



Mission: To promote hope, recovery, resilience and advance health equity in Washtenaw County by providing, high quality, integrated behavioral health services to adults and youth with intellectual/development disabilities, mental health and/or substance use needs.

**WASHTENAW COUNTY COMMUNITY MENTAL HEALTH (WCCMH)
QUALITY-FINANCE COMMITTEE MEETING
AGENDA**

*****In-Person at the Learning Resource Center-Michigan
Room**

4135 Washtenaw Ave, Ann Arbor

OR

You may attend virtually at

<https://zoom.us/j/97290225072>

September 16, 2023

2:00-3:30 pm

- I. Roll Call (1 minute)
- II. Introductions (1 minute)
- III. Audience Participation (see guidelines below) (5 minutes)
- IV. Budget-Finance Committee Meeting Minutes (3 minutes) **ACTION**
 - Quality-Finance Committee Meeting Minutes and Actions from 8/14/23 (Attachment #1)
- V. Financial Status Report (10 minutes)
 - Financial Status Report (Attachment #2) **N. Phelps ACTION**
- VI. Contracts and Leases (5 minutes)
 - Contracts and Leases (Attachment #3) **M. Taylor ACTION**
- VII. Executive Director Authorizations (5 minutes)
 - None
- VIII. Regional Finance Update (5 minutes)
- IX. Old Business (15 minutes)
 - None
- X. New Business (40 minutes)
 - Semi-Annual Recipient Rights Report (Attachment #4) **K. Snay ACTION**
 - Board Education - Health and Wellness (Attachment #5) **B. Hagaman**
- XI. Items for Future Discussions (5 minutes)
 - Accounts Receivable
 - Cost Per Case Comparisons

Audience Participation Guidelines:

- Three (3) minutes are allowed per speaker
- Speakers are asked to bring a copy of their concerns/comments in writing
- Resolutions on issues will be brought to the appropriate committee as necessary



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XII. Adjournment of Public Meeting (Next Quality-Finance Committee Meeting: December 11, 2023)

VIRTUAL MEETING LINK IS:

Join from a PC, Mac, iPad, iPhone or Android device:

Please click this URL to join.

<https://zoom.us/j/97290225072>

Or One tap mobile:

+12678310333, 97290225072# US (Philadelphia)

+13126266799, 97290225072# US (Chicago)

Or join by phone:

Dial (for higher quality, dial a number based on your current location):

US: +1 267 831 0333 or +1 312 626 6799 or +1 646 518 9805

or +1 929 205 6099

Webinar ID: 972 9022 5072

International numbers available: <https://zoom.us/u/acrrelAyFQ>

Audience Participation Guidelines:

- Three (3) minutes are allowed per speaker
- Speakers are asked to bring a copy of their concerns/comments in writing
- Resolutions on issues will be brought to the appropriate committee as necessary

**WASHTENAW COUNTY COMMUNITY MENTAL HEALTH AGENCY (WCCMH)
WCCMH QUALITY-FINANCE COMMITTEE MEETING MINUTES
DRAFT**

August 14, 2023

Learning Resource Center-Michigan Room (in person)

<https://zoom.us/j/95222756000> (virtual)

2:00-3:30 pm

ROLL CALL: S. Antonow attending virtually
B. Higman attending in person
N. Graebner-Sundling attending in person
M. Udow-Phillips attending in person

MEMBERS ABSENT: A. Dusbiber; H. Heaviland

STAFF PRESENT: R. Avedisian, T. Cortes, L. Gentz, N. Phelps, S. Ray, J. Lovelace, S. Amos O'Neal; K. Snay, L. Higle; H. Linky, T. Florence, M. Tasker; K. Hoener, D. Spencer, E. Montgomery

OTHERS PRESENT: L. Lutomski, T. Gavalier, K. Homan; K. Walker

N. Graebner-Sundling called the meeting to order at 2:00 pm.

:

- I. Introductions
 - D. Spencer (CMH), E. Montgomery (CMH)
- II. Audience Participation
 - None
- III. Committee Response to Audience Participation
 - None
- IV. Quality-Finance Committee Meeting Minutes and Actions from 6/12/23 (Attachment #1)
 - Quality-Finance Committee Meeting Minutes and Actions of 6/12/23 were reviewed.

MOTION BY M. UDOW-PHILLIPS SUPPORTED BY A. DUSBIBER TO RECOMMEND APPROVAL OF THE MINUTES AND ACTIONS FROM JUNE 12, 2023, QUALITY-FINANCE COMMITTEE MEETING AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	N
GRAEBNER-SUNDLING	Y	HIGMAN	Y
HEAVILAND	N	UDOW-PHILLIPS	Y

MOTION CARRIED

- V. Financial Status Report

- N. Phelps presented the Financial Status Report for the period ending June 30, 2023 (Attachment #2)

MOTION BY M. UDOW-PHILLIPS SUPPORTED BY A. DUSBIBER TO RECOMMEND APPROVAL OF THE FINANCIAL STATUS REPORT ENDING JUNE 30, 2023, AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	N
GRAEBNER-SUNDLING	Y	HIGMAN	Y
HEAVILAND	N	UDOW-PHILLIPS	Y

MOTION CARRIED

- VI. Contracts and Leases
- None

B. Higman handed out the "Taking Care – A Guide to Mental Health for Everybody" pamphlet from NAMI to the Committee.

- VII. Executive Director Authorizations
- M. Taylor presented the Executive Director Authorizations to the Committee. (Attachment #3)

MOTION BY M. UDOW-PHILLIPS, SUPPORTED BY B. HIGMAN TO RECOMMEND APPROVAL OF THE EXECUTIVE DIRECTOR AUTHORIZATIONS AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	N
GRAEBNER-SUNDLING	Y	HIGMAN	Y
HEAVILAND	N	UDOW-PHILLIPS	Y

MOTION CARRIED

- VIII. Regional Finance Update
- T. Cortes provided an update to the Committee.
- IX. Old Business
- Board Education: Adult MI Residential
 - o E. Montgomery provided Adult MI Residential education to the Committee.
- X. New Business
- Program Committee Dashboard FY23, Quarter 2
 - o L. Hagle provided an update on the Program Committee Dashboard for FY23, Quarter 2 to the Committee.

MOTION BY M. UDOW-PHILLIPS, SUPPORTED BY B. HIGMAN TO ACCEPT THE PROGRAM COMMITTEE DASHBOARD FOR THE SECOND QUARTER OF FY23 AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	N
GRAEBNER-SUNDLING	Y	HIGMAN	Y
HEAVILAND	N	UDOW-PHILLIPS	Y

MOTION CARRIED

- Program Committee Annual (Attachment #3)
 - o L. Higl presented the Program Committee Annual Year End Performance Improvement Report to the Committee.

