



Community • Independence • Empowerment

Jeffrey W. Patton
Chief Executive Officer

www.iskzoo.org

Administrative Services

610 South Burdick Street
Kalamazoo, MI 49007
Phone: (269) 553-8000

Access Center

615 East Crosstown Parkway
Kalamazoo, MI 49001
Phone: (269) 373-6000
(888) 373-6200

Michigan Relay Center: 711

Integrated Health & Psychiatric Services

615 East Crosstown Parkway
Kalamazoo, MI 49001
Phone (Adults): (269) 553-7037
Phone (Youth): (269) 553-7078

Office of Recipient Rights

610 South Burdick Street
Kalamazoo, MI 49007
Phone: (269) 364-6920

Outpatient Services

2030 Portage Street
Kalamazoo, MI 49001
Phone: (269) 553-7132

Services for Adults with Mental Illness

2030 Portage Street
Kalamazoo, MI 49001
Phone: (269) 553-8000
(888) 373-6200

Services for Adults with Developmental Disabilities

418 West Kalamazoo Ave.
Kalamazoo, MI 49007
Phone: (269) 553-8060
Michigan Relay Center: 711

Services for Youth and Families

418 West Kalamazoo Ave.
Kalamazoo, MI 49007
Phone: (269) 553-7120

Substance Use Disorder Services

Phone: (800) 781-0353

Training

418 West Kalamazoo Ave.
Kalamazoo, MI 49007
Phone: (269) 364-6952

AGENDA

INTEGRATED Services of Kalamazoo BOARD OF DIRECTORS HAS SCHEDULED ITS MEETING FOR MONDAY, February 27, 2023, BEGINNING @ 4:00PM via Microsoft TEAMS or in person.

✚ Special Presentation – Dan Pontius, CEO/MRC, Industries, “MRC Employment Pathway”

I. CALL TO ORDER - CITY & COUNTY DECLARATION

II. AGENDA

III. CITIZEN TIME

IV. RECIPIENT RIGHTS

- a. Recipient Rights Monthly Reports
- b. Recipient Rights Annual Report

V. PROGRAM SERVICES REPORT

- a. Program Services Report – Wanda Brown, ISK, Senior Executive, Integrated Health Clinic (Psychiatric Services/Integrated Health Services Clinic)

VI. CONSENT CALENDAR/VERBAL MOTION

- a. Minutes
- b. Quality Management (Policy)
- c. Investment (Policy)
- d. Board Travel (Policy)
- e. Collaboration (Policy & Report)

VII. FINANCIAL REPORTS

- a. Financial Condition Report
- b. Utilization Report
- c. January Disbursements/MOTION

VIII. ACTION ITEM

- a. None

IX. CHIEF EXECUTIVE OFFICER REPORT

- a. CEO Report

X. CITIZEN TIME

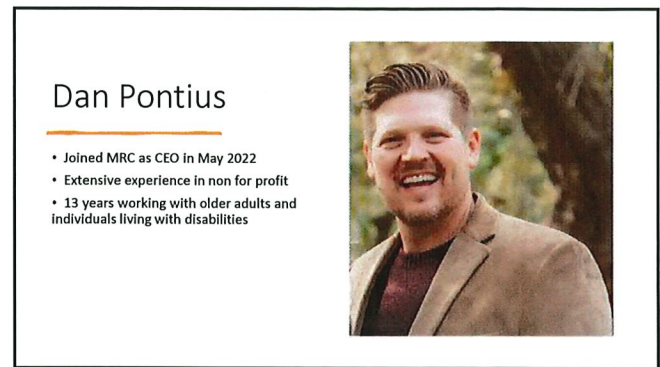
XI. BOARD MEMBER TIME

- a. SWMBH Updates/Erik Krogh

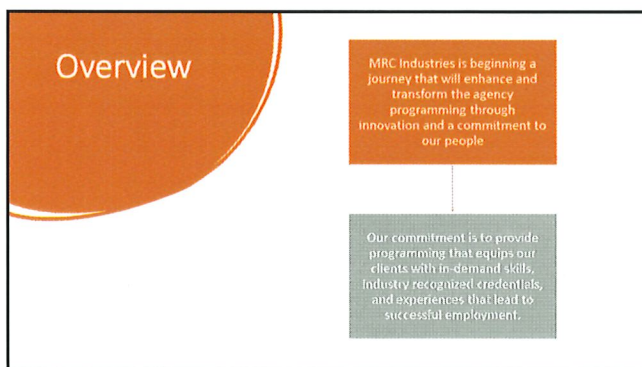
XII. ADJOURNMENT



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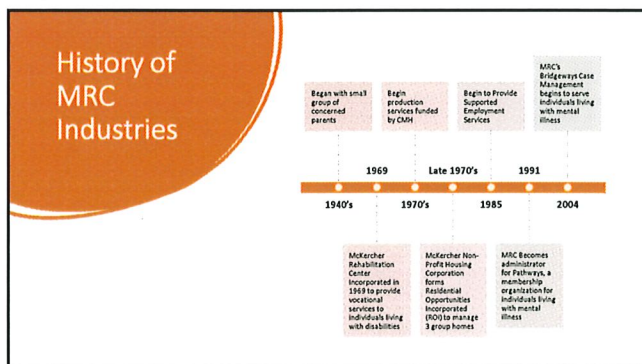
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When individuals with disabilities spend years—indeed, decades—in congregate programs doing so-called jobs like these, yet do not learn any real vocational skills, we should not lightly conclude that it is the disability that is the problem. Rather, the programs' failure to teach any significant, job-market-relevant skills leaves their clients stuck. As a recent review of the literature concludes, "the ineffectiveness of sheltered workshops for helping individuals progress to competitive employment is well established."

My early Observations

How are we evaluating and assessing skills-based training

How can we expect individuals to know what they want to do for work when they have not had the opportunity to explore

Quality of service and outcomes were not up to standard

Lack of Inclusivity

Organization Silos were a barrier to career pathway

Work opportunity was not appealing and aligned with market demands

14c certificate must go

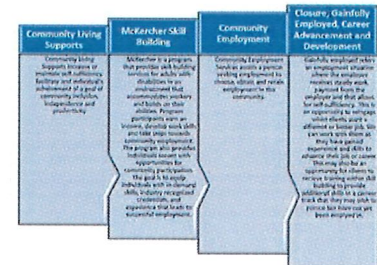
New Pathway

Service Delivery

Culture

Philosophy

Community

Service
DeliveryService
Delivery

Career Tracks

Available January 2023

Retail

Production/Facilities Maintenance

Trades

Arts

Still In Development

Food Service

Technology

Grow/Green

Culture

- Inclusive Workplace
- Value of Diversity
- Access and Freedom of Movement
- Can do attitude
- Personal and shared goals
- Experts and Advocates
- Language

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Philosophy

- Treating and labeling as employees
- Working to Strengths vs. weaknesses
- Challenging in new ways
- Providing opportunity for growth – Supervisor and team leads
- Intentional progression to community employment
- Growth and development doesn't have to stop at placement

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Community

- Out of the workshop
- New partners
- Serving multiple missions
- Social Enterprise
- Identifying the gaps and meeting the need
- Support, education, and training

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IV.a.

Office of Recipient Rights
Report to the Mental Health Board
On Complaints/Allegations
Closed in: January 2023

Office of Recipient Rights Report to the Mental Health Board
Complaints/Allegations Closed in January 2023

	January 2023	FY 22-23	January 2022	FY 21-22
Total # of Complaints Closed	25	139	31	127
Total # of Allegations Closed	44	247	59	223
Total # of Allegations Substantiated	15	90	25	47

The data below represents the total number of closed allegations and substantiations for the following categories:
Consumer Safety, Dignity/Respect of Consumer, Treatment Issues, and Abuse/Neglect.

ALLEGATIONS	January 2023		January 2022	
Category	TOTAL	SUBSTANTIATED	TOTAL	SUBSTANTIATED
Consumer Safety	2	0	2	0
Dignity/Respect of Consumer	9	2	8	4
Treatment Issues/Suitable Services (Including Person Centered Planning)	1	0	0	0
Abuse I	0	0	0	0
Abuse II	2	0	3	3
Abuse III	6	2	6	3
Neglect I	0	0	0	0
Neglect II	2	2	0	0
Neglect III	5	4	11	9
			30	19

APPEALS	January 2023	FY 22-23	January 2022	FY 21-22
Uphold Investigative Findings & Plan of Action	1	1	0	0
Return Investigation to ORR; Reopen or Reinvestigate	0	0	0	0
Uphold Investigative Findings but Recommend Respondent Take Additional or Different Action to Remedy the Violation	0	0	0	0
Request an External Investigation by the State ORR	0	0	0	0

ABUSE AND NEGLECT DEFINITIONS – SUMMARIZED

Abuse Class I means serious injury to the recipient by staff. Also, sexual contact between a staff and a recipient.

Abuse Class II means non-serious injury or exploitation to the recipient by staff and includes using unreasonable force, even if no injury results.

Abuse Class III means communication by staff to a recipient that is threatening or degrading. (such as; putting down, making fun of, insulting)

Neglect Class I means a serious injury occurred because a staff person DID NOT do something he or she should have done (an omission). It also includes failure to report apparent or suspected abuse I or neglect I of a recipient.

Neglect Class II means a non-serious injury occurred to a recipient because a staff person DID NOT do something he or she should have done (an omission). It also includes failure to report apparent or suspected abuse II or neglect II of a recipient

Neglect Class III means a recipient was put at risk of physical harm or sexual abuse because a staff person DID NOT do something he or she should have done per rule or guideline. It also includes failure to report apparent or suspected abuse III or neglect III of a recipient.

ORR ADDENDUM TO MH BOARD REPORT

February 2023

Re: January 2023 Abuse/Neglect Violations

January

Abuse Violations

- There were three substantiated Abuse III violations in January 2023.
 - The remedial actions for these violations were Employment Termination (1), Suspension (1), Written Reprimand (2), Staff Transfer (1), and Training (1).

