
CHIEF OPERATING OFFICER REPORT TO THE BOARD OF DIRECTORS

APRIL 21, 2022

COO UPDATES

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. Planning 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 a future board meeting.

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 have all returned to the LRE in April.

The Annual Report for FY21 is being developed in conjunction with ReFocus LLC with an anticipated release in late May.

AUTISM SERVICES UPDATE – Justin Persoon

The Autism Team has spent a great deal of time in the last month performing site review of CMH of Ottawa County and preparing for the upcoming West Michigan CMH site review. The Autism ROAT charter has been developed and the first meeting of the ROAT will be held in April. ROAT will prioritize focus on capacity for ABA services and building consistency across the region.

Currently, 1656 children are open to the Autism Benefit.

ACCMHS	CMHOC	HW	N180	WMCMHS
116	235	140	180	39

There were 86 approvals and 6 closures in the month of March 2022

CLINICAL/UM – Liz Totten

Clinical/UM has been busy with UM & Clinical ROAT members as well as our data analytics team members reviewing current data structures and collaborating to create dashboards that will provide data driven knowledge which will serve to inform collaborative regional projects. Clinical/UM continues to work closely with Beacon to ensure a smooth transition of all departmental responsibilities.

CCBHC (CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC) – Michelle Anguiano

Work is underway with a database workgroup to develop a dashboard for the CCBHC's to begin tracking some key data elements required by the State. This data will demonstrate the effectiveness of combining mental and physical health services to treat the whole person. We

are continuing to work with KWB strategies to develop evaluation for the CCBHC program. The entire region will be coming together to discuss crisis strategies.

CUSTOMER SERVICES UPDATE – Michele Anguiano

The Customer Services ROAT Charter has been approved by the members. Customer Services transitioned from Beacon to the LRE on April 11, 2022. Communication and process with the LRE and CMHSP's customer service teams occurs weekly. The transition is currently focused on addressing systematic concerns of the past.

CREDENTIALING UPDATE - Pam Bronson (Credentialing Specialist):

Credentialing Committee met in March where 26 providers were reviewed and approved for credentialing/re-credentialing. As a result of Act 282, LRE has been working with MDHHS on the Universal Credentialing project with the goals of simplifying the credentialing process and sharing across PIHPs/CMHSPs.

PROVIDER NETWORK MANAGEMENT – Don Avery, Jim McCormick

Provider focus groups are scheduled throughout the month of April with a goal of identifying systemic challenges providers are facing. Findings will be shared with CMH partners to develop action plans to determine how best to support network providers.

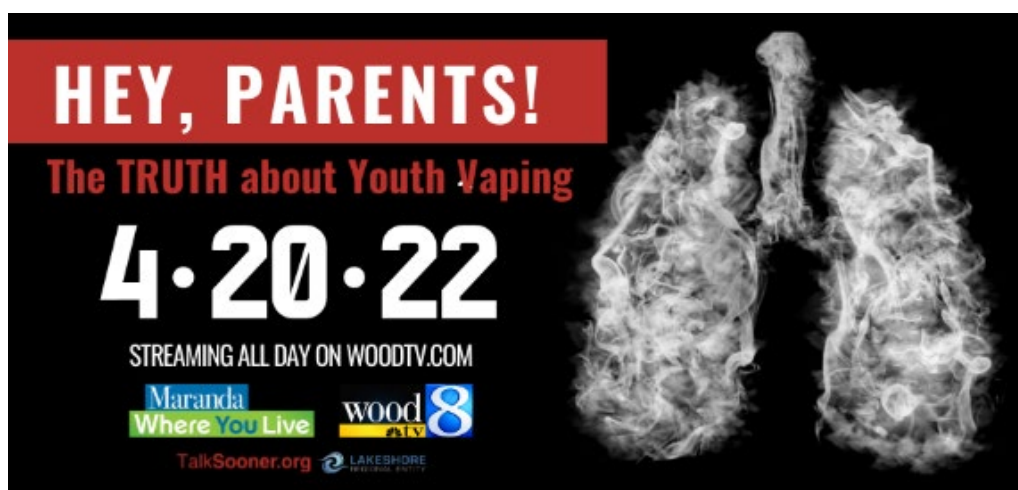
MDHHS has given approval for, and is supportive of, ongoing efforts to develop value-based care models with regional inpatient providers. This work continues with three in-region inpatient hospitals. LRE Provider Network Managers will begin individual LRE/CMH meetings in May.

SUD PREVENTION UPDATE - Amy Embury, Sud Prevention Manager

As you know, youth vaping continues to be an alarming trend in our communities. Also concerning are the many vaping myths and perceptions circulating among both youth and parents/the general public, only further contributing to the normalization of this dangerous substance.

