

**REGIONAL OPERATIONS COUNCIL/CEO MEETING**

Key Decisions and Required Action

Date: 03/21/2022

- Members Present:** Lindsey Hull; Maribeth Leonard; Carol Mills; Sharon Beals; Tracey Dore; Tammy Warner; Kerry Possehn; Michelle Stillwagon; John Obermesik; Sandy Lindsey; Sara Lurie
- Members Absent:** Chris Pinter (bereavement)
- MSHN Staff Present:** Joseph Sedlock; for relevant portions: Todd Lewicki (MiCAL/9-8-8 Rollout); Kim Zimmerman (FMS and Self-Determination items)

Agenda Item		Action Required			
<b>CONSENT AGENDA</b>					
	Items on the consent agenda considered; no further discussion; all consent agenda items recommended for approval.	By Who	N/A	By When	N/A
<b>MiCAL/9-8-8 Rollout – MDHHS Guests Presenting for Region 5</b>	<p>Elizabeth DeJongh, Krista Hausermann, Karen Everett and Natalie McQueary gave a presentation on MiCAL and 9-8-8 rollout. Soft rollout by region (11/2021 to 10/2022). Of note:</p> <ul style="list-style-type: none"> <li>• Not a replacement for CMHSP crisis/access lines – it is supplemental and supportive.</li> <li>• No one will be required to call 9-8-8 or the MiCAL system</li> <li>• Provides support for individuals in crisis, information and referral</li> <li>• 9-8-8 is not new – it is an expanded service for the National Suicide Prevention Lifeline (NSPL). (NSPL direct dial numbers will not go away)</li> <li>• No additional face-to-face services are required in relation to the implementation of either line.</li> <li>• Will activate emergency services but will not dispatch mobile teams or anyone else. Described as a warm handoff to the local CMHSP/service provider.</li> <li>• Warm line is open now, available between 10 am and 2 am 7 days per week. – This is a separate line from MiCAL and 988 – staffed by peer support specialists. If crisis services needed, someone is available in the same location to assist the peer support specialist and caller.</li> <li>• 80% of NSPL lines must be handled in State of origin by July 2022. (Michigan goal is 90%) <ul style="list-style-type: none"> <li>○ Chats and texts will be added after voice calls at a later date.</li> </ul> </li> <li>• 988 won't be advertised until the end of 2022 or the beginning of 2023 – there will be a national strategy and a state strategy.</li> <li>• Michigan plans to transition from a regional call line system to a statewide call line system over the next year or so. Need to stay in alignment with Michigan statute that requires a statewide crisis and access line.</li> <li>• There will be Letters of Agreement with each CMHSP/PIHP/Emergency Services provider. <ul style="list-style-type: none"> <li>○ As rollout occurs, existing call volume to NSPL is not very frequent, a nod to the effectiveness of current crisis and access lines across the state.</li> <li>○ Once 988 goes live, additional call volume is anticipated (early 2023 and beyond).</li> </ul> </li> </ul>				