2 of the violations occurred at the same agency but different program sites.

Neglect Violations

- There were two substantiated Neglect II violations in January 2023. One was a Failure to Report.
 - The remedial actions for these violations were Employment Termination (2)

The two violations occurred at the same agency and program site.

- There were four substantiated Neglect III violations in January 2023.
 - The remedial actions for these violations were Employment Termination (1), Written Reprimand (4), Training (4)

The four violations occurred at the same agency and two different program sites.

IV.b.

Office of Recipient Rights
Report to the Mental Health Board
Annual Report
October 1, 2021 – September 30, 2022

Complaint Data for: Integrated Services of Kalamazoo

Rights Office Director: Roann Bonney

Reporting Period: FY22

CMH	6405	# of Consumers Served CMH (unduplicated count)	CMH	6.5	Rights Office FTEs
LPH		Number of Admissions	LPH		Hours/40

Section I: Complaint Data Summary

Part A: Agency Totals

Complaints	761
Allegations	703
Interventions	174
Interventions Substantiated	14
Investigations	529
Investigations Substantiated	233

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Part B: Detailed Summary

Code	Category	Received	Investigations	Investigations Substantiated
7221	Abuse class I	1	1	0
7221	Abuse class II - nonaccidental act	21	21	7
7222	Abuse class II - unreasonable force	17	17	7
7223	Abuse class II - emotional harm	1	1	1
7224	Abuse class II - treating as incompetent	0	0	0
7225	Abuse class II - exploitation	9	9	4
7223	Abuse - class III	68	68	24
7224	Abuse class I - sexual abuse	1	1	0

Code	Category	Received	Investigations	Investigations Substantiated
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72251	Neglect class I	2		2	2
72252	Neglect class I - failure to report	0		0	0
72261	Neglect class II	9		9	5
72262	Neglect class II - failure to report	6		6	6
72271	Neglect class III	73		73	56
72272	Neglect class III - failure to report	12		12	12

Code	Category	Received	Interventions	Interventions Substantiated	Investigations Substantiated
7550	Right Protection System	7	2	1	5
7555	Retaliation/harassment	11			3

Code	Category	Received	Interventions	Interventions Substantiated	Investigations Substantiated
7040	Civil rights: discrimination, accessibility, accommodation, etc	4	2	1	1
7044	Religious practice	0	0	0	0
7045	Voting	0	0	0	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations Substantiated
7081	Mental Health Services Suited to Condition (includes chapter 4 violations)	170	61	5	37
7082	Safe, Sanitary Humane Treatment Environment	86	36	0	13
7083	Least restrictive setting	1	1	0	0
7084	Dignity and Respect	125	47	4	26

Code	Category	Received	Interventions	Interventions Substantiated	Investigations Substantiated
7100	Physical and Mental Exams	0	0	0	0
7110	Family Rights	11	1	0	5
7120	Individual Written Plan of Service (Person-Centered Process)	7	0	0	6
7130	Choice of Physician/Mental Health Professional	1	1	0	0
7140	Notice of Clinical Status/Progress	0	0	0	0
7150	Services of a Mental Health Professional (External to the Agency/Hospital)	0	0	0	0
7160	Surgery	0	0	0	0
7170	Electroconvulsive Therapy	0	0	0	0

7180	Psychotropic drugs (AR 7158)	0	0	0	0	0	0
7190	Medication Side Effects	0	0	0	0	0	0

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

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7480	Communications-Visits	0	0	0	0	0
7481	Communications-Telephone	9	4	0	5	2
7263	Communications-Mail	1	1	0	0	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7281	Property-Possession and use	19	8	1	11	1
7286	Personal Property – Limitations	0	0	0	0	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7300	Safeguarding Money (For Use in State Hospitals Only)	3	2	0	1	0
7360	Labor and Compensation	1	0	0	1	0

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7440	Freedom of Movement	7	4	0	3	2
7400	Restraint	0	0	0	0	0
7420	Seclusion	2	0	0	2	1

Code	Category	Received	Interventions	Interventions Substantiated	Investigations	Investigations Substantiated
7460	Complete Record	0	0	0	0	0
7480	Disclosure of Confidential Information Withhold of Confidential Information	18	4	2	14	7
7481	(Includes Denying Recipient Access to Records)	0	0	0	0	0

7490	Correction of Record	0	0	0	0	0	0
7500	Privileged communication	0	0	0	0	0	0

TOTALS		703	174	14	529	233	
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Code	Category	Received
0000	No right involved	22

Code	Category	Received
0001	Outside provider jurisdiction	36

Annual Appeals Data for:

Integrated Services of V

APPEALS INFORMATION (if agency has local appeals committee)

Appeals Type	# of Appeals
Number of Appeal Requests Received	3
Number of Appeals Accepted	3
Number of Appeals Upheld	3
Number of Appeals Sent Back for Reinvestigation	0
Number of Appeals Requesting External Investigation by DHHS	0
Number of Appeals Sent Back for Further Action	0
Total Number of Appeals Reviewed by the Appeals Committee	3

SECTION II: ANNUAL TRAINING ACTIVITY
Part A: Training Received by Office Staff (Please only list trainings related to rights protection)

6

Integrated Services of Kalamazoo
SECTION II: ANNUAL TRAINING ACTIVITY
Part B: Training Provided by Rights Office

[illegible]

Integrated Services of Kalamazoo
SECTION III: DESIRED OUTCOMES FOR THE OFFICE & PROGRESS OF PREVIOUS OUTCOMES

Progress on Outcomes established by the office for FY 22. Pick from the drop-down in Outcome and indicate if goal was accomplished, was accomplished, discontinued, or remains ongoing. Checking ongoing will result in that outcome being self-populated in the FY 23 goal section below.

Outcomes	Status
1 Promote peer inclusion in the areas of peer to peer training, peer presence	Ongoing
2 Achieve internal timeline goal of investigative reports issued within 60 days	Ongoing
3 Recruit and retain skilled staff within the ORR in an effort to maintain the quality of work product within the ORR	Ongoing
4 Promote the ORR as a resource for consultation and technical assistance	Ongoing
5	

Outcomes established by the office for NEXT FY
1 Promote peer inclusion in the areas of peer to peer training, peer presence
2 Achieve internal timeline goal of investigative reports issued within 60 days
3 Recruit and retain skilled staff within the ORR in an effort to maintain the quality of work product within the ORR
4 Promote the ORR as a resource for consultation and technical assistance
5

Integrated Services of Kalamazoo

SECTION IV: RECOMMENDATIONS TO THE GOVERNING BOARD

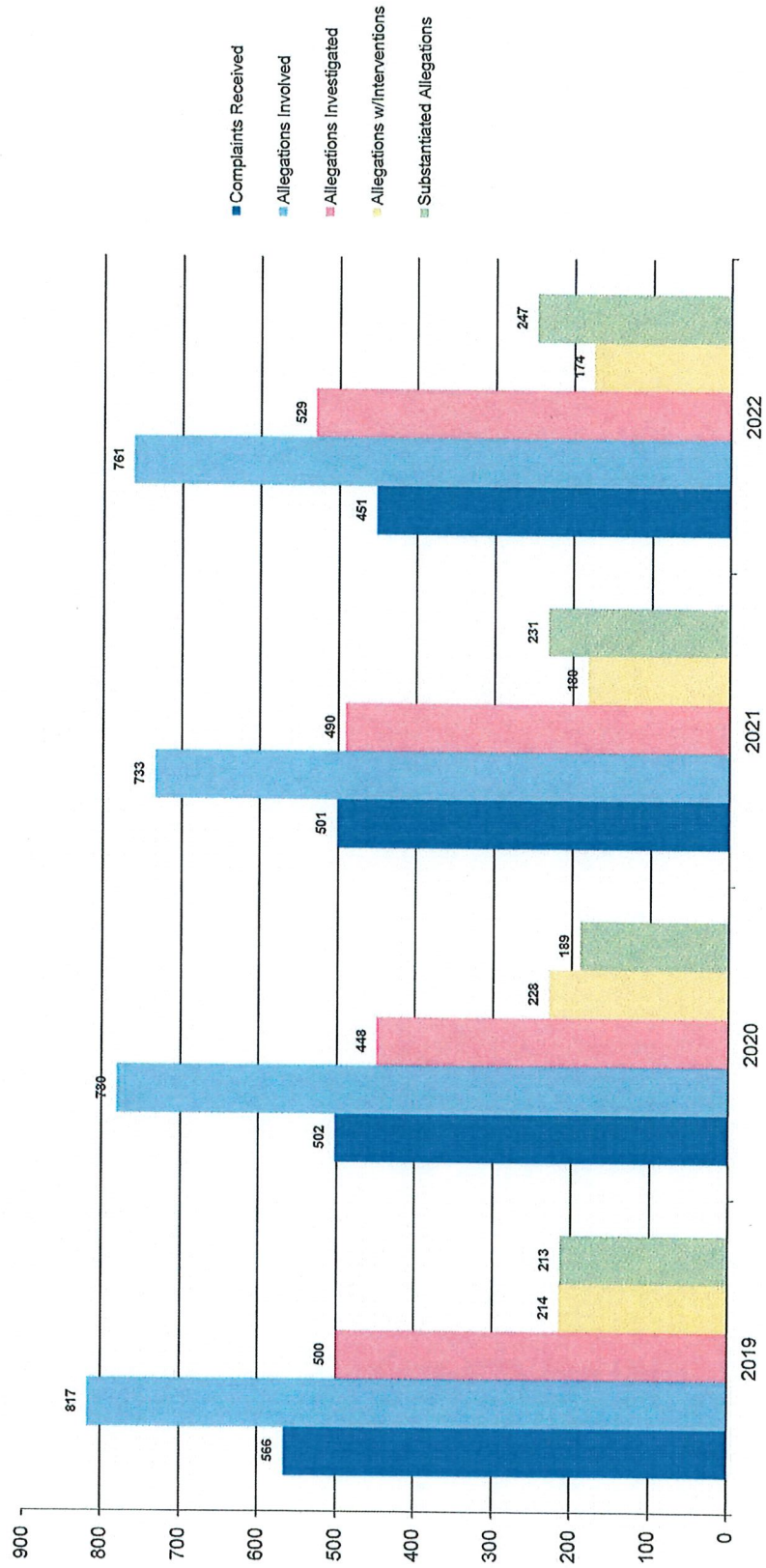
The ORR & Advisory Committee recommends the following:

1	None
2	
3	
4	
5	

2019 2020 2021 2022

Complaints Received	566	502	501	451
Allegations Involved	817	780	733	761
Allegations Investigated	500	448	490	529
Allegations w/Interventions	214	228	180	174
Substantiated Allegations	213	189	231	247

ISK Recipient Rights Complaints





Program Services Report

February 27, 2023

Integrated Health Services Clinic/Psychiatric Services

Wanda Brown, ISK, Senior Executive

The Integrated Health Services Clinic (IHSC) remains vigilant providing behavioral health services to individuals/beneficiaries of all ages. In 2022, ISK received certification from the state of Michigan as a designated Certified Community Behavioral Health Center (CCBHC). A result of the designation from the state of Michigan and SAMHSA along with the post COVID-19 environment and community changes, there has been an increase in the number of individuals seeking services from IHSC. Community changes include, recent psychiatric practices closing due to physician retirement, relocation and sadly the death of a long-standing psychiatrist in the community.

The IHSC continues to undergo transitions of services; process improvements initiatives including the implementation of the new electronic health record which was implemented in October 2022 (PCE/KARE) to a system that will better support care coordination. Staffing additions include two Nurse Care Managers (NCM). Currently, there are three NCM whose role is to provide care coordination, including monitoring, education and linking to services. Other staffing additions include the use of two contracted physicians and one contracted nurse practitioner. In January 2023, there was also the addition of a full-time nurse practitioner working onsite. The contracted physicians and nurse practitioner provide services via telehealth. While telehealth is an option for service delivery, it is the plan to replace vacancies with staff that will work onsite. There are collaborative agreements in place with several universities for several of the Nurse Practitioner (NP) students that have completed their clinical training at ISK and will be offered positions to work fulltime onsite once the vacancies are filled by the contracted locum physicians and midlevel providers.

The collaborative agreement between ISK and the WMU Homer Stryker School of Medicine Department of Psychiatry continues to serve very beneficial to all. The third-year residents continue to see patients in the IHSC biweekly and are accompanied by an attending physician. Over the past year the first- and second-year residents are introduced to community mental health earlier in their program and the feedback has been overwhelmingly positive.

The collaboration between the WMU School of Medicine Psychiatry Department and ISK has afforded the Board-Certified Psychiatrist (Dr. Valrie Honablu) to continue providing evidenced based lectures and best practice peer review lectures to the ISK clinical team by serving as the Chief of Staff for 5 hours per week. Serving in this capacity she is also now co-leading evidenced based practice peer review sessions monthly for the clinical staff psychiatric physicians and mid-level providers. She also serves as the director for the Assertive Community Treatment Team (ACT).

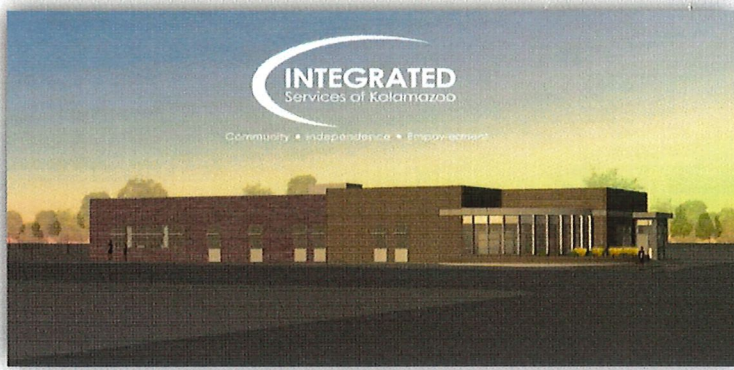
Additionally, more transformation is underway as we begin interview process for a Practice Manager for the IHSC. The duties and responsibilities are now too much for one person to address effectively. This individual will serve in an integral role for the IHSC overseeing day to day operations and staff. We hope to have this position filled in the next weeks.

The first quarter of fiscal year 2023, a total of 6,165 services were performed and billed by Medical and Nursing Staff at 615 E. Crosstown Parkway.

Integrated Health Clinic Services for 10/1/2022-2/17/2023

- ✚ New Patient Services billed 207
- ✚ Established Patient Services billed 3820
- ✚ Injection- Medication Administration within the Clinic 1795
- ✚ Injection-Medication Administration within the Community 38
- ✚ Injection-Medication Administration within the Individuals Served Home 305

Wanda Brown, MSN
Senior Executive
Integrated Services Health Clinic



24 HOURS
Behavioral Health Clinic

COMING SOON

INTEGRATED Services of Kalamazoo (ISK) Board of Director's Meeting
January 23, 2023 **VI.a.**

<u>ISK Board Member</u>	<u>Board Members PRESENT</u>	<u>Declaration of Location City/County</u>	<u>Board Members ABSENT</u>
Karen Longanecker, <i>CHAIR</i>	X	Kalamazoo/Kalamazoo	
Michael Seals, <i>VICE CHAIR</i>	X	Kalamazoo/Kalamazoo	
Nkenge Bergan	X	Kalamazoo/Kalamazoo	
Sarah Carmany	X	Kalamazoo/Kalamazoo	
Patrick Dolly			X
Pat Guenther	X	Kalamazoo/Kalamazoo	
Michael Raphelson	X	Kalamazoo/Kalamazoo	
Sharon Spears	X	Kalamazoo/Kalamazoo	
Erik Krogh	X	Kalamazoo/Kalamazoo	
Melissa Woosley	X	Kalamazoo/Kalamazoo	
Veronica McKissack, <i>COMMISSIONER</i>			X

ISK - KCMHSAS Staff Present:

Jeff Patton, *CHIEF EXECUTIVE OFFICER*
Roann Bonney
Charlotte Bowser
Lisa Brannan
Wanda Brown
Sheila Hibbs
Beth Ann Meints
Kathy Lentz
Dianne Shaffer
Ed Sova
Alecia Pollard
Demeta Wallace

ISK - KCMHSAS Staff Absent:

Amy Rottman

Providers:

Dr. Shenetta Coleman
CEO
Residential
Opportunities, Inc.

Fi Spalvieri
Executive Director
Community Living
Options

Call to Order

The Board of Directors (Integrated Services of Kalamazoo) held their meeting on Monday, January 23, 2023. It began @ 4:01pm and was presided over by Chairwoman, *Karen Longanecker*.

Agenda

MOTION

Member Spears moved to approve the agenda for the meeting. Supported by Member Krogh and carried without dissent.

Citizen Time: No citizens came forth.

Recipient Rights Monthly Reports:

Roann Bonney, ISK, ORR Director, presented the complaints/allegations closed in November & December 2022.

November 2022

Abuse Violations

- There were three substantiated Abuse II violations in November 2022.
 - The remedial actions for this violation were Employment Termination (1), Written Reprimand (1), and Training (2).

Two of the violations occurred at same agency and at the same site.

- There were two substantiated Abuse III violations in November 2022.
 - The remedial actions for these violations were Employment Termination (1), Training (1), and Written Reprimand (1).

The 2 violations occurred at the same agency but different program sites.

Neglect Violations

- There were two substantiated Neglect III violations in November 2022.
 - The remedial actions for these violations were Employment Termination (1), Training (1), and Written Reprimand (1).

The 2 violations occurred at the same agency but different program sites.

December 2022

Abuse Violations

- There were three substantiated Abuse II violations in December 2022.
 - The remedial actions for these violations were Employment Termination (5), Training (5), Verbal Counseling (4), and Written Reprimand (1). There were 4 staff involved in one violation.

The 3 violations occurred at 2 different agencies. The 2 violations occurring at the same agency occurred at different program sites.

- There was one substantiated Abuse III violation in December 2022.
 - The remedial action for this violation was Employment Termination (1).

Neglect Violations

- There were three substantiated Neglect II violations in November 2022. There was one Neglect II, Failure to Report.
 - The remedial actions for these violations were Employment Termination (2), and Written Reprimand (1).

The 3 violations occurred at the same agency but different program sites.

- There were ten substantiated Neglect III violations in November 2022. There was one Neglect III, Failure to Report
 - The remedial actions for these violations were Pending (3), Employment Termination (3), Training (4), and Written Reprimand (5).

Nine of the ten violations occurred at the same agency and 4 of those occurred at the same program site.

All the ORR case information is sent to the ISK Population Directors monthly for any tracking/trending of the RR information in their areas of authority * (Agencies can include ISK).

Program Services Report/VERBAL:

Kathy Lentz, ISK, Senior Executive, Intellectual & Developmental Disabilities Adult, presented the January 2023.



PROJECT SEARCH OVERVIEW

- Project SEARCH is an evidence-based practice focusing on supporting young adults with Intellectual/Developmental Disabilities to gain the skills and experience needed to be gainfully employed. It is a nine-month internship program in partnership with KRESA. It is targeted for individuals whose goal is competitive employment. The program takes place in a healthcare, government, or business setting where total immersion in the workplace facilitates

the teaching and learning process as well as the acquisition of employability and marketable work skills. Interns participate in three internships to explore a variety of career paths. The interns work with a team that includes their family, an instructor, and local and state agencies to create an employment goal. ISK partners with KRESA and Michigan Rehabilitative Services to provide on-site Job Coaching to the student interns, while KRESA provides the teacher.