MOTION BY M. UDOW-PHILLIPS, SUPPORTED BY B. HIGMAN TO RECOMMEND APPROVAL OF THE PROGRAM COMMITTEE ANNUAL AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	N
GRAEBNER-SUNDLING	Y	HIGMAN	Y
HEAVILAND	N	UDOW-PHILLIPS	Y

MOTION CARRIED

- Semi-Annual Recipient Rights Report – MOVED TO NEXT MEETING
- WCCMH Fiscal Year 2024 Annual Operating Budget
 - o N. Phelps presented the WCCMH FY24 Annual Operating Budget to the Committee.

MOTION BY M. UDOW-PHILLIPS, SUPPORTED BY B. HIGMAN TO RECOMMEND APPROVAL OF THE WCCMH FY24 ANNUAL OPERATING BUDGET AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	N
GRAEBNER-SUNDLING	Y	HIGMAN	Y
HEAVILAND	N	UDOW-PHILLIPS	Y

MOTION CARRIED

- FY23 Compliance Examination
 - o N. Phelps presented the results from the WCCMH FY23 Compliance Examination.

MOTION BY M. UDOW-PHILLIPS, SUPPORTED BY B. HIGMAN TO RECOMMEND APPROVAL OF THE FY23 COMPLIANCE EXAMINATION AS PRESENTED.

ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	N
GRAEBNER-SUNDLING	Y	HIGMAN	Y
HEAVILAND	N	UDOW-PHILLIPS	Y

MOTION CARRIED

- WCCMH FY24 Master Contract List
 - o M. Taylor provided the WCCMH FY24 Master Contract List to the Committee for approval.

MOTION BY M. UDOW-PHILLIPS, SUPPORTED BY B. HIGMAN TO RECOMMEND APPROVAL OF THE WCCMH FY24 MASTER CONTRACT LIST AS PRESENTED.
ROLL CALL VOTE:

ANTONOW	Y	DUSBIBER	N
GRAEBNER-SUNDLING	Y	HIGMAN	Y
HEAVILAND	N	UDOW-PHILLIPS	Y

HIGMAN REQUESTED NAMI, UDOW PHILLIPS FROM REGENTS OF THE UNIVERSITY OF MICHIGAN AND CHRT

MOTION CARRIED

- XI. Items for Future Discussions
- Accounts Receivable
 - Cost Per Case Comparisons

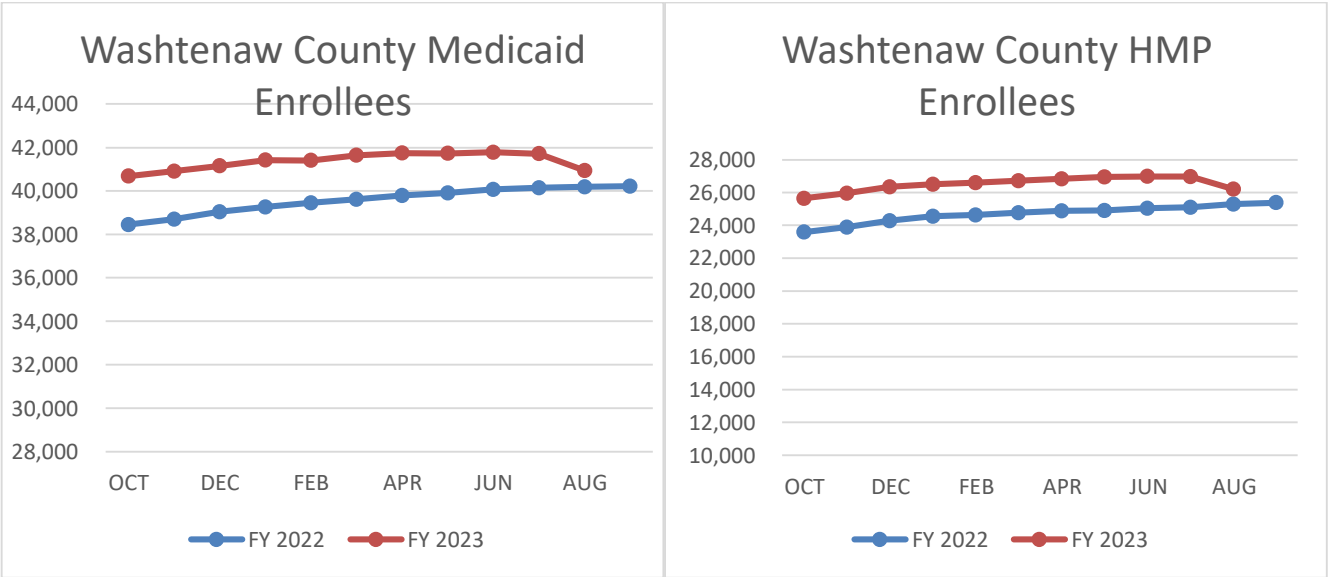
MOTION BY M. UDOW-PHILLIPS, SUPPORTED BY B. HIGMAN, TO ADJOURN THE WCCMH QUALITY-FINANCE COMMITTEE MEETING.

- XII. Meeting adjourned at 3:28 pm.

**WASHTENAW COUNTY COMMUNITY MENTAL HEALTH
YEAR-TO-DATE FINANCIAL STATUS
FISCAL YEAR 2023: For the period ending August 31, 2023
Prepared: October 11, 2023**

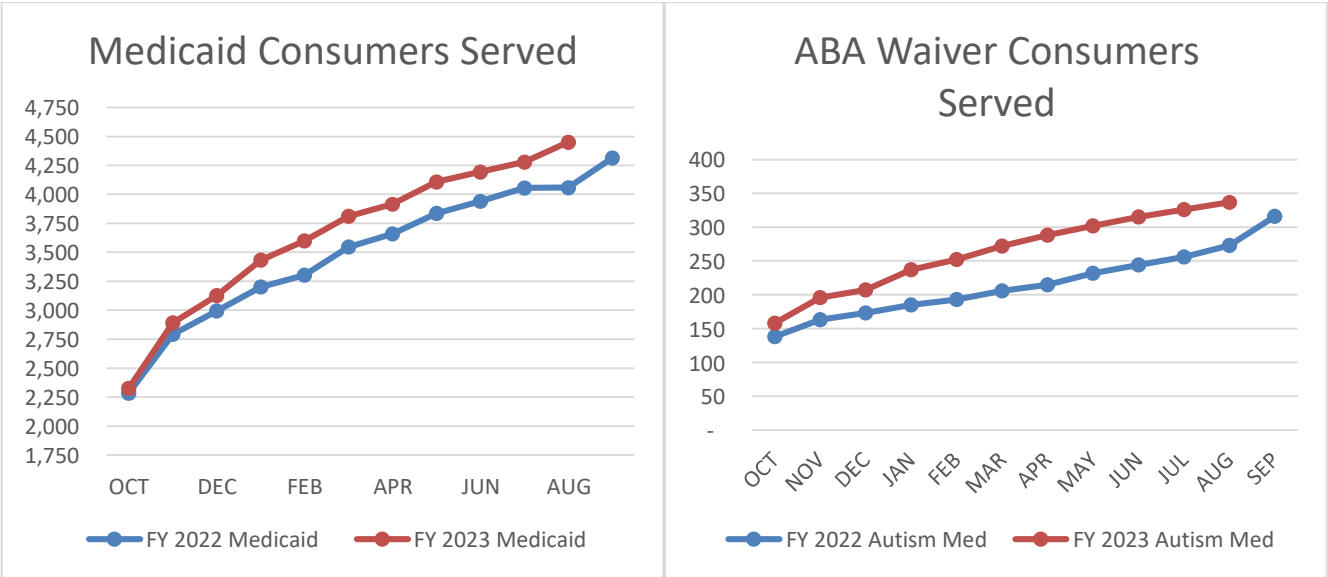
1. Washtenaw County Enrollees

A summary of FY 2023 Washtenaw County Medicaid and Healthy Michigan Enrollees is shown below:



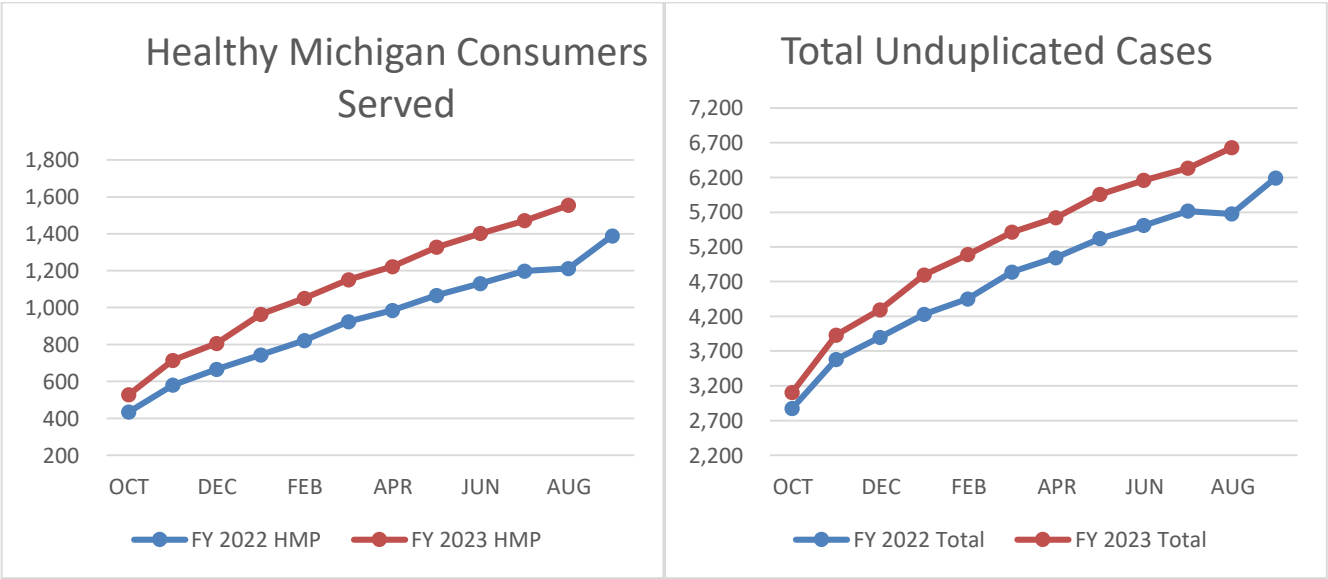
Washtenaw County Medicaid Enrollees were 40,931 in August 2023. This is a 1.84% increase from the same time last year (740 more enrollees than in August 2022). Healthy Michigan enrollment in August 2023 was 26,219. This is a 3.62% increase from the same time last year (916 more enrollees than in August 2022).

2. WCCMH Consumers Served to Date



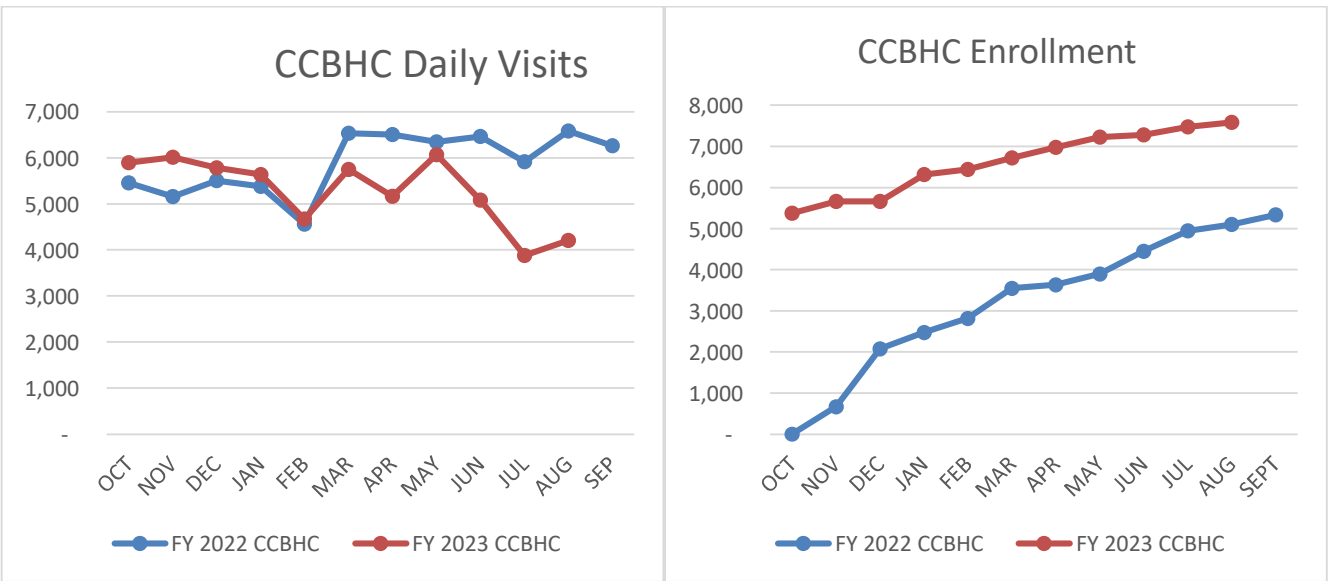
Medicaid consumers served through August 2023 are 4,451. This is 393 more consumers than the prior year (4,058 consumers were served through August 2022).

ABA Waiver consumers served through August 2023 are 337. This is 64 more consumers than prior year (273 consumers were served through August 2022).



Healthy Michigan consumers served through August 2023 were 1,555. This is 343 more consumers than the same period last year.

The total unduplicated consumers served by WCCMH through August 2023 were 6,627. This is 951 more consumers than served last year.