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	<ul style="list-style-type: none"> <li>• Coordination requirements were reviewed – including Crisis and Access services and information, referrals, activation of face-to-face crisis services, encounter reports and crisis alerts.                             <ul style="list-style-type: none"> <li>○ MDHHS will work with each entity on all of these coordination aspects/requirements</li> </ul> </li> <li>• Schedule of training reviewed.</li> <li>• Target MSHN Region go-live date is May 30.</li> <li>• MSHN will collect information staff key contacts and trainees from regional CMHSPs via Clinical Management Committee (due 3/31) and submit to MDHHS</li> </ul>				
	Clinical Leadership Committee to gather required staff training/contact information and submit on behalf of the region to MDHHS	By Who	Todd Lewicki	By When	03/31/2022
<b>FY22 Savings Estimates</b>	Savings estimates reviewed				
	MSHN region continues to be in a health financial position.	By Who	N/A	By When	N/A
<b>FMS/Self-Determination Review/Workgroup Request</b>	A) K. Zimmerman requested that regional CMHSPs identify a lead organization for a Financial Management Services provider performance review B) Request to create a short-term Self-Determination focused workgroup to address changes to the MDHHS Self-Determination Technical Requirement and standardize approach for consistency across the region.				
	A) CMHCM and SCCMHA will consult with their internal teams and advise K. Zimmerman by 03/31/2022 B) Operations Council support the creation of a limited (6 meetings max) self-determination focused regional workgroup. If more time is needed, Operations Council requests that the workgroup reapproach with rationale for additional time.	By Who	John Obermesik Sandy Lindsey	By When	03/31/2022
<b>Check in: MDHHS Reorganization</b> • <b>Regional Approach to orient/level-set with MDHHS?</b>	Discussion of MDHHS reorganization and whether to approach new MDHHS leadership to highlight this region’s effectiveness, collaborations, successes, etc.				
	Operations Council supports a meeting with incoming MDHHS leadership at some future date if the region believes that would be in our interests and we have specific items to communicate. Hold for now.	By Who	N/A	By When	N/A
<b>Check in: MSHN Regional Provider Staffing Crisis Stabilization Initiative</b> • <b>Applications received; Issues?</b>	S. Lindsey advised the group that MALA is making grants of up to \$700/bed available for COVID-related costs not covered by other initiatives or fund sources. Region will not request disclosure of provider receipt of these funds, but individual CMHSPs may do so as they determine best for local decision-making/circumstances.				

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<p><b>Provider Questions?</b></p> <ul style="list-style-type: none"> <li><b>Regional Guidance-any edits needed?</b></li> </ul>	<p>SCCMHA raised a few questions for the group to ensure regional consistency in administering the Provider Staffing Crisis Stabilization Initiative. A) Recommended and Operations Council agreed to ask the Finance Council to develop a recommended upper range for provider retention/sign-on incentives, noting these ranges would help ensure some regional consistency and also noting they should not be published in the regional guidance. B) Deadlines for applications: J. Sedlock noted that the regional guidance did not require submission of applications by any date because it will take providers time to comply with the requirement to secure governing body authorization. MSHN released guidance to the SAPTR system with a notation that applications are open through the rest of the FY or as funds remain available, noting that early application is encouraged. C) Discussion of providers under contract with multiple CMHSPs in the region, submitting the CMHSP that represents highest dollar volume, then designating support to another part of the region (but not in the catchment area of the funding CMHSP). D) J. Sedlock described his understanding of process to be used by finance council to track applications (spreadsheet in MSHN Box System) for funding and discuss some applications to help promote regional consistency (CMHSPs are free to make decisions for their networks within the guidelines established in the regional guidance document).</p>				
	<p>A) J. Sedlock to request L. Thomas to address via Finance Council</p> <p>B) SCCMHA CFO to bring this issue to the Finance Council for discussion and any ensuing recommendations to be brought to Operations Council</p>	<p>By Who</p>	<p>J. Sedlock</p> <p>S. Lindsey</p>	<p>By When</p>	<p>03/25/2022</p> <p>3/31/2022</p>
<p><b>Regional COVID related updates/planning (if any)</b></p>	<p>CMHSP Participants discussed various operational issues to inform one another on COVID-related issues they are dealing with</p>				
	<p>No further action needed.</p>	<p>By Who</p>	<p>N/A</p>	<p>By When</p>	<p>N/A</p>
<p><b>System Redesign-Ongoing Dialog/Discussion/Regional Strategies (if any)</b></p>	<p>Some discussion of points not being addressed by the Association (designated entity language)</p>				
	<p>No further action needed.</p>	<p>By Who</p>	<p>N/A</p>	<p>By When</p>	<p>N/A</p>
<p><b>MSHN Operations Council Meetings (in-person/virtual)?</b></p>	<p>Discussion of future in-person meetings.</p>				
	<p>MSHN to arrange for in-person meetings through the rest of the current fiscal year when (1) agenda is substantial and expected to involve substantial dialog; (2) agenda includes longer strategic discussion.</p>	<p>By Who</p>	<p>J. Sedlock</p>	<p>By When</p>	<p>As Needed</p>

Agenda Item		Action Required			
	For FY 23 venue planning (which is typically done in August/September for the following fiscal year), the Operations Council will consider alternating between virtual and in-person meetings [every other month or quarterly basis]		J. Sedlock		When FY 23 Meeting Schedule is presented (August or September)