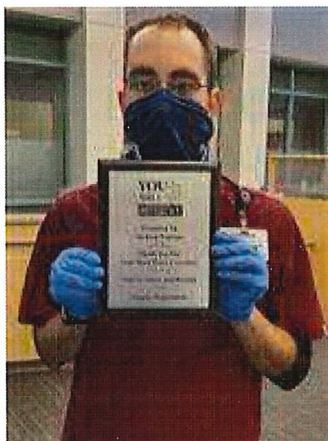
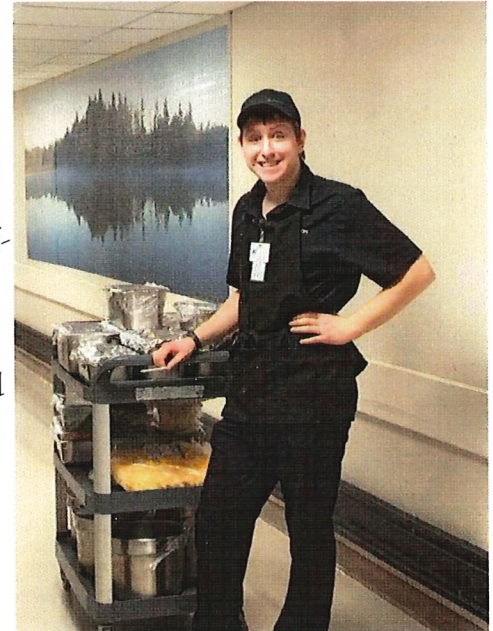
BENEFITS of the Project SEARCH Model:

Benefits to the Students:

- Participate in a variety of internships within the host hospital/business
- Acquire competitive, transferable, and marketable job skills
- Gain increased independence, confidence, and self-esteem
- Obtain work-based individualized coaching, instruction, and feedback
- Develop linkages to Vocational Rehabilitation and other adult service agencies

Benefits to the Business:

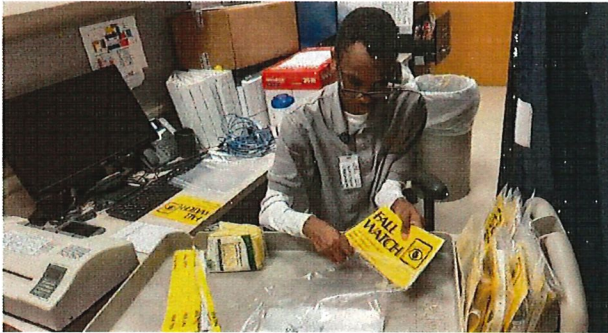
- Access to a new, diverse, talent stream with skills that match labor needs
- Interns and employees with disabilities who serve as role models for customers
- Access to a demographic of the economy with intense buying power: people with disabilities represent one of the fastest-growing market segments in the United States
- Increased regional and national recognition through marketing of this unique program
- Increased performance and retention in high-turnover, entry-level positions



In 2018, Sheldon Wadsten, completed Project SEARCH and was hired by Bronson Methodist Hospital. Since then, Sheldon's coworkers at Bronson have been so impressed with him, they had a special plaque created to honor Sheldon and his great work!

Brian Cooper of Bronson's Surgical department had this to say about Sheldon, "Sheldon is such an independent and hard worker. He does a wonderful job making sure our Locker Room is clean and tidy. So, with the permission of our Surgical Director, another employee and I got Sheldon a plaque that he could take home and hang-up as a reminder of how awesome he is. We want Sheldon to feel like he is a member of our team. I am thankful for the KRESA

program and that it gave Sheldon such a great opportunity to be a part of Team Bronson and experience Bronson Positivity."



Launching the Careers of Young Adults with Disabilities

It seems it's impossible to get a job without relevant experience, and impossible to get that experience unless you've already had a job. This vicious cycle shuts many potentially outstanding employees out of jobs – especially those with disabilities. The Kalamazoo

Project SEARCH has been in place for over 10 years. During that period, 84% of interns found and kept jobs for more than one year after the program.

Consent Calendar

MOTION

Chair Longanecker, "Are there any materials that the ISK Board would like to have removed from the Consent Calendar before we proceed with the verbal motion?" Being none.

- VI.a. Minutes
- VI.b. MISSION/VISION/VALUE STATEMENT (Policy)
- VI.c. Bylaws and Rules of Procedure (Policy)
- VI.d. Annual Leave Reserve (Policy & Report)
- VI.e. Annual Board Planning Cycle (Policy & Report)

Member Raphelson, "I MOVE TO ACCEPT THE CONSENT CALENDAR MONITORING REPORTS BOTH "AS-IS" OR WITH PROPOSED RECOMMENDED CHANGES." Supported by Member Bergan.

MOTION PASSED.

Monitoring Reports

Quality Improvement Program & Plan FY22/23 (Report)

MOTION

Sheila Hibbs, ISK, Administrator of Operations, presented the Quality Improvement Program & Plan, Performance Measurement and Management Plan, FY 22/23. To review the plan in its entirety, please e-mail Sheila Hibbs @ shibbs@iskzoo.org.

Member Guenther, "I MOVE APPROVAL OF THE ISK QUALITY IMPROVEMENT PROGRAM PLAN FOR FISCAL YEAR 2022/2023." Supported by Member Spears.

MOTION PASSED.

Financial Reports

Financial Condition Reports November & December 2022

Amy Rottman, ISK, Chief Financial Officer, presented the Financial Reports for November & December 2022.

November 2022

INTEGRATED SERVICES OF KALAMAZOO

Statement of Net Position November 30, 2022

	November 2021 (unaudited)	November 2022
Assets		
Current assets		
Cash and investments	\$ 36,281,560	\$ 30,450,989
Accounts receivable	4,552,632	4,589,223
Due from other governments	392,822	1,814,486
Prepaid items	800,482	839,625
Total current assets	42,027,496	37,694,323
Non-current assets		
Capital assets, net of accumulated depreciation	9,219,264	10,110,397
Net pension asset, net of deferred outflows	5,722,229	5,722,229
Total non-current assets	14,941,493	15,832,626
Total assets	56,968,989	53,526,949
Liabilities		
Current liabilities		
Accounts payable	\$ 8,519,701	\$ 9,920,015
Due to other governments	10,161,684	1,149,629
Due to providers	878,357	673,229
Accrued payroll and payroll taxes	1,498,349	1,529,738
Unearned revenue	186,709	176,156
Total current liabilities	21,244,800	13,448,766
Non-current liabilities		
Long-term debt	4,414,483	-
Total liabilities	25,659,283	13,448,766
Net position		
Designated	15,242,325	13,747,779
Undesignated	5,323,673	18,359,977
Investment in fixed assets	4,841,804	4,858,748
Previous year close	-	-
Net gain (loss) for period	5,901,904	3,111,680
Net position	\$ 31,309,706	\$ 40,078,183

This financial report is for internal use only. It has not been audited, and no assurance is provided.

INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2022 through November 30, 2022

Percent of Year is 16.67%

	Original 2023 BUDGET	YTD Totals 11/30/22	Remaining Budget	Percent of Budget - YTD
Operating revenue				
Medicaid:				
Traditional Capitation	\$ 62,584,607	\$ 11,691,467	\$ 50,893,140	18.68%
Healthy Michigan Capitation	10,155,033	2,131,309	8,023,724	20.99%
Autism Capitation	5,722,701	935,429	4,787,272	16.35%
Settlement	(11,458,363)	(3,624,313)	(7,834,050)	0.00%
State General Fund:				
Formula Fundings	3,900,517	650,086	3,250,431	16.67%
PY General Fund Carryforward	-	-	-	0.00%
Settlement	-	-	-	0.00%
CCBHC Demonstration	33,381,000	1,259,560	32,121,440	0.00%
CCBHC Accrual	-	5,362,725	(5,362,725)	0.00%
County Allocation	1,550,400	258,400	1,292,000	16.67%
Client Fees	429,500	23,811	405,689	5.54%
SUD Block Grant	-	18,660	(18,660)	0.00%
Other grant revenue	7,133,667	1,839,768	5,293,899	25.79%
Other earned contracts	1,130,318	251,539	878,779	22.25%
COFR	-	-	-	0.00%
Interest	1,000	218	782	0.00%
Local revenue	10,000	50	9,950	0.00%
Total operating revenue	\$ 114,540,380	\$ 20,798,708	\$ 93,741,672	18.16%
Operating expenses				
Salaries and wages	24,113,672	3,712,305	\$ 20,401,367	15.40%
Employee benefits	8,670,498	707,634	7,962,864	8.16%
Staff development	223,625	22,322	201,303	9.98%
Payments to providers	68,968,243	11,283,415	57,684,828	16.36%
Administrative contracts	7,789,466	1,697,720	6,091,746	21.80%
IT software and equipment	765,010	73,710	691,300	9.64%
Client transportation	29,260	3,365	25,895	11.50%
Staff travel	316,812	26,021	290,791	8.21%
Office expenses	415,023	68,347	346,676	16.47%
Insurance expense	97,505	3,557	93,949	3.65%
Depreciation expense	560,142	24,705	535,437	4.41%
Utilities	306,573	53,470	253,103	17.44%
Facilities	124,379	10,460	113,919	8.41%
Prior year adjustment	-	-	-	0.00%
Total operating expenses	\$ 112,380,208	\$ 17,687,029	\$ 94,693,179	15.74%
Change in net position	2,160,172	3,111,680	\$ (951,508)	
Beginning net position	36,966,504	36,966,504		
Ending net position	\$ 39,126,676	\$ 40,078,183		

This financial report is for internal use only. It has not been audited, and no assurance is provided.

INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2022 through November 30, 2022
Percent of Year is 16.67%

	Specialty Services		Healthy Michigan		Autism		SUD Block Grant		Totals		
	Budget	YTD Totals 11/30/22	Budget	YTD Totals 11/30/22	Budget	YTD Totals 11/30/22	Budget	YTD Totals 11/30/22	Budget	YTD Totals 11/30/22	Variance
Operating revenue											
Medicaid:											
Traditional Capitation	\$ 10,431,351	\$ 11,691,467	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 18,660	\$ 10,431,351	\$ 11,710,127	\$ 1,278,776
Healthy Michigan Capitation	-	-	1,692,506	2,131,309	-	-	-	-	1,692,506	2,131,309	438,803
Autism Capitation	-	-	-	-	953,784	935,429	-	-	953,784	935,429	(18,355)
Settlement Estimate	(1,084,689)	(2,316,724)	(907,341)	(1,425,848)	82,302	136,919	-	(18,660)	(1,909,727)	(3,624,313)	(1,714,586)
Client Fees	71,000	23,811	-	-	-	-	-	-	71,000	23,811	(47,189)
Total operating revenue	\$ 9,417,663	\$ 9,398,554	\$ 785,165	\$ 705,461	\$ 1,036,086	\$ 1,072,348	\$ -	\$ (0)	\$ 11,238,913	\$ 11,176,362	\$ (62,551)
Operating expenses											
Internal services	\$ 516,328	\$ 440,275	\$ 28,811	\$ 85,848	\$ -	\$ -	\$ -	\$ -	\$ 545,139	\$ 526,123	(19,016)
External services	8,402,352	8,442,105	714,753	580,869	981,190	1,013,454	-	-	10,098,295	10,036,427	(61,868)
Delegated managed care	498,983	516,175	41,601	38,744	54,896	58,894	-	-	595,480	613,813	18,333
Total operating expenses	\$ 9,417,663	\$ 9,398,554	\$ 785,165	\$ 705,461	\$ 1,036,086	\$ 1,072,348	\$ -	\$ -	\$ 11,238,913	\$ 11,176,363	\$ (62,550)
Change in net position		(0)		(0)		0		(0)		(1)	

INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2022 through November 30, 2022
Percent of Year is 16.67%

	State General Fund		CCBHC		Other Funding Sources		Totals		
	Budget	YTD Totals 11/30/22	Budget	YTD Totals 11/30/22	Budget	YTD Totals 11/30/22	Budget	YTD Totals 11/30/22	Variance
Operating revenue									
General Fund	\$ 650,086	\$ 650,086	\$ -	\$ -	\$ -	\$ -	\$ 650,086	\$ 650,086	(0)
Projected GF Carryforward	-	-	-	-	-	-	-	-	-
CCBHC Demonstration	-	-	5,563,500	6,622,285	-	-	5,563,500	6,622,285	1,058,785
Other Federal and State Grants	-	-	-	-	1,188,945	1,839,768	1,188,945	1,839,768	650,824
Earned Revenue	-	-	-	-	188,386	251,539	188,386	251,539	63,152
COFR Revenue	-	-	-	-	-	-	-	-	-
Interest	-	-	-	-	167	218	167	218	51
County Allocation	-	-	-	-	258,400	258,400	258,400	258,400	-
Local Revenue	-	-	-	-	1,667	50	1,667	50	(1,617)
Transfer from GF	-	-	-	-	376,963	346,917	376,963	346,917	(30,046)
Settlement Revenue (Expense)	-	-	-	-	-	-	-	-	-
Total operating revenue	\$ 650,086	\$ 650,086	\$ 5,563,500	\$ 6,622,285	\$ 2,014,527	\$ 2,696,892	\$ 8,228,114	\$ 9,969,263	\$ 1,741,150
Operating expenses									
Internal Programs	\$ -	\$ 67,228	\$ 3,816,286	\$ 2,513,959	\$ -	\$ 137,019	\$ 3,816,286	\$ 2,718,205	\$ (1,098,080)
External Programs	197,836	117,227	1,101,631	926,491	84,856	84,733	1,384,323	1,128,451	(255,871)
Other Federal and State Grants	-	-	-	-	1,416,694	1,965,021	1,416,694	1,965,021	548,328
HUD Grants	-	-	-	-	272,362	242,457	272,362	242,457	(29,905)
Managed Care Administration	11,069	9,803	275,148	199,932	6,522	12,886	292,738	242,621	(70,117)
Homeless Shelter	-	-	-	-	72,792	55,098	72,792	55,098	(17,694)
Transfer from GF	376,963	346,917	-	-	-	-	376,963	346,917	(30,046)
Local match expense	-	-	-	-	212,496	175,648	212,496	175,648	(36,848)
Non-DCH Activity Expenditures	-	-	-	-	23,432	3,164	23,432	3,164	(20,268)
Total operating expenses	\$ 585,868	\$ 541,175	\$ 5,193,064	\$ 3,640,382	\$ 2,089,153	\$ 2,676,026	\$ 7,868,085	\$ 6,857,583	(1,010,502)
Change in net position	64,218	108,911	370,436	2,981,903	(74,625)	20,866	\$ 360,029	3,111,680	2,751,651

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INTEGRATED SERVICES OF KALAMAZOO

CCBHC

October 1, 2022 through November 30, 2022

Percent of Year is 16.67%

	CCBHC Medicaid	CCBHC Healthy MI	CCBHC Non-Medicaid	CCBHC YTD Totals
Operating revenue				
Prepayment	\$ 1,259,560	\$ -	\$ -	\$ 1,259,560
Remaining CCBHC revenue due	4,238,965	1,123,760	-	5,362,725
Total CCBHC Revenue (PPS-1 of \$445.73 x encounters)	\$ 5,498,525	\$ 1,123,760	\$ -	\$ 6,622,285
Operating expenses				
Internal services	\$ 2,125,263	\$ 434,350	\$ 154,278	\$ 2,713,891
DCO Contracts	725,540	148,282	52,669	926,491
Total operating expenses	\$ 2,850,803	\$ 582,632	\$ 206,947	\$ 3,640,382
Operating change in net position	2,647,722	541,127	(206,947)	2,981,903
Reclassification to cover Non-Medicaid	(206,947)	-	206,947	-
Total change in net position	2,440,775	541,127	-	2,981,903

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December 2022

INTEGRATED SERVICES OF KALAMAZOO

Statement of Net Position December 31, 2022

	December 2021 (unaudited)	December 2022
Assets		
Current assets		
Cash and investments	\$ 38,154,734	\$ 29,188,372
Accounts receivable	4,309,133	5,145,452
Due from other governments	141,141	653,938
Prepaid items	908,986	911,989
Total current assets	43,513,994	35,899,751
Non-current assets		
Capital assets, net of accumulated depreciation	9,208,641	10,280,270
Net pension asset, net of deferred outflows	5,722,229	5,722,229
Total non-current assets	14,930,870	16,002,499
Total assets	58,444,864	51,902,250
Liabilities		
Current liabilities		
Accounts payable	\$ 8,682,300	\$ 9,354,448
Due to other governments	10,922,446	1,151,792
Due to providers	695,544	331,725
Accrued payroll and payroll taxes	1,551,264	1,690,078
Unearned revenue	173,852	182,378
Total current liabilities	22,025,406	12,710,422
Non-current liabilities		
Long-term debt	4,414,224	-
Total liabilities	26,439,630	12,710,422
Net position		
Designated	15,242,325	13,747,779
Undesignated	5,323,673	18,360,519
Investment in fixed assets	4,841,804	4,858,748
Previous year close	-	-
Net gain (loss) for period	6,597,432	2,224,782
Net position	\$ 32,005,234	\$ 39,191,827

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INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2022 through December 31, 2022

Percent of Year is 25.00%

	Original 2023 BUDGET	YTD Totals 12/31/22	Remaining Budget	Percent of Budget - YTD
Operating revenue				
Medicaid:				
Traditional Capitation	\$ 62,584,607	\$ 17,483,350	\$ 45,101,257	27.94%
Healthy Michigan Capitation	10,155,033	3,211,718	6,943,315	31.63%
Autism Capitation	5,722,701	1,405,011	4,317,690	24.55%
Settlement	(11,458,363)	(5,150,968)	(6,307,395)	0.00%
State General Fund:				
Formula Fundings	3,900,517	975,129	2,925,388	25.00%
PY General Fund Carryforward	-	-	-	0.00%
Settlement	-	(40,279)	40,279	0.00%
CCBHC Demonstration	33,381,000	1,880,077	31,500,923	0.00%
CCBHC Accrual	-	5,794,473	(5,794,473)	0.00%
County Allocation	1,550,400	387,600	1,162,800	25.00%
Client Fees	429,500	23,811	405,689	5.54%
SUD Block Grant	-	27,989	(27,989)	0.00%
Other grant revenue	7,133,667	2,583,793	4,549,874	36.22%
Other earned contracts	1,130,318	431,007	699,311	38.13%
COFR	-	-	-	0.00%
Interest	1,000	351	649	0.00%
Local revenue	10,000	50	9,950	0.00%
Total operating revenue	\$ 114,540,380	\$ 29,013,111	\$ 85,527,269	25.33%
Operating expenses				
Salaries and wages	24,113,672	5,631,377	\$ 18,482,295	23.35%
Employee benefits	8,670,498	1,304,336	7,366,162	15.04%
Staff development	223,625	45,367	178,258	20.29%
Payments to providers	68,968,243	17,050,882	51,917,361	24.72%
Administrative contracts	7,789,466	2,249,144	5,540,322	28.87%
IT software and equipment	765,010	149,015	615,995	19.48%
Client transportation	29,260	3,749	25,511	12.81%
Staff travel	316,812	46,383	270,429	14.64%
Office expenses	415,023	87,205	327,818	21.01%
Insurance expense	97,505	5,335	92,170	5.47%
Depreciation expense	560,142	125,744	434,398	22.45%
Utilities	306,573	69,132	237,441	22.55%
Facilities	124,379	20,660	103,719	16.61%
Prior year adjustment	-	-	-	0.00%
Total operating expenses	\$ 112,380,208	\$ 26,788,329	\$ 85,591,879	23.84%
Change in net position	2,160,172	2,224,782	\$ (64,610)	
Beginning net position	36,967,046	36,967,046		
Ending net position	\$ 39,127,218	\$ 39,191,827		