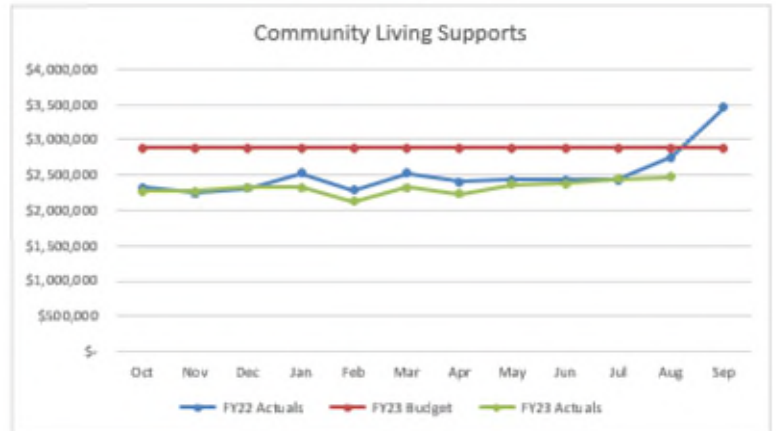
The CCBHC daily visit count for August 2023 were 4,211.

The YTD CCBHC Enrollment for FY 2023 as of August was 7,586.

3. Financial Statement Highlights

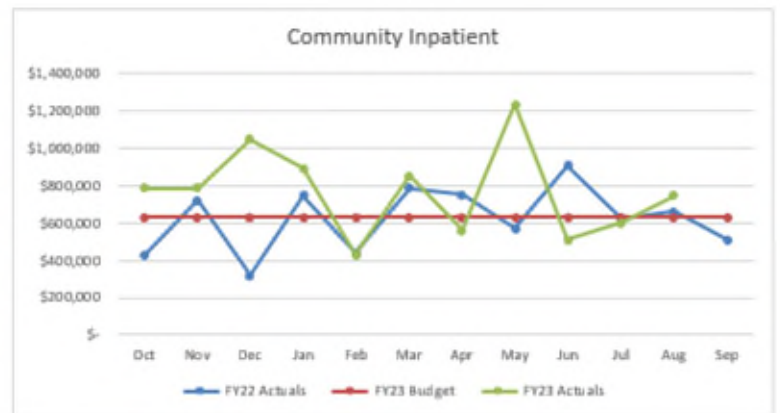
- a. CLS service costs to date are estimated to be \$26.4 Million. The costs year to date are 6.34% less than this time last year. A 5% increase to CLS rates has been implemented as of 10/1/2022.

	FY22 Actuals	FY23 Budget	FY23 Actuals	YTD % Change
Oct	\$ 2,325,336	2,883,333	\$ 2,277,066	-2.08%
Nov	2,240,096	2,883,333	2,268,391	-0.44%
Dec	2,317,212	2,883,333	2,325,087	-0.18%
Jan	2,524,996	2,883,333	2,322,970	-2.28%
Feb	2,285,682	2,883,333	2,127,806	-3.18%
Mar	2,529,180	2,883,333	2,324,287	-4.06%
Apr	2,406,148	2,883,333	2,237,842	-4.48%
May	2,431,396	2,883,333	2,362,630	-4.27%
Jun	2,431,870	2,883,333	2,372,765	-4.06%
Jul	2,436,133	2,883,333	2,444,471	-3.61%
Aug	2,746,122	2,883,333	2,474,989	-4.26%
Sep	3,451,817	2,883,333		



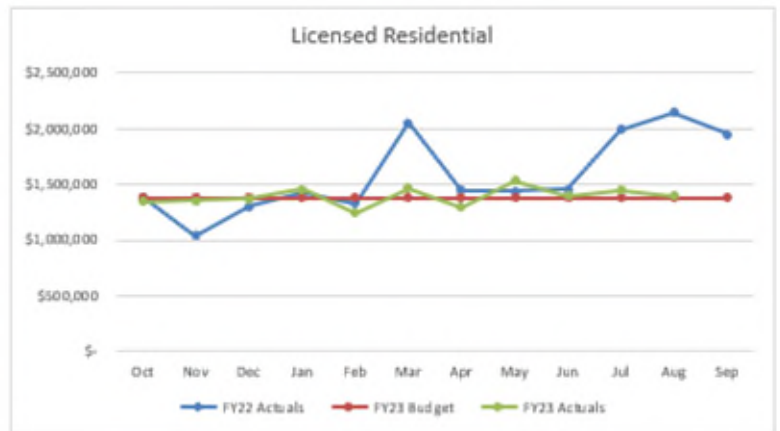
- b. Community Inpatient costs to date are \$8.4 Million. The costs year to date are 21.33% more than this time last year and \$1.5 Million over budget.

	FY22 Actuals	FY23 Budget	FY23 Actuals	YTD % Change
Oct	\$ 428,747	\$ 629,167	\$ 783,838	82.82%
Nov	719,608	629,167	786,506	36.75%
Dec	318,967	629,167	1,046,711	78.36%
Jan	745,851	629,167	890,910	58.50%
Feb	438,634	629,167	428,822	48.46%
Mar	785,399	629,167	851,148	39.30%
Apr	751,136	629,167	558,658	27.65%
May	572,488	629,167	1,233,470	38.21%
Jun	904,625	629,167	511,519	25.17%
Jul	624,231	629,167	598,407	22.26%
Aug	661,279	629,167	743,351	21.33%
Sep	508,767	629,167		



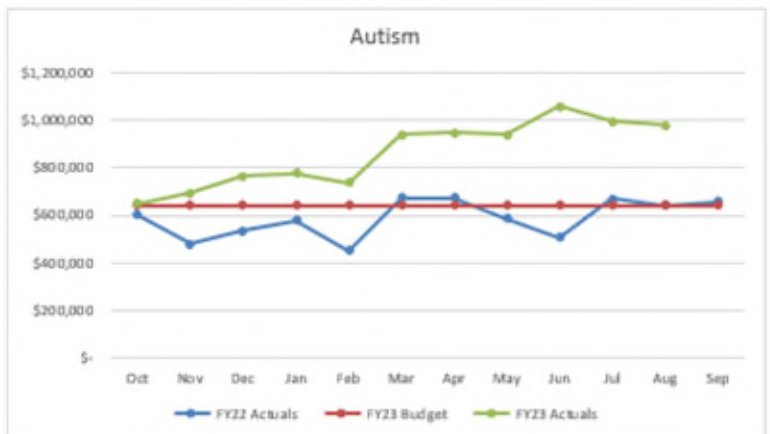
- c. Licensed Residential costs to date are \$15.3 Million and \$88,000 over budget. The costs year to date are 1.14% less than this time last year. A 5% increase was implemented as of 10/1/2022 for local providers.

	FY22 Actuals	FY23 Budget	FY23 Actuals	YTD % Change
Oct	\$ 1,386,550	\$ 1,383,333	\$ 1,348,498	-2.74%
Nov	1,038,733	1,383,333	1,351,230	11.32%
Dec	1,304,777	1,383,333	1,371,021	9.13%
Jan	1,429,675	1,383,333	1,456,672	7.13%
Feb	1,325,725	1,383,333	1,244,640	4.42%
Mar	2,048,936	1,383,333	1,466,361	-3.47%
Apr	1,451,576	1,383,333	1,292,818	-4.55%
May	1,437,448	1,383,333	1,529,546	-3.17%
Jun	1,454,128	1,383,333	1,396,384	-3.26%
Jul	1,995,132	1,383,333	1,451,490	-6.48%
Aug	2,141,085	1,383,333	1,396,094	-10.04%
Sep	1,952,399	1,383,333		



- d. Applied Behavior Analysis/Autism service costs to date are \$9.4 Million. The costs year to date are 47.91% more than this time last year and \$2.4 Million over budget.

