreach events promoting Veteran Navigators as a resource to communities.

Community
Members
Reached:

11

Support: Work with individual veterans to assess their needs, connect to services, and address challenges that negatively affect their health and well-being.

- Worked directly with a lawyer to help connect Veterans to legal assistance for different cases that they are involved with.
- Rising housing and rent prices continue to pose an issue for Veterans. A significant amount of time is given to help find financial assistance and or discussions with landlords to prevent eviction.
- Helped 10 Veterans start and or increase their VA benefits.
- Six Veterans with suicidal ideations were helped with the Ottawa County CIT team.
- Worked with the Kent County Veteran services aiding 4 Veterans with hoarding issues.

New veterans
Served:

21



Referrals:

Establish a robust referral network to assist veterans in accessing services and supports to meet their needs.

- Expanded the regional resource network by connecting with the Kent County Veterans services to discuss ways to collaborate.
- LRE sponsored and participated in the “Golf for Vets” event last month. This annual event focuses on bringing awareness of PTSD and veteran suicide.
- Researched and met with local Equine Therapy resources in the region. There has been requests for this type of therapy for Veterans with traumatic brain injuries.
- Met with Local American Legions to improve outreach to Veterans through events and promote the Ottawa County Veterans Alliance.
- Part of the planning committee for the resource fairs in Kent County and Muskegon County.

Stakeholder
Collaborations this
Quarter:

15

Expertise:

Training and assistance for local organizations and groups to effectively engage and support veterans.

- Developing a military cultural competency training to integrate into Ottawa CMH’s staff training platform. The training will enable CMH staff to have a better understanding of the psychological effects of being in the service has on military members.

Of trainings/
consults provided
this quarter:

1