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INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2022 through December 31, 2022

Percent of Year is 25.00%

	Specialty Services		Healthy Michigan		Autism		SUD Block Grant		Totals		
	Budget	YTD Totals 12/31/22	Budget	YTD Totals 12/31/22	Budget	YTD Totals 12/31/22	Budget	YTD Totals 12/31/22	Budget	YTD Totals 12/31/22	Variance
Operating revenue											
Medicaid:											
Traditional Capitation	\$ 15,647,027	\$ 17,483,350	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 27,989	\$ 15,647,027	\$ 17,511,339	\$ 1,864,313
Healthy Michigan Capitation	-	-	2,538,758	3,211,718	-	-	-	-	2,538,758	3,211,718	672,960
Autism Capitation	-	-	-	-	1,430,675	1,405,011	-	-	1,430,675	1,405,011	(25,665)
Settlement Estimate	(1,627,033)	(3,205,136)	(1,361,011)	(2,132,752)	123,453	214,909	-	(27,989)	(2,864,591)	(5,150,969)	(2,286,378)
Client Fees	106,500	23,811	-	-	-	-	-	-	106,500	23,811	(82,689)
Total operating revenue	\$ 14,126,494	\$ 14,302,025	\$ 1,177,748	\$ 1,078,966	\$ 1,554,129	\$ 1,619,919	\$ -	\$ 0	\$ 16,858,370	\$ 17,000,911	\$ 142,541
Operating expenses											
Internal services	\$ 774,492	\$ 763,043	\$ 43,216	\$ 142,011	\$ -	\$ -	\$ -	\$ -	\$ 817,708	\$ 905,053	\$ 87,345
External services	12,603,528	12,732,459	1,072,130	876,110	1,471,785	1,528,568	-	-	15,147,443	15,137,137	(10,305)
Delegated managed care	748,474	806,524	62,402	60,845	82,344	91,351	-	-	893,219	958,720	65,501
Total operating expenses	\$ 14,126,494	\$ 14,302,025	\$ 1,177,748	\$ 1,078,966	\$ 1,554,129	\$ 1,619,919	\$ -	\$ -	\$ 16,858,370	\$ 17,000,910	\$ 142,541
Change in net position	-	0	-	(0)	-	(0)	-	0	\$ -	0	-

INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2022 through December 31, 2022

Percent of Year is 25.00%

	State General Fund		CCBHC		Other Funding Sources		Totals		
	YTD Budget	YTD Totals 12/31/22	YTD Budget	YTD Totals 12/31/22	YTD Budget	YTD Totals 12/31/22	YTD Budget	YTD Totals 12/31/22	Variance
Operating revenue									
General Fund	\$ 975,129	\$ 975,129	\$ -	\$ -	\$ -	\$ -	\$ 975,129	\$ 975,129	\$ (0)
Projected GF Carryforward	-	-	-	-	-	-	-	-	-
CCBHC Demonstration	-	-	8,345,250	7,674,550	-	-	8,345,250	7,674,550	(670,700)
Other Federal and State Grants	-	-	-	-	1,783,417	2,583,793	1,783,417	2,583,793	800,376
Earned Revenue	-	-	-	-	282,580	431,007	282,580	431,007	148,427
COFR Revenue	-	-	-	-	-	-	-	-	-
Interest	-	-	-	-	250	351	250	351	101
County Allocation	-	-	-	-	387,600	387,600	387,600	387,600	-
Local Revenue	-	-	-	-	2,500	50	2,500	50	(2,450)
Transfer from GF	-	-	-	-	565,445	408,066	565,445	408,066	(157,379)
Settlement Revenue (Expense)	-	(40,279)	-	-	-	-	-	(40,279)	(40,279)
Total operating revenue	\$ 975,129	\$ 934,850	\$ 8,345,250	\$ 7,674,550	\$ 3,021,791	\$ 3,810,866	\$ 12,342,170	\$ 12,420,266	\$ 78,095
Operating expenses									
Internal Programs	\$ -	\$ 133,932	\$ 5,724,429	\$ 3,936,044	\$ -	\$ 149,138	\$ 5,724,429	\$ 4,219,113	\$ (1,505,316)
External Programs	296,754	180,227	1,652,446	1,397,404	127,284	204,078	2,076,484	1,781,709	(294,775)
Other Federal and State Grants	-	-	-	-	2,125,041	2,736,822	2,125,041	2,736,822	611,782
HUD Grants	-	-	-	-	408,544	363,479	408,544	363,479	(45,065)
Managed Care Administration	16,603	17,149	412,722	318,740	9,783	16,551	439,107	352,439	(86,668)
Homeless Shelter	-	-	-	-	109,187	100,488	109,187	100,488	(8,699)
Transfer from GF	565,445	408,066	-	-	-	-	565,445	408,066	(157,379)
Local match expense	-	-	-	-	318,744	222,077	318,744	222,077	(96,667)
Non-DCH Activity Expenditures	-	-	-	-	35,147	11,292	35,147	11,292	(23,855)
Total operating expenses	\$ 878,802	\$ 739,374	\$ 7,789,596	\$ 5,652,187	\$ 3,133,729	\$ 3,803,924	\$ 11,802,127	\$ 10,195,485	(1,606,642)
Change in net position	96,328	195,476	555,654	2,022,363	(111,938)	6,942	\$ 540,044	2,224,781	1,684,737

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INTEGRATED SERVICES OF KALAMAZOO

CCBHC

October 1, 2022 through December 31, 2022

Percent of Year is 25.00%

	CCBHC Medicaid	CCBHC Healthy MI	CCBHC Non-Medicaid	CCBHC YTD Totals
Operating revenue				
Prepayment	\$ 1,880,077	\$ -	\$ -	\$ 1,880,077
Remaining CCBHC revenue due	4,492,151	1,302,322	-	5,794,473
Total CCBHC Revenue (PPS-1 of \$375.00 x encounters)	\$ 6,372,227	\$ 1,302,322	\$ -	\$ 7,674,550
Operating expenses				
Internal services	\$ 3,331,944	\$ 680,965	\$ 241,874	\$ 4,254,783
DCO Contracts	1,094,315	223,650	79,439	1,397,404
Total operating expenses	\$ 4,426,259	\$ 904,615	\$ 321,313	\$ 5,652,187
Operating change in net position	1,945,968	397,707	(321,313)	2,022,362
Reclassification to cover Non-Medicaid	(321,313)	-	321,313	-
Total change in net position	1,624,656	397,707	-	2,022,362

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Utilization Reports

Charlotte Bowser, ISK, Accounting Manager, presented the Utilization Report for the period ending November & December 2022.

November 2022

- MI Adult Community Inpatient Services is at (294) days and unfavorable at \$233,632
- Community Living Supports, Personal Care, and Crisis Residential is favorable at \$286,204

December 2022

- MI Adult Community Inpatient Services is at (477) days and unfavorable at \$420,162
- Community Living Supports, Personal Care, and Crisis Residential is favorable at \$349,339

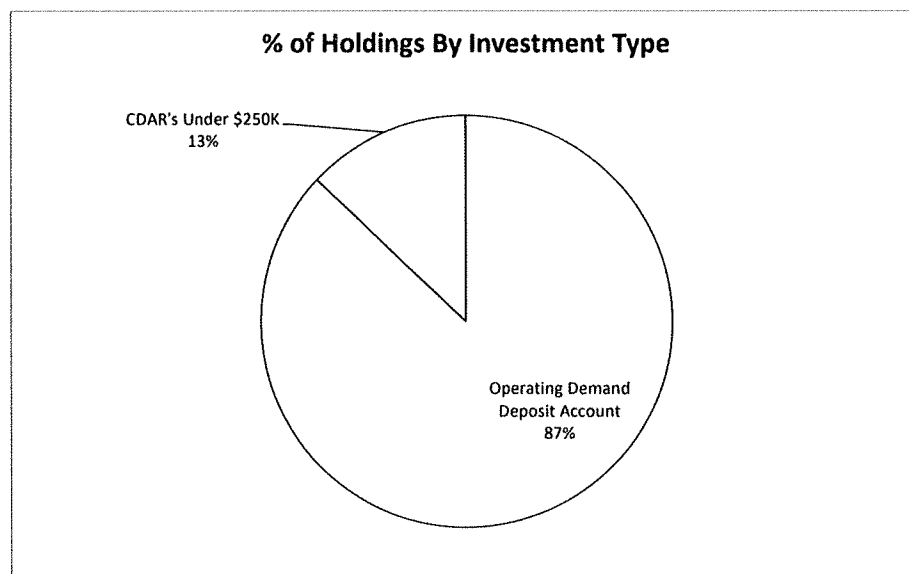
Investment Report

Charlotte Bowser, ISK, Accounting Manager, presented the Investment Report for the period ending December 2022.

Quarterly Cash & Investments Report Quarter Ending December 31, 2022

Financial Institution	Type of Investment	Cost Basis	Maturity Date	% Yield
CASH				
PNC	Operating Demand Deposit Account	\$25,248,309	NA	0.03%
	Payroll Account	\$5,000		
	Accrued Leave Reserve	\$117,567		
	Pretax Reimbursement Account	\$63,110		
	Various Petty Cash Funds	\$780		
	Total Cash Accounts	\$25,434,766		
INVESTMENTS				
CDAR's (via Independent Bank)	CD's Issued Under FDIC Limit of \$250,000	\$3,753,606		3.77%
Total CDAR's		\$3,753,606		
	Total Investments	\$3,753,606		
TOTAL CASH AND INVESTMENTS		\$29,188,372		

% of Holdings By Institution		% of Holdings By Investment Type	
PNC - Cash	87.14%	Cash	87.14%
CDAR's (via Independent Bank)	12.86%	CDAR's	12.86%
	100.00%		100.00%



November & December Disbursements

MOTION

Member Spears, "BASED ON THE BOARD FINANCE MEETING REVIEW, I MOVE THAT ISK APPROVE THE NOVEMBER 2022 VENDOR DISBURSEMENTS OF \$7,872,624.34 AND THE DECEMBER 2022 VENDOR DISBURSEMENTS OF \$10,199,291.78." Supported by Member Krogh.

