

**MENTAL HEALTH CENTER (MHC) ADVISORY BOARD**

**Monday, September 27, 2021**

**JCMHC Mission Office**

**MINUTES**

**Members Present:** Gordon Docking, Commissioner Becky Fast, Erin George, Nancy Ingram, Michele Lockwood, Michael Seitz, Fabian Shepard, **Justin Shepherd**, **Robert Sullivan**, B. Scott Tschudy, Anne Timmons, Mike Walrod, **Judge Robert Wonnell - (absent)**

**Staff Present:** Tim DeWeese, Susan Rome, Tanner Fortney, **John Bergantine**, Debbi Naster

**Guest(s) Present:** Joe Conner, CMO, Harry and Mary Bognich (League of Women Voters)

**Call to Order/Introductions**

The meeting was called to order by the Chairman (Chair), Mike Walrod at 5:32 p.m.

**Public Comments**

Mary Bognich said it is nice to hear Overland Park has increased the mill levy and which will pay for Co-Responders.

**Adoption of Agenda**

Mike W. entertained a motion to adopt today's agenda. Mike Seitz moved to approve the agenda. Scott Tschudy seconded the motion. The vote was unanimous with all members present and the motion carried.

**Commissioner Comments/Concerns**

- Thanked both Tim and Mike W. for coming to the Budget Forum. Everyone was inspired by what Mike W. had to say about The Mental Health Center. Mike W. said Tim's team assisted in the verbiage Mike shared.
- Explained how the Housing Study subcommittee she is on is reviewing the priorities for housing. They are reviewing marketing analysis in the cities, the continuum, lack of supported housing, how to help seniors "age in place," etc. The committee will be presenting this Thursday, September 30<sup>th</sup>.

**Meeting Minutes Approval**

Mike W. entertained a motion to approve the July 26, 2021 meeting minutes with one minor change in attendance. Mike Seitz moved to approve the minutes and Erin seconded the motion. The vote was unanimous with all members present voting to approve. The motion carried.

**Review MNH Strategic Vision**

Tim shared, last Friday, the 24<sup>th</sup>, we held a vision review with key leadership at the JCMHC. We met in small groups discussing (1) What have we accomplished since 2019's last review and what do we need to do moving forward? Mike W. attended the zoom meeting. Tim requested Board input to add to our list.

### **Strengthen our Financial Position**

- In 2021, we collected more and spent more and have been looking at investing to continue to make services available to our clients.
- A part time staff member is now working for Friends of JCMHC to (1) kick off a Social Media Campaign, (2) compile a donor list, (3) build stronger community partnerships, (4) develop fundraising goals, and (5) increase brand awareness.
- 4 Significant Grants have been recently added. (see attached power point)
- We have become more efficient and effective with the dollars so we can provide the level of service we want/need to provide.
- We hired a Grant Manager dedicated to writing these grants for federal dollars.
- We accomplished ALL our objectives.

### **Advance Quality Care**

- Pandemic did put a bit of a damper on the Strengths Model as we went to telehealth in most of 2020-21.
- AOT is going well with the Justice System.
- Trauma Informed Care and Intensive PBS services are both going well.
- MH/SUD Integrated Care – we need to continue to work on this, although we have found tremendous success
- CARF – we received accreditation and are preparing again for 2022 for another 3-year accreditation.
- Progress made on Improved Care for Opioid Clients, HIT and Safety Net, and ADU CRC Collaboration

### **Enhancing Client Satisfaction**

- We lost some momentum here in 2020-21 because of the pandemic.
- We have completed the pilot and developed our Open Access model of care. We are in the 98% with people being seen the same day. With the other 2% being seen the next day.

### **Building Community Partnerships**

- We have partnered with every county department. We reach out and give support.
- We are present in the community, especially in Mental Health First Aid.
- There is a decrease in suicide rates.
- Parent Support – we are using technology to involve parents and allow them to participate with our Parent Connect program. This has been a plus of the pandemic.

### **Maximizing Data and Information**

- We have dashboards created for Open Access and Emergency and these are working great. We are just about done with the Adult Services.
- Dashboards help us to be the most efficient and effective.
- So much progress has been made since 2019.

### **Capitalizing on Technology**

- We continue to look at how to better use Avatar (our medical record software) to better communicate regarding client information.

### **Improving Staff Engagement**

- We have a tremendous workforce shortage.
- We have been more efficient with leadership meetings and department-wide equity.
- We do not have competitive salary for our clinicians and team leaders. With case managers, it is a little better.
- We've had an average of 9% turnover most years
- We had 25% in 2020
- We are approaching 30% in 2021
- We must look at recruitment and retention. Managed Care and School Districts get some of our people. There just aren't as many people who want to be involved in community mental health or public service.