	FY22 Actuals	FY23 Budget	FY23 Actuals	YTD % Change
Oct	\$ 602,553	\$ 641,667	\$ 648,805	7.68%
Nov	479,479	641,667	694,140	24.11%
Dec	534,172	641,667	765,065	30.43%
Jan	580,372	641,667	776,181	31.30%
Feb	453,979	641,667	737,877	36.65%
Mar	672,143	641,667	939,566	37.29%
Apr	674,225	641,667	948,251	37.85%
May	587,988	641,667	939,851	40.67%
Jun	508,069	641,667	1,056,440	47.38%
Jul	670,422	641,667	992,730	47.46%
Aug	643,331	641,667	977,197	47.91%
Sep	658,111	641,667		



- e. Internal staffing expenses are trending under budget due to the difficulty recruiting for budgeted vacant positions.

4. PIHP Revenue Key Points

- a. Medicaid, CCBHC and Healthy Michigan Plan revenues are collected from the PIHP.
- b. By funding source, Medicaid and CCBHC is showing a surplus of \$4,759,161 through August.
- c. By funding source, HMP is showing a surplus of \$286,204 through August.
- d. Overall, the PIHP surplus is \$5,062,400 through August.

5. State General Fund Key Points

- a. General Fund programs and funding redirected to other Risk-Based programs is showing a surplus of \$2,133,672.

6. Local Key Points

- a. The majority of Local Funding comes from Washtenaw County.
- b. Local Funds are showing a surplus of \$326,481 through August.
- c. Uses of Local Funding include:
 - i. The 10% GF Match of non-residential services
 - ii. Local contribution – required by MDHHS
 - iii. Local share for State Facilities
 - iv. Shelter expenses and other Local needs

7. Fund Balance

WCCMH currently has no fund balance available for fiscal year 2023.

Washtenaw County Community Mental Health
FINANCIAL PERFORMANCE BY FUND SOURCE
AUGUST 2023 FYTD

ATTACHMENT #1
OCTOBER 2023

	Total
Medicaid **	
<u>Revenue</u>	
B & B3	\$ 53,023,280
HSW	25,528,921
DCW	8,472
Behavioral Health Home	358,650
Child Waiver/SED Waiver	1,062,515
Autism	5,935,779
Prior Year Adjustments	-
Care for Caid	169,318
Total Medicaid Revenue	\$ 86,086,935
 Total Medicaid Expense	 \$ 69,259,704
 Medicaid Surplus/(Deficit)	 \$ 16,827,231
 CCBHC **	
Supplemental Revenue	\$ 9,149,773
 CCBHC Non-Medicaid Expense	 \$ 1,175,962
CCBHC HMP Expense	3,733,296
CCBHC Medicaid Expense	16,308,585
Total CCBHC Expense	\$ 21,217,843
 CCBHC Surplus/(Deficit)	 \$ (12,068,070)
 Healthy Michigan **	
Revenue	\$ 6,336,686
Expense	6,050,482
Healthy MI Surplus/(Deficit)	\$ 286,204
 General Fund	
<u>Revenue</u>	
CMH Operations	\$ 4,214,529
CMH Operations Contra	-
GF Carryforward	211,753
Categorical	-
Redirect To Injectable Meds.	-
Funding Fr. Other Local Sources	94,249
Total General Fund Revenue	\$ 4,520,531
 Total General Fund Expense	 \$ 2,386,859
General Fund Surplus/(Deficit)	\$ 2,133,672

Washtenaw County Community Mental Health
FINANCIAL PERFORMANCE BY FUND SOURCE
 AUGUST 2023 FYTD

ATTACHMENT #1
 OCTOBER 2023

	<u>Total</u>
Injectable Meds	
Revenue	\$ 119,845
Expense	102,810
Inj. Meds. Surplus/(Deficit)	<u>\$ 17,035</u>
Grants And Contracts	
Revenue	\$ 1,535,919
Expense	1,535,919
Grants & Cont. Surplus/(Deficit)	<u>\$ -</u>
CMHSP To CMHSP	
Revenue	\$ 945,253
Redirect to GF	(61,289)
Expense	883,964
CMHSP to CMHSP Surplus/(Deficit)	<u>\$ -</u>
Local	
Revenue	\$ 1,533,959
Expense	1,207,478
Local Surplus/(Deficit)	<u>\$ 326,481</u>
Private Grant & All NOR	
Revenue	\$ 87,407
Expense	72,670
Priv. Grant & NOR Surplus/(Deficit)	<u>\$ 14,737</u>
Grand Total	
Revenue	\$ 110,305,982
Expense	102,768,692
Grand Total Surplus/(Deficit)	<u>\$ 7,537,290</u>

** Denotes PIHP Medicaid Subcontracting Agreement Funds

PIHP Medicaid Surplus/(Deficit)	\$	5,062,400
WCCMH Surplus/(Deficit)		2,474,890
	\$	<u>7,537,290</u>

Washtenaw County Community Mental Health
Budget to Actuals
For Nine Months Ending August 31, 2023