MOTION PASSED.

Action Item

2023 Medical Plan Coverage Year

MOTION

Member Guenther, "I MOVE THAT THE ISK BOARD EXEMPTS ITSELF FOR THE REQUIREMENTS OF PA 152 FOR THE 2023 MEDICAL PLAN COVERAGE YEAR." Supported by Member Woolsey.

Summary of Request

BCBSM has developed a health plan rider that allows for all in-network behavioral health office-equivalent visits, whether in-person, BCBSM online visits or telemedicine to have a \$0 co-pay. This rider was developed and offered to ISK for plan year beginning 1/1/2023 after Open Enrollment had happened. During Open Enrollment premium co-pays are developed based on PA 152 and staff elect their insurance coverage and agree to pay their share of the premium.

In order for ISK to offer this new rider for 2023, ISK would have to pay the additional cost for the rider (about \$25,000 for the year). In order to still comply with PA 152, the Board may exempt itself from the requirements with a 2/3 vote.

MOTION PASSED.

ROLL CALL

	<u>Yes</u>	<u>No</u>
Chair Longanecker	X	
Vice Chair Seals	X	
Member Nkenge Bergan	X	
Member Erik Krogh	X	
Member Sharon Spears	X	
Dr. Michael Raphelson	X	
Member Melissa Woolsey	X	
Member Pat Guenther	X	
Member Sarah Carmany	X	

MOTION PASSED.

Chief Executive Officer Report:

I want to thank the Board for approving exemption for the requirements of Public Act 152 for the 2023 Medical Plan coverage year. This will allow employees 0-copays for the new BCBSM in-network behavioral health office visits.

For the balance of this fiscal year that will end September 30th, we will continue to enjoy financial stability and growth in services and staff. Although growth in both of these areas is exciting as our organization strives to meet the needs of people we serve and follow the mission, purpose and values put forward by our Board of Directors, it is often accompanied with increased communication problems between and among our various departments, which in turn may have a negative impact our large and growing contract provider agencies. Just briefly, some of our providers have formed a Clinically Integrated Network and serve a Designated Collaborating Organizations (DCOs), which strengthens them in a larger organized way to better address changes that are occurring and may occur in the future.

To address our growth this year, I want to mention some recent changes in the organization.

- ✓ We recently learned that because of the Bipartisan Safer Community Act of 2022, Michigan's two-year CCBHC State Demonstration has been extended an additional four year. This means that ISK is expected to remain a CCBHC until 2026 and hopefully permanently after that period. In each of our Board meetings this year, beginning this afternoon, Beth Ann Meints will be giving you an update on our CCBHC operations.
- ✓ To support continued growth and the increased need for greater oversight of compliance and quality, and better integrate all of our programs and services, the reporting structure of our Youth and Family and Intellectual or Developmental Disabilities Departments will transition to Beth Ann Meints, who served as Administrator for CCBHC Operations and Adult Behavioral Health Services. Beth Ann now assumes a new title as Administrator of Clinical Services. Sheila Hibbs, who served as Administrator for System Performance and Program, now serves as Administrator of Operations and have oversight of quality, compliance, contracts, training, utilization management, health records security and protection, and customer services.
- ✓ There will be further organizational changes to support the opening of our new Behavioral Health Urgent Care and Access Center with added responsibilities for running a 24-hour 7-day per week program. We expect the center to be completely open for services in July this year.
- ✓ In addition and as you are aware, we experienced a serious cybersecurity breach last year and given the increased state, federal and CCBHC data collection, reporting and health records management and protection requirements, we will be strengthening

our overall data governance to better define data ownership, data collection and access, security, data integrity, and knowledge about data availability and ensure appropriate use for staff, people we serve, and other stakeholders.

- ✓ In the next three (3) months as staff assume added responsibilities, further plans for reorganization will be implemented, including title changes and new established positions.
- ✓ Also, during the balance of the year, we will actively engage in plans to strengthen and expand our partnership with the Western Michigan University Homer Stryker M.D. School of Medicine. I have had several meetings with Dr. Eric Achtyes, the new Chair of the Department of Psychiatry, to discuss future plans.

Are there any questions? If not, I will now turn this part of my report to Beth Ann Meints to give you an update on our CCBHC operations.

CCBHC Operations

Beth Ann Meints, ISK, Administrator for CCBHC Operations and Adults Behavioral Services, shared, the Bipartisan Safer Communities Act was passed during the summer of 2022, which supports the further growth of the Certified Community Behavioral Health Clinic across the United States. Requiring the addition of 10 state demonstration sites in 2024 and 2026.

✚ ISK's CCBHC has served the following number of individuals

✚ FY22 – 5,675 of an estimated of 7,000 served by ISK

✚ FY23 – estimated in the first quarter that we have served 3,637 individuals.

That concludes my report.

Citizen Time:

No citizens came forth.

SWMBH (Southwest Michigan Behavioral Health) Updates/Erik Krogh

I was in attendance at the last meeting where they reviewed the Strategic Plan & Budget. The new CFO, Garyl Guidry, was also in attendance.

Michael Raphelson

Happy to be here and excited about 2023!

Melissa Woolsey

Excited to announce that the Chamber of Commerce awarded the Recovery Institute a plaque for being the “BEST” Non-profit in Kalamazoo County.

Karen Longanecker

Congratulations to Sheila & Beth Ann for your new titles and career advancement.

Sarah Carmany

Disability Rights Arkansas had me as a guest on their podcast to discuss about living on my own without a guardian. I also sent written comments to The Office of Autism Research Coordination to inquire where the autism research should focus their efforts with their funds.

Meeting ended at 6:00PM.

Demeta J. Wallace

Administrative Coordinator

INTEGRATED Services of Kalamazoo

INTEGRATED SERVICES OF KALAMAZOO

BOARD POLICY V.09

AREA: Governance	
SECTION: System Governance	PAGE: 1 of 1
SUBJECT: QUALITY MANAGEMENT	SUPERSEDES: 02/24/2014 REVISED: 02/22/2016

PURPOSE/EXPLANATION

To establish limitations of means regarding the management of organizational quality.

POLICY

- I. With respect to quality management, the Chief Executive Officer (CEO) may not deviate from accepted standards of practice, stifle improvement efforts, nor promote the dissemination of inaccurate or misleading information. Accordingly, he/she may not:
 - A. Promote practices that are inconsistent with applicable accreditation, state, and federal quality standards.
 - B. Fail to implement the PIHP Quality Assessment Performance Improvement Program as indicated through Southwest Michigan Behavioral Health (SWMBH) and the development and implementation of the ISK Quality Improvement Plan which meet both accreditation standards and the Michigan Department of Health and Human Services (MDHHS) requirements.
- II. This policy will be monitored through internal mechanisms on a semi-annual basis. One report will focus on the review compliance with elements of this policy. The second will be a year-end summary of results of the ISK Quality Improvement Plan. A summary of the results of external quality reviews will be in the semi-annual reports.

CHIEF EXECUTIVE OFFICER:


Jeff Patton
Chief Executive Officer

BOARD CHAIR:


Erik Krogh
Board Chair

INTEGRATED SERVICES OF KALAMAZOO

BOARD POLICY VI.02

AREA:	Governance		
SECTION:	System Governance	PAGE:	1 of 5
SUBJECT:	INVESTMENT POLICY	SUPERSEDES:	04/15/21
		REVISED:	03/28/2022

PURPOSE/EXPLANATION

It is the policy of Integrated Services of Kalamazoo (ISK) to invest public funds in a manner which will ensure the preservation of principal while providing the highest investment return with maximum security, meeting the daily cash flow requirements of the organization and conforming to all state statutes governing the investment of public funds.

POLICY**I. SCOPE**

This policy applies to all financial assets of ISK. These funds shall be accounted for in the Independent Annual Audit Report.

II. OBJECTIVE

The primary investment objectives, in priority order shall be:

A. *Safety*

Safety of principal is the foremost objective in the investment of ISK funds. Investments shall be undertaken in a manner that seeks to ensure the preservation of principal in the overall portfolio. To attain this objective diversification is required in order that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.

B. *Liquidity*

The investment portfolio shall remain sufficiently liquid to enable ISK to meet all operating requirements that might be reasonably anticipated.

C. *Return on Investments*

The investment portfolio shall be designed with the objective of attaining a rate of return throughout budgetary and economic cycles, commensurate with the investment risk constraints and the cash flow characteristics of the portfolio.

D. Risks

Further objectives of this policy are to minimize credit and concentration risk, interest rate risk, and foreign currency risk.

1. *Credit Risk (Custodial Credit Risk and Concentration Credit Risk):*
ISK will seek to minimize custodial credit risk, which is the risk of loss due to failure of the security issuer or backer, by limiting investments to the types listed in Section V. of this investment policy. ISK will seek to minimize the amount of Concentration Risk, which is the risk of loss attributed to the magnitude of investments in a single issuer, by diversifying the investment portfolio so that the impact of potential losses from any one type of security or issuer will be minimized.
2. *Investment Rate Risk:*
ISK will minimize Interest Rate Risk, which is the risk that the market value of securities in the portfolio will fall due to changes in market rate, by structuring the investment portfolio so that securities mature to meet cash flow requirements for ongoing operations, and investing operating funds primarily in shorter term securities, liquid assets, money market funds, or similar investments pools and limiting the average maturity in an effort to meet cash flow requirements.
3. *Foreign Currency Risk:*
ISK is not authorized and will not hold investments subject to this kind of risk.

