

CHIEF OPERATING OFFICER REPORT TO THE BOARD OF DIRECTORS

May 19, 2022

COO UPDATES

The LRE de-implementation with Beacon continues with LRE and Beacon staff meeting regularly to ensure all functions are in place at the LRE on or before the June 30th contract termination. Medical Director, Compliance, Customer Services, and Grievances and Appeals functions have all returned to the LRE as of April. The Customer Services phone line is experiencing significantly higher volume when compared to Beacon's experience. LRE staff discovered that the LRE customer services phone line had been placed on a statewide database that should have reflected CMHSP's access center line. It is our hope that the volume of SUD related calls will drop significantly now that this issue has been addressed.

Progress continues toward implementation of functions identified in the Tactical Plan. At present, approximately 55% of the plan has been marked complete, and 45% is in process. Some tasks have been removed due to shifting priorities and plans. This Tactical Plan is the starting point toward the development of a comprehensive strategic plan. Activity to create this plan will commence in the summer months with anticipated completion by FY23. More information on how the strategic planning process will work will be shared at next month's board meeting. KWB Strategies has been retained as the consultant to lead this process.

The LRE Health Disparities project has reached a standstill due to reported inaccuracies in the state race and ethnicity data. A presentation of initial findings of the workgroup was provided to the Board in September by Jack Calhoun of ReFocus LLC was. Until we are able to verify the accuracy of the state's race and ethnicity data, the next phase of this project is on hold.

The Annual Impact Report for FY21 is being developed and will be released in June.

AUTISM SERVICES UPDATE – Justin Persoon

The Autism team has spent much of the last month completing the West Michigan site review and completing a deeper dive into Autism enrollment and performance indicators. We are working within the new Autism ROAT reviewing data and performance indicators for opportunities. We had Jack Calhoun present regional ABA data to the ROAT members, which generated some action steps to further improve consistency and access across the system.

Currently, 1,710 children are open to the Autism Benefit.

ACCMHS	CMHOC	HW	N180	WCMCHS
122	244	146	1158	40

There were 71 approvals and 15 closures in the month of April 2022

CLINICAL/UM – Liz Totten

Over the last month the Clinical/UM Department has been busy working with our ROAT members to update and approve our UM Plan and policies. Clinical/UM has continued to work with Beacon to transition reporting requirements, integrated health coordination and oversight, inter-rater reliability oversight process as well as prepare for the upcoming HSAG audit.

CUSTOMER SERVICES UPDATE – Michelle Anguiano

Customer Services has transitioned back to the LRE and is working on consistency throughout the region. A region-wide training for NABD's is the first direction we would like to follow, helping all CMHSP's to be on the same page. PCE systems has been tracking the appeals and Prest & Associates has been providing services to help with appeal decisions. A data dashboard will be reviewed in the future for the Customer Services team.

CCBHC (CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC) – Michelle Anguiano

IT is continuing to develop a database dashboard for regional CCBHC's to begin tracking some of the key data required by the State. A data workgroup has been established and will continue to meet to ensure the best data practices are in place. This data will be key for demonstrating the effectiveness of combining mental health and physical health to treat the whole person. We continue to work with KWB strategies to develop future evaluation for the CCBHC program; an evaluation scope of work has been approved.

The State has completed its first data quality report, which provides direction for future areas of focus. Healthwest and West Michigan Community Mental Health have both been fully certified as CCBHC sites through the State of Michigan. The region continues to collaboratively focus on crisis availability ideas and needs, along with shortage of staffing concerns that are a statewide dilemma.

CREDENTIALING UPDATE - Pam Bronson, Credentialing Specialist:

In April, the Credentialing Committee reviewed and approved 32 providers for credentialing/re-credentialing. Work continues with MDHHS on the Universal Credentialing project, as a result of Act 282. The statewide group is meeting two times per week, and the group continues to work on the flow of the "current state" of each PIHP's credentialing decisions and processes.

PROVIDER NETWORK MANAGEMENT – Don Avery, Jim McCormick

Provider Network Managers wrapped up Provider Focus Groups in April and a report of findings is being developed. LRE/CMHSP 1:1 meetings are scheduled to begin at the end of May and into June.

SUD PREVENTION UPDATE - Amy Embury, Sud Prevention Manager

Please see the attached PowerPoint for updates.

SUD TREATMENT UPDATE - Amanda Tarantowski, SUD Treatment Manager

LRE successfully passed the recent State Opiate Response (SOR) 2 Grant Audit. Additionally, contracts were issued to the field for a May 1, 2022, start date for the American Rescue Fund Plan Act (ARPA) Projects.

WAIVER UPDATES – Kim Keglovitz/Stephanie Thommen

Habilitative Supports Waiver HSW: The region currently has 1 slot available for May enrollment. There are 2 pending enrollments with MDHHS, 1 for March enrollment and 1 for April enrollment. There are 9 complete packets and 8 packets that are pending updated goal, objectives, or documents. We 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
Used	629	629	628	628	629	626	626
Available	0	0	1	1	0	3	3
% Used	100	100	99.8	99.8	100	99.5	99.5

Child Waiver Program (CWP):

76 children are enrolled in the Children’s Waiver Program. Three pre-screens were submitted by Network 180 and one by CMH of Ottawa County in May. These children were invited to apply for the CWP on May 5. There are no children on the waiting list for the CWP.

Current Enrollments

ACCMHS	CMHOC	HW	N180	WMCMHS
2	10	9	54	1

A clinical review team composed of a Medicaid Director, Occupational Therapist, Registered Nurse, Masters Level Social Worker, and Limited Licensed Psychologist will convene to review and approve requests for environmental accessibility adaptations, fencing and enhanced medical equipment and supplies for CWP enrollees. This team is scheduled to meet for the first time in June. Consultation will be made available for other requests as needed through the HSW as well.