### **Tim asked the Board Members what their thoughts are on initiatives and areas of focus.**

- Gordon said manpower is an issue for every business. Kids TLC has raised their minimum salary from \$10 just a few years ago to \$18.00 just to get people. Gordon asked is money the biggest issue regarding manpower. Tim said in some areas that is true. We are working with our HR department on this and looking for new ways to attract staff. Gordon said Supply and Demand is the bottom line. Tim gave the example of a Clinician position. We had one application in four weeks. The work is demanding. Maybe other places allow staff to work from home, etc. Right now, our Case Managers should be managing 20-25 cases but are managing around 50.
- Mike W. asked what the trend is for people joining the mental health industry. Tim said with more kids involved in social programming, this show kids care about our community.
- Commissioner Fast told us about the Kansas Promise Act. It was just enacted by the Governor and has bi-partisan support.
- Nancy agreed that this shows great potential to reach up and coming students.
- Anne told us about COVID Release Funds - \$3,500 is available to parents whose kids are in college. There are Emergency grants and funds available if you research.
- Anne asked about hiring another Grant Writer to get more funds.
- Susan found out about a recruiting grant today for \$35,000, but this may not be consistent with our HR policies. Could we use this money to pay internal staff to work here in an area we need assistance, i.e., After Hours, Residential?
- CCBHC – there will be funding available for us to be competitive in the workforce.
- Tim asked Tanner how easy it is to add a position. Tanner said, “generally not easy.”
- Anne's fear is that two years down the way things are going to get worse.
- Anne asked about how our Board can help if we have barriers.
- Scott said we must address the topic of “The Great Resignation.”
- Tanner shared that the JoCo Audit Team is looking at our turnover rate. 19.2% was our turnover rate in 2020. Other industries were at 10%. In the last 12 months we saw 26%. Overall, in our industry, it is a 30-50% turnover rate.
- Money is just a piece of retention. Also consider training, relationship with supervisor, etc.

- When we hire in at a higher salary, this develops compression for other staff members and adds to the problem with retention. With HR, we are looking at possibilities to address the compression issue.
- Our fund balance is in a good place.
- Anne asked if Paid Time Off would be motivating.
- Fabian shared that at his office they can not find people to even apply.
- Nancy asked about the possibility of a 4-day work week. Tim said we need the manpower, but absolutely if we were fully staffed.
- Space! Room 6 in Olathe we are making this big space available for our Case Managers to “land” and be able to safely have interactions with clients.
- Gordon asked about other metro area agencies.
- We have been getting some transfers from Corrections.
- Send suggestions to Tim by email and we will add these into our Strategic Vision Plan.

### **Directors Report**

- We are in a very strong financial position.
- The county budget passed. The 5 positions we are getting were “lost” in 2019 and we are getting back in a different format.
- CARF – They will come here in Feb-March 2022.
- ACT – Moved into new facility in 2020 and doing well despite being in the middle of a pandemic. Clients are now going to community meetings at COR. They have a follow up program called outpatient services. We also have a drug-court. Although we have less beds, we have opened up so many other services.
- We are 1 of 4 centers who are part of the National Suicide Prevention Lifeline.
- If JoCo residents call the hotline, they talk to someone in their community/state.
- Students leaving our community for college are taking the #ZRW Initiative with them.
- We will be a part of the 988 network. We hope to partner with our Emergency Medical Services Department to embed in the 911 call center. We will have “The right people at the right time and get them to the right place.”
- We now have two hotline numbers – the National Lifeline and the JCMHC Crisis Line.
- Position Review Committee – 7 additional co-responders and will paid for by the cities. O.P. raised their mill levy. Not sure how the northeast co-responder position will be paid for.
- Early 20’s – First Break – Recovery After First Episode. The earlier you get involved, there is not as much trauma to the brain. No matter how they recover, the brain still has been damaged. 8 to 10 years is the average time from the onset of symptoms to the time people get help.
- KDADS Emergency COVID is not for positions, but services to clients.
- Mike W. asked about the amount of grants from last year to now. Tim said it’s remarkably better.
- There will be a Budget Amendment and republishing to reflect the 6 positions, as well as the recognition bonuses, LIA bonuses, and performance bonuses. Other departments will be republishing as well. It is just a formality. We have a maximum expenditure approved, and anything different has to be an amendment. We can use our reserve authority, but we have to have a public hearing and get everything approved by the BOC. We have statutory requirements. They must error on the side of caution.

**Calendar of Events**

- Next Board Meeting we will discuss (1) What type of program information would you like to be presented at 2022 Advisory Board Meetings? (2) 2022 Meeting Calendar.
- If Board members would like to attend Mental Health First Aid class, we will pay fee.

**Board Member Comments**

- Erin – Is #ZRW reaching out to religious congregations; Tim agreed we should look at the 22-25 age group. The Go Forward Foundation might be a possible partnership.
- Nancy shared how much JCCC appreciated Tim meeting with the team at JCCC to discuss the many opportunities for partnership.
- Gordon said he is glad to be back in person.
- After experiencing a loss in his neighborhood, Gordon sees what the JCMHC team does on a regular basis, and how much there is still to do.

Meeting adjourned at 6:53 p.m.

**The next MHC Advisory Board meeting will begin at 5:00/Dinner and 5:30 p.m. Monday, November 22, 2021 at the Mission office.**

Submitted by:

Debbi Naster

**Handouts:**

- Meeting Agenda (power point)
- Strategic Visioning Review 2019