That is why I'm honored to share a public education/awareness partnership between TalkSooner.org and Maranda of WOOD-TV/Channel 8. This five-part series, **The TRUTH About Youth Vaping**, will explore everything from today's vaping realities/perceptions to consequences and interventions at school, the impacts of mental health/vaping and through the court system, firsthand accounts, and resources for parents/teens. Nearly one dozen subject matter experts will be included ranging from physicians, a prosecutor, educators and more.

We've intentionally designed the series to kick off April 18th, with the full series streaming on 4-20 (*see sample billboard below*).



SUD TREATMENT UPDATE - Amanda Tarantowski, SUD Treatment Manager

There have been multiple internal meetings held in preparation for the state's SUD Audit in November. The SUD Provider manual has been updated and can be found on the LRE website. Proof documents have been compiled and submitted in preparation of the SOR 2 Financial and Clinical Audits. ARPA Application has been completed in EGrams.

WAIVER UPDATES – Kim Keglovitz/Stephanie Thommen

Habilitative Supports Waiver HSW:

April Recertifications that are due to the LRE by April 14, 2022. The region currently has 24 recertifications that are over due to MDHHS:

ACCMHS	CMHOC	HW	N180	WMCMHS
2	3	0	13	6

Region 3 has two open slots for April enrollment. There are four initial enrollment packets that are ready to be enrolled and seven initial packets that require updating (documents, signatures, goals, etc.) prior to being submitted

Child Waiver Program (CWP):

72 children are enrolled in the Children's Waiver Program. Three prescreens were submitted by Ottawa and one by Network 180 in March. These children were invited to apply for the CWP on April 4. There are no children on the waiting list for the CWP.

Current Enrollments

ACCMHS	CMHOC	HW	N180	WMCMHS
2	7	9	53	1



Submitted by: **Eric Miller**
 Year: **2022**
 Quarter: **2**

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.

- Day at Canonsburg event provided Veterans and their families an opportunity to be with other Veterans and share a day out on the slopes and/or tubing.
- Participating on the planning committee for a resource fair in Kent County to be scheduled in September.
- Leading the Ottawa County Veterans Alliance to bring awareness to Veteran suicide and help connect Veterans to local resources for assistance.
- Met and coached the new Veteran Navigator from West Michigan CMH.
- Met with local Clubhouse to talk about services available to Veterans.
- Worked with VA to improve Community care management issues
- Working with Local American Legions to improve outreach to Veterans through events.
- Meeting with Kent County Veteran Office to discuss collaboration to better serve Veterans.

Community
Members
Reached:

12

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

- Raised one veteran from zero to 100 percent VA disability. Working with many others to gain access to VA services and VA disability.
- Identifying resources and Veterans who are in need of help due to the rising cost of rent and cost of living.
- Worked with Grandville police to help a Suicidal Veteran with SUD issues, helping them to navigate the CMH and VA system.
- Two Veterans needed legal help were connected to a Veteran Lawyer to assist with their cases.
- Acquired a new bed for a Veteran.
- Assisted four Veterans with starting or increasing Veteran Benefits with the VA.
- Helped one veteran obtain an Oxygen machine for portable use as well as a gas card to help her to get groceries. Also working with this individual on housing issues due to potential rent increase.

New veterans
Served:

32

Total Service
Contacts:

84

- Assisted one Korean War Veteran with applying for the VA as well as aid and attendance for in-home care. Working with adult protective services on a fiduciary as well.
- Worked with the Ottawa county crisis intervention team to help a veteran with PTSD. Another veteran who needs Champ VA for taking care of his wife, who needs to be placed in a care facility as he is unable to care for her.
- Assisted a Veteran with employment issues as they seek other opportunities for work.

Referrals:

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

- Expanded the resource network by connecting with the VA social workers in the Wyoming CBOC to discuss collaboration to better serve Veterans.
- Met with and established working relationships with resources in housing and with the Kent County Veteran services to discuss how they use millage money to help different organizations help Veterans.
- Explored the process and procedures for someone to utilize one of the local Equine Therapy resources in the region and how they can help Veterans.
- Met with local Clubhouse to talk about services available to Veterans through their resources.
- Worked with VA to improve community care management issues.
- Working with local American Legions to improve outreach to Veterans through events.

Stakeholder Collaborations this Quarter:

8

Expertise:

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

Assisted with setup of a Military Cultural Competency course for one of the Navigators in a neighboring county.

of trainings/ consults provided this quarter:

1