Current Fiscal Year					
	FY 2023 Approved Budget	FY 2023 Approved Budget YTD	FY 2023 YTD Actuals	YTD Actuals Over/(Under) YTD Budget	% O(U)
<u>Operating Revenue</u>					
PIHP Revenue					
Medicaid Capitation:					
Medicaid (b) & 1115i	\$ 48,979,046	\$ 44,897,459	\$ 53,031,752	\$ 8,134,293	18.12%
HSW	30,058,737	27,553,842	25,528,921	(2,024,921)	-7.35%
Children & SED Waivers	1,200,000	1,100,000	1,113,478	13,478	1.23%
Healthy Michigan Capitation	6,913,368	6,337,254	6,336,686	(568)	-0.01%
Autism Capitation	6,475,395	5,935,779	5,935,779	0	0.00%
Direct Care Worker Pass-Through	9,263,483	8,491,526	-	(8,491,526)	-100.00%
CCBHC Supplementary	4,059,000	3,720,750	9,149,773	5,429,023	145.91%
Behavioral Health Home	-	-	358,650	358,650	0.00%
TOTAL PIHP Revenue	\$ 106,949,029	\$ 98,036,610	\$ 101,455,039	\$ 3,418,429	3.49%
MDHHS Revenue					
State General Funds	\$ 4,597,669	\$ 4,214,530	\$ 4,426,282	\$ 211,752	5.02%
Grants & Earned Contracts	1,790,168	1,640,987	1,523,264	(117,723)	-7.17%
All Other Revenue					
County Appropriation	\$ 1,751,761	\$ 1,605,781	\$ 512,314	\$ (1,093,467)	-68.10%
Project Revenue	847,984	777,319	512,373	(264,946)	-34.08%
All Other	1,917,652	1,757,848	2,926,244	1,168,396	66.47%
TOTAL Operating Revenue	\$ 117,854,263	\$ 108,033,074	\$ 111,355,516	\$ 3,322,442	3.08%
<u>Operating Expenses</u>					
Administrative Expenses					
General Administration	\$ 7,733,373	\$ 7,088,925	\$ 6,944,706	\$ (144,219)	-2.03%
Program Administration	4,150,194	3,804,345	5,046,431	1,242,087	32.65%
Residential Services					
Community Living Supports	\$ 34,600,000	\$ 31,716,667	\$ 26,430,262	\$ (5,286,405)	-16.67%
Licensed Residential	16,600,000	15,216,667	15,304,754	88,087	0.58%
Outpatient Services					
Autism Services	\$ 7,700,000	\$ 7,058,333	\$ 9,476,243	\$ 2,417,910	34.26%
Case Management	5,750,761	5,271,531	4,477,872	(793,659)	-15.06%
Supports Coordination	3,243,708	2,973,399	2,550,462	(422,937)	-14.22%
Skill Building	5,004,548	4,587,502	3,584,959	(1,002,543)	-21.85%
Supported Employment	1,556,862	1,427,124	1,573,957	146,834	10.29%
Psychiatry	4,134,073	3,789,567	3,640,778	(148,789)	-3.93%
Nursing Services	2,659,925	2,438,265	2,104,082	(334,183)	-13.71%
Therapy Services	2,758,751	2,528,855	2,183,218	(345,637)	-13.67%
All Other	11,339,062	10,394,140	9,501,555	(892,585)	-8.59%
Other Expenses					
Community Inpatient	\$ 7,550,000	\$ 6,920,833	\$ 8,433,340	\$ 1,512,507	21.85%
Local Matches & Shelter	1,282,838	1,175,935	1,109,507	(66,428)	-5.65%
Grants & Earned Contracts	1,790,168	1,640,987	1,456,100	(184,887)	-11.27%
TOTAL Operating Expenses	\$ 117,854,263	\$ 108,033,074	\$ 103,818,226	\$ (4,214,848)	-3.90%
Revenue Over/(Under) Expenses	-	-	7,537,290	7,537,290	

Washtenaw County Community Mental Health
Budget to Actuals
For Nine Months Ending August 31, 2023

Prior Year Comparison				
	FY 2023 YTD Actuals	FY 2022 Prior YTD Actuals	YTD Actuals Over/(Under) Prior YTD Actuals	% O(U)
Operating Revenue				
PIHP Revenue				
Medicaid Capitation:				
Medicaid (b) & 1115i	\$ 53,031,752	\$ 44,237,347	\$ 8,794,405	19.88%
HSW	25,528,921	24,098,570	1,430,351	5.94%
Children & SED Waivers	1,113,478	1,583,877	(470,399)	-29.70%
Healthy Michigan Capitation	6,336,686	5,761,142	575,544	9.99%
Autism Capitation	5,935,779	5,396,163	539,616	10.00%
Direct Care Worker Pass-Through	-	7,351,971	(7,351,971)	0.00%
CCBHC Supplementary	9,149,773	3,698,046	5,451,727	0.00%
Behavioral Health Home	358,650	34,005	324,645	0.00%
TOTAL PIHP Revenue	\$ 101,455,039	\$ 92,161,121	\$ 9,293,918	10.08%
MDHHS Revenue				
State General Funds	\$ 4,426,282	\$ 4,075,751	\$ 350,531	8.60%
Grants & Earned Contracts	1,523,264	1,488,877	34,387	2.31%
All Other Revenue				
County Appropriation	\$ 512,314	\$ 397,822	\$ 114,492	28.78%
Project Revenue	512,373	660,993	(148,620)	-22.48%
All Other	2,926,244	2,581,707	344,537	13.35%
TOTAL Operating Revenue	\$ 111,355,516	\$ 101,366,271	\$ 9,989,245	9.85%
Operating Expenses				
Administrative Expenses				
General Administration	\$ 6,944,706	\$ 5,821,390	\$ 1,123,316	19.30%
Program Administration	5,046,431	3,824,523	1,221,908	31.95%
Residential Services				
Community Living Supports	\$ 26,430,262	\$ 28,220,327	\$ (1,790,065)	-6.34%
Licensed Residential	15,304,754	15,481,419	(176,665)	-1.14%
Outpatient Services				
Autism Services	\$ 9,476,243	\$ 6,406,732	\$ 3,069,511	47.91%
Case Management	4,477,872	3,966,147	511,725	12.90%
Supports Coordination	2,550,462	2,165,206	385,256	17.79%
Skill Building	3,584,959	3,407,455	177,504	5.21%
Supported Employment	1,573,957	1,361,557	212,400	15.60%
Psychiatry	3,640,778	2,885,432	755,346	26.18%
Nursing Services	2,104,082	2,034,994	69,088	3.39%
Therapy Services	2,183,218	1,740,282	442,936	25.45%
All Other	9,501,555	7,733,689	1,767,866	22.86%
Other Expenses				
Community Inpatient	\$ 8,433,340	\$ 6,950,966	\$ 1,482,374	21.33%
Local Matches & Shelter	1,109,507	1,521,056	(411,549)	-27.06%
Grants & Earned Contracts	1,456,100	1,446,171	9,929	0.69%
TOTAL Operating Expenses	\$ 103,818,226	\$ 94,967,346	\$ 8,850,880	9.32%
Revenue Over/(Under) Expenses	7,537,290	6,398,925	1,138,365	

REQUEST: To approve recommendations to the board for the following contract(s) and lease(s):

BACKGROUND:

1. Oconomowoc Developmental Training Center of Wisconsin, LLC: provides licensed residential services.

Service Contracts

Contractor	Funding	Estimated Budget	Contract Term	Service Description
1. Oconomowoc Developmental Training Center of Wisconsin, LLC	Medicaid	As Authorized	October 1, 2023-September 30, 2024	Licensed Residential Services

WCCMH - Office of Recipient Rights

Quarter II- FY 22/23

Executive Summary

ORR Program Updates:

- We continue to provide supplemental virtual drop in Question and Answer sessions for newly hired CMH staff and have also extended this to provider staff.
- We have our annual Recipient Rights Conference in September 2023. Please let us know if you are interested in attending. It will be in Crystal Mountain this year.

Report Complaint Data:

Aggregate Summary

Fiscal Year	22/23	21/22	20/21	19/20
Complaints Received	85	69	61	85
Allegations Involved	115	91	80	122
Allegations Investigated	103	83	78	119
Allegations Resolved by Intervention	0	0	0	0
Allegations Substantiated	35	35	34	32
Percent Substantiated	33.9%	42.2%	43.6%	26.9%

The following is a four-year comparison of **abuse and neglect cases**. Please note that the Abuse Class II data includes *all types* of Abuse II. Additionally, the Neglect data *does not* include Neglect-Failure to Report allegations.

	FY 22/23		FY 21/22		FY 20/21		FY 19/20	
	Received	Substantiated	Received	Substantiated	Received	Substantiated	Received	Substantiated
Abuse:								
Class I	0	0	0	0	0	0	0	0
Class II	12	1	10	3	9	3	14	2
Class III	9	3	4	1	9	3	12	1
Sexual Abuse	0	0	0	0	0	0	0	0
Neglect:								
Class I	0	0	0	0	0	0	0	0
Class II	2	1	0	0	1	0	3	2
Class III	29	15	26	17	23	15	36	17

The following is a four year comparison of **the top three complaint substantiation cases**, all categories.

FY 22/23	(Received) Substantiated	FY 21/22	(Received) Substantiated	FY 20/21	(Received) Substantiated	FY 19/20	(Received) Substantiated
Neglect Class III	(29) 15	Neglect Class III	(26) 17	Neglect Class III	(23) 15	Neglect Class III	(36) 17
Mental Health Services Suited to Condition	(16) 6	Mental Health Services Suited to Condition	(12) 7	Dignity and Respect	(12) 3	Mental Health Services Suited to Condition	(14) 5
Safe Sanitary or Humane Treatment Environment	(7) 4	Dignity and Respect	(20) 4	Abuse Class III	(9) 3	Disclosure of Confidential Information	(5) 3

The following chart is an explanation of **substantiations by service location**:

Service location type/Code	Number of substantiations
Outpatient Services	1
Residential Group Home – MI	2
Residential Group Home – DD	8
Residential Group Home – MI & DD	3
Day Program – DD	1
Supported Employment	0
Assertive Community Treatment (ACT)	2
Case Management	0
Partial Hospitalization	0
Supported Living	18
Workshop (prevocational)	0
Other	0

COMPLAINT DATA FOR:	Washtenaw County
RIGHTS OFFICE DIRECTOR:	Katie Snay

Reporting Period: **FY23** October 1, 2022 - March 31, 2023

CMH

of Consumers Served
(unduplicated count)

4748

Rights Office
FTEs

4

LPH

Number of Licensed Beds

Hours/40 Spent
on Rights

ALLEGATION TOTALS

Total Complaints Received	115	DO NOT TYPE HERE - CELL WILL AUTO FILL
Allegations	103	DO NOT TYPE HERE - CELL WILL AUTO FILL
Investigations	103	DO NOT TYPE HERE - CELL WILL AUTO FILL
Investigations Substantiated	35	DO NOT TYPE HERE - CELL WILL AUTO FILL
Interventions	0	DO NOT TYPE HERE - CELL WILL AUTO FILL
Interventions Substantiated	0	DO NOT TYPE HERE - CELL WILL AUTO FILL

ALLEGATIONS BY CATEGORY

Code	Category	Received
0000	No Right Involved	7

Code	Category	Received
0001	Outside Provider Jurisdiction	5

Code	Category	Received	Investigations	Investigations Substantiated
7221	Abuse class I	0	0	0
72221	Abuse class II - Nonaccidental act	7	7	1

72222	Abuse class II - unreasonable force	2	2	0
72223	Abuse class II - emotional harm	0	0	0
72224	Abuse class II - treating as incompetent	0	0	0
72225	Abuse class II - exploitation	3	3	0
7223	Abuse - class III	9	9	3
7224	Abuse class I - sexual abuse	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated
72251	Neglect class I	0	0	0
72252	Neglect class I - failure to report	0	0	0
72261	Neglect class II	2	2	1
72262	Neglect class II - failure to report	2	2	1
72271	Neglect class III	29	29	15
72272	Neglect class III - failure to report	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7550	Right Protection System	1	1	1	0	0
7555	Retaliation/harassment toward recipients	1	1	0		

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7040	Civil rights: Discrimination, Accessibility, Accommodation, etc.	0	0	0	0	0
7044	Religious practice	0	0	0	0	0
7045	Voting	0	0	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
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7081	Mental Health Services Suited to Condition (includes chapter 4 violations)	16	16	6	0	0
7082	Safe, Sanitary Humane Treatment Environment	7	7	4	0	0
7083	Least restrictive setting	0	0	0	0	0
7084	Dignity and Respect	14	14	2	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7100	Physical and Mental Exams	0	0	0	0	0
7110	Family Rights	6	6	0	0	0
7120	Individual Written Plan of Service (Person-Centered Process)	0	0	0	0	0
7130	Choice of Physician/Mental Health Professional	0	0	0	0	0
7140	Notice of Clinical Status/Progress	0	0	0	0	0
7150	Services of a Mental Health Professional (External to the Agency/Hospital)	0	0	0	0	0
7160	Surgery	0	0	0	0	0
7170	Electroconvulsive Therapy	0	0	0	0	0
7180	Psychotropic drugs (AR 7158)	0	0	0	0	0
7190	Medication Side Effects	0	0	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7240	Fingerprints, Photographs, Audiorecordings, Use of One-Way Glass	1	1	1	0	0
7249	Video Surveillance	0	0	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7480	Communications-Visits	0	0	0	0	0
7481	Communications-Telephone	1	1	0	0	0
7263	Communications-Mail	0	0	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7281	Property-Possession and use	1	1	0	0	0
7286	Personal Property – Limitations	0	0	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7360	Labor and Compensation	0	0	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7440	Freedom of Movement	0	0	0	0	0
7400	Restraint	0	0	0	0	0
7420	Seclusion	0	0	0	0	0

Code	Category	Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
7460	Complete Record	0	0	0	0	0
7480	Disclosure of Confidential Information	1	1	0	0	0
7481	Withhold of Confidential Information (Includes Denying Recipient Access to Records)	0	0	0	0	0
7490	Correction of Record	0	0	0	0	0
7500	Privileged communication	0	0	0	0	0
TOTALS		103	103	35	0	0

CLICK ON CELL G AND CHOOSE FROM DROP-DOWN

ENTER THE NAME OF THE LEAD RIGHTS ADVISOR (RIGHTS DIRECTOR)

[illegible]

REMEDATION TOTALS		PROVIDER TOTALS		WAWER POPULATION TOTALS	
Contract Action	1	ACT	2	SED	0
Demotion	1	Case Management	0	SED-W	0
Employee left the agency, but substantiated	6	Children's Foster Care	0	DD-CWP	0
Employment Termination	5	Clubhouse/Drop-in Center	0	HSW	18
Environmental Repair/Enhancement	0	Crisis Center	0		
None	0	Day Program DD	1		
Other	5	Day Program MI	0		
Pending	2	Inpatient	0		
Plan of Service Revision	3	Other	0		
Policy Revision/Development	0	Out Patient	1		
Recipient Transfer to Another Provider/Site	0	Partial Hospitalization	0		
Staff Transfer	0	Psychosocial Rehabilitation	0		
Suspension	3	Residential DD	8		
Training	14	Residential MI	2		
Verbal Counseling	3	Residential MI & DD	3		
Verbal Reprimand	0	Respite Homes	0		
Written Counseling	1	SIP	18		
Written Reprimand	12	Supported Employment	0		
		Workshop (prevocational)	0		

Health & Wellness Program

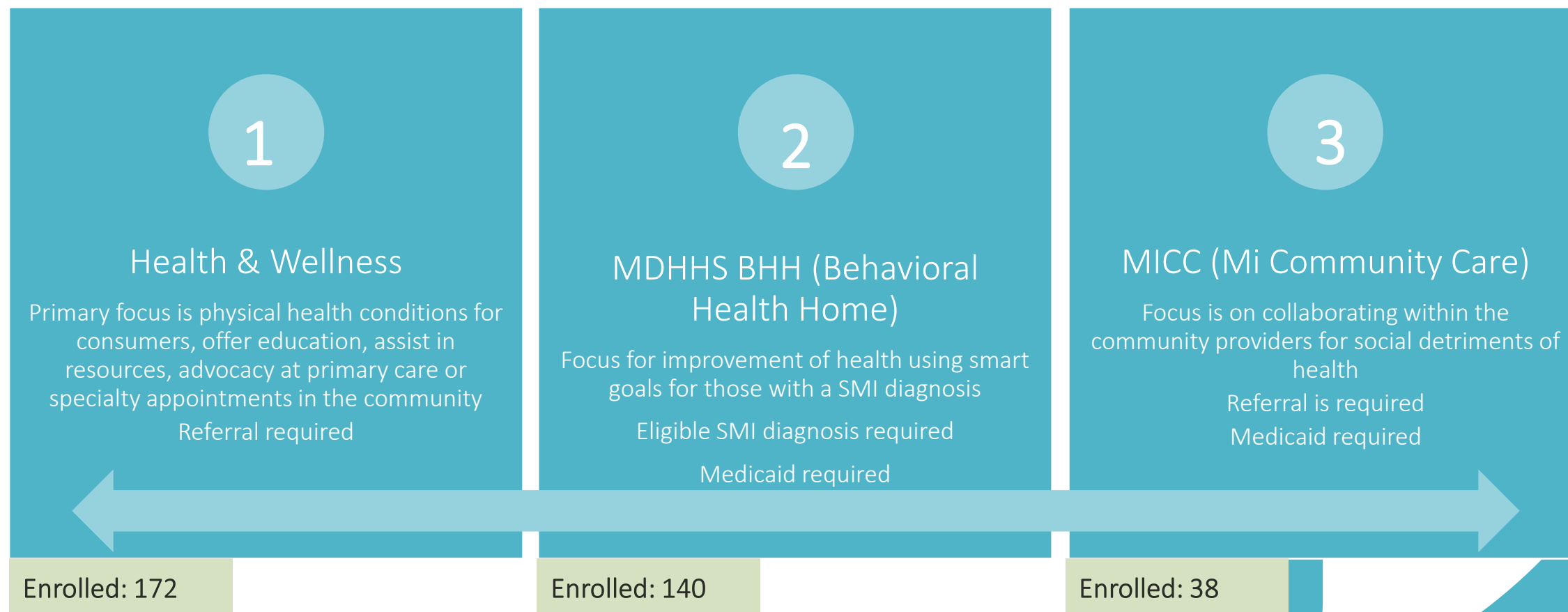
A supplemental program for consumers with complex physical health conditions needing coordination, education, advocacy and support

Program Administrator	Brandie Hagaman
Supervisor	Cherie Walsh RN
Nurse Case Managers	Christina Clement RN Melanie Eby LPN
Cert. Nurse Practitioner	Michele Gargan
Registered Dietician	Jennifer Ellsworth RD
Cert. Peer Support Specialist	Merton Hershberger Linda Rama Will Phillips
Management Analyst	Lindsay Gibson

Meet the Team!



Programs under Health & Wellness



Health and Wellness

- Referrals are from WCCMH treatment teams
- Lots of coordination with WCCMH treatment teams
- HWP team will move to another program (BHH, MiCC) if appropriate
- HWP documents in CRCT
- Health goals in treatment plan
- Provides advocacy and education
- Provides Wellness Groups at WCCMH sites on healthy eating, walking/exercise and disease specific education
- HWP team reviews ER utilization data monthly (for HWP, BHH, MiCC enrolled consumers)
- Coordination with Medicaid Health Plans



MDHHS BHH Program

- State program
- Eligibility criteria based on SMI diagnosis and Medicaid status
- PIHP sends WCCMH eligibility lists to enroll WCCMH consumers
- HWP team provides the 6 core CMS health home activities
- PMPM payment
- BHH specific documentation (BHH care plan, BHH progress notes, BHH codes and Z codes) in CRCT
- Coordination with Medicaid Health Plans



Mi CC

- Formally SIM (State Innovation Model)
- Partnership with CHRT
- Community resources and partnerships with 14 Washtenaw and Livingston social service agencies
- Shared consent with MiCC programs
- MiCC platform for clinical documentation that all agencies use
- Coordinate with Medicaid Health plans



Primary goals for all HWP programs

- Obtain the right services for consumers
- Assist with treatment plans from all providers
- Educate the consumer on diagnosis & treatment
- Offer support, connections, and build a mutually trusting relationship
- Encourage use of community resources such as food, clothing, housing
- Encourage attendance at Support groups in the community or CMH

A Success Story...

Consumer had an A1C of 11.2% and had not followed through with Endocrinology or Primary care in over a year due to anxiety with the community and Covid. Consumer was not welcomed back to Endocrine due to having canceled 5+ times in the past year. Primary care had not seen consumer in 1.5 years.

Consumer was using expired diabetic supplies, including expired Insulin and oral medications. Consumer was utilizing the Emergency Department to get primary care needs met. Consumer was in the ER 12 times in 1 year for various concerns mainly surrounding diabetes management.

Health & Wellness Program received a referral from MICC and CMH Case manager to assist consumer with diabetes management.

Health & Wellness nurse contacted MICC partners to link back to Endocrine and advocate for consumer to be seen. Obtained appt. on condition that CMH would ensure she be at the appt. Nurse took consumer to Endocrine who restarted prescribing appropriate supplies and medication, including a fancy glucometer! Nurse contacted Primary care to re-establish care and routine labs. Nurse took consumer to primary care and reconnected services.

Health & Wellness nurse coordinated with pharmacy to obtain bubble packaging for her medications. Nurse referred her to RD for diabetes nutrition counseling. Nurse connected consumer with Peer to learn about community resources for food and transportation and health goals.

Today consumer has an A1C of 7.9%, she routinely sees Endocrine, sometimes even without HWP support and sees her primary care regularly. When consumer struggles with getting her physical health conditions and mental health conditions stable, she has the connections she needs to get the help she needs. She has not been to the Emergency room this year.

Thank you