III. DIVERSIFICATION

Investments shall be diversified by security type and institution. With the exception of U.S. Treasury securities and authorized investment pools as defined in Public Act 20 of 1943 as amended, no more than 60% of the total investment portfolio will be invested in a single security type or with a single financial institution with the exception of funds held in a Certificate of Deposit Account Registry Service (CDARS) account.

IV. DELEGATION OF AUTHORITY

Management responsibility for the Investment Policy is hereby delegated to the Chief Executive Officer (CEO), Chief Financial Officer (CFO), and the Finance Director (FD).

V. AUTHORIZED INVESTMENTS

The CEO, CFO and FD are authorized to invest in the following types of securities authorized by Public Act 20 of 1943, as amended:

- A. Bonds, securities, and other obligations of the United States or an agency or instrumentality of the United States.
- B. Certificates of deposit, savings accounts, deposit accounts or depository receipts of a financial institution as defined in Public Act 20 of 1943 as amended, no more than 60% of the total investment portfolio will be invested in a single security type or with a single financial institution with the exception of funds held in a CDARS account.
- C. Commercial paper rated at the time of purchase at the highest classification established by not less than 2 standard rating services and that matures not more than 270 days after the date of purchase.
- D. Repurchase agreements consisting of instruments in subdivision V.A.
- E. Banker's acceptances of United States banks.
- F. Obligations of this state or any of its political subdivisions that at the time of purchase are rated as investment grade by not less than 1 standard rating service.
- G. Obligations described in subdivision 6.1 through 6.6 if purchased through an interlocal agreement under the Urban Cooperation Act of 1967. 1967 (Ex Sess) PA 7, MCL 124.501 to 124.512.
- H. Investment pools organized under the Surplus Funds Investment Pool Act, 1982 PA 367, MCL 129.111 to 129.118.
- I. Investment pools organized under the Local Government Investment Pool Act, 1985 PA 121, MCL 129.141 to 129.150.

VI. SAFEKEEPING AND CUSTODY

It shall be the responsibility of the CEO, CFO and FD to determine which securities will be held by a third party custodian. Securities held in safekeeping by a third party custodian shall be evidenced by a safekeeping receipt

VII. PRUDENCE

The standard of prudence to be used by the CEO, CFO and FD shall be the "prudent person" standard and shall be applied in the context of managing an overall portfolio. Investments shall be made with judgement and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived.

VIII. REPORTING

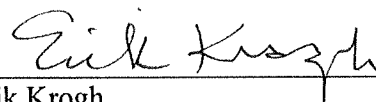
The CEO, CFO and FD shall provide a timely quarterly report to the ISK Board that provides a clear picture of the status and types of investments of the current investment portfolio. This report shall be prepared in a manner that will allow the Board to ascertain whether investment activities during the reporting period have conformed to the investment policy.

IX. ORDER EXECUTION

Before executing an order to purchase or trade the funds of ISK, a financial intermediary, broker or dealer shall be provided with a copy of ISK Investment policy regarding the buying or selling of securities and acknowledge receipt and agree to comply with the terms contained therein by executing the form attached as Appendix #1.

CHIEF EXECUTIVE OFFICER

Jeff Patton
Chief Executive Officer

APPROVED

Erik Krogh
Board Chair

APPENDIX #1

I have read and fully understand Public Act 20 of 1943 as amended, and the investment policy of Kalamazoo County Community Mental Health Authority d/b/a: Integrated Services of Kalamazoo.

Any investment advice or recommendations on investments given by _____ (name) _____ representing (company) _____ to the Chief Executive Officer (CEO), Chief Financial Officer (CFO) and Finance Director (FD) or his/her designee shall comply with the requirements of Public Act 20 of 1943 as amended, and the Investment Policy of ISK. Any existing investment not conforming to the statute or policy will be disclosed promptly to the CEO, CFO and FD or his/her designee. Further, should a broker/dealer learn of a forthcoming downgrading of commercial paper that has been sold to ISK, I agree to notify the CEO, CFO and FD or his/her designee as soon as possible to determine if there is a need to trade that investment.

By: _____

Printed Name: _____

Title: _____

Name of Financial Company: _____

Date: _____

Please send the original Appendix #1 to:
Integrated Services of Kalamazoo
Attention: Chief Financial Officer
610 South Burdick Street
Kalamazoo MI 49007

INTEGRATED SERVICES OF KALAMAZOO

BOARD POLICY II.14

AREA:	Governance		
SECTION:	Board Governance Process	PAGE:	1 of 3
SUBJECT:	BOARD TRAVEL	SUPERSEDES:	02/24/2014
		REVISED	03/28/2022

PURPOSE/EXPLANATION

To provide a uniform method for approval and payment of board member travel.

POLICY

It is the policy of the board to continually support the education of board members in the areas of board governance and evidenced based practices.

The board annually budgets an amount towards that end.

PROCEDURE

I. APPROVAL

- A. Board members are encouraged to participate in the Community Mental Health Association of Michigan (CMHAM) conferences, which cover many topics related to board governance and evidenced-based practices.

Administrative staff will register board members and make hotel arrangements once notified by a board member that they wish to attend. The board member will follow all guidelines on reimbursement following the conference to receive reimbursement for any other travel related expenditures.

- B. Board members may request funding assistance for other conferences or trainings. Below are the procedures a board member must follow to request funding assistance:
1. Provide written description of the relevance of the conference or training to the work of the board.
 2. Completion of a ISK board member's Overnight/Out-of-State Travel Request form detailing the cost.
 3. Funding assistance will be limited to \$500 per conference, per board member, and only be available if funds are available in the board conference budget line.
 4. The request will be submitted to the board chair. The board chair will consult with staff as to the relevance of the conference or training. If the board chair determines that the conference or training is relevant to the

member's service on the board, the chair will appoint two additional board members who are to review the request with the chair and determine whether to approve the request. The review and determination are to occur within a reasonable period of time. The two additional board members will be selected on a rotating basis in alphabetical order, excluding the member making the request.

5. Once approved, the board member will follow all guidelines on reimbursement following the conference to receive reimbursement.

II. REIMBURSEMENT

- A. All requests for reimbursement must be accompanied with legible, detailed receipts for all items requested for reimbursement. A summary receipt is not sufficient and not subject to reimbursement by ISK. All vendors can provide a detailed receipt, however one may need to be requested from the vendor indicating the date, time, amount and detail where possible.
- B. If receipts are not attached, no reimbursement will be made.
- C. The mileage reimbursement rate shall be the Internal Revenue Service (IRS) standard deductible mileage allowance for the current year.
- D. Mileage and business expense claims should be submitted to the Finance Department within 30 days of travel. A ISK Travel Voucher form must be completed specifying the purpose of the trip, point of origin, destination and the actual number of miles traveled (rounded to the nearest whole number).

III. MEALS

- A. ISK utilizes a blended Meals and Incidental Expenses for all in State travel as computed from the applicable IRS Per Diem Rates. Any travel outside of Michigan shall be determined by utilizing the applicable IRS Per Diem Rate for the specific travel destination. Effective 10/01 of every year the maximum meals reimbursement rate shall be the recomputed based on the applicable IRS Per Diem Rates.
- B. Meals may be reimbursed to board members when ISK business requires a board member to travel out-of-county. The approved rates of reimbursement for meals, including tips, are as follows:

Meal(s)	Travel Time Requirement	Maximum Allowed
Breakfast	Prior to 7:00 a.m. & extends beyond 9:00 a.m.	\$14.00
Lunch	Prior to 12:00 p.m. & extends beyond 2:00 p.m.	\$20.00
Dinner	Prior to 6:30 p.m. & extends beyond 7:00 p.m.	\$45.00
Per Diem	Prior to 7:00 a.m. & extends beyond 7:00 p.m.	\$79.00

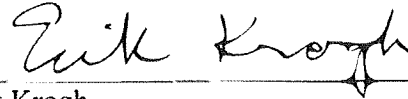
Note: All Maximums Include Tips and Other Incidental Expenses

EXHIBITS

- A. Overnight/Out-of-State Travel Request
- B. ISK Travel Voucher

CHIEF EXECUTIVE OFFICER

Jeff Patton
Chief Executive Officer

APPROVED

Erik Krogh
Board Chair

ISK BOARD MEMBER TRAVEL REQUEST

Board Member's Name _____

Conference/Seminar _____

Destination _____

Conference Dates _____ to _____

Date of Departure _____

Date of Return _____

Reason for Early Departure/Late Return _____

REGISTRATION	Attach agenda & registration form
Vendor _____	
Address _____	
Type of Payment <input type="checkbox"/> Credit <input type="checkbox"/> Check <input type="checkbox"/> Reimb	
Amount _____	

ACCOMMODATION	Attach hotel rate information
Vendor _____	
Address _____	
Date of Stay _____ to _____	
Confirmation Number _____	
Type of Payment <input type="checkbox"/> Credit <input type="checkbox"/> Check <input type="checkbox"/> Reimb	
Amount _____	

TRANSPORTATION	Attach transportation information
Vendor _____	
Address _____	
Type of Transportation <input type="checkbox"/> Plane <input type="checkbox"/> Car <input type="checkbox"/> Other	
Type of Payment <input type="checkbox"/> Credit <input type="checkbox"/> Check <input type="checkbox"/> Reimb	
Amount _____	

MEALS & MISC.	Per Board travel policy
Meals _____	Misc. _____
Parking _____	Total \$ -

CAR RENTAL	Attach rental information
Vendor _____	
Address _____	
Type of Payment <input type="checkbox"/> Credit <input type="checkbox"/> Check <input type="checkbox"/> Reimb	
Amount _____	

ADVANCE REQUEST	Attach mapquest est.
Meals & Misc. _____	Mileage _____
Advance Pymt \$ -	

TOTAL EXPECTED COST \$ -

Board Chair _____ Date _____

Financial Analyst _____ Date _____

Chief Financial Officer _____ Date _____

Account # _____

INTEGRATED SERVICES OF KALAMAZOO

BOARD POLICY V.10

AREA: Governance	
SECTION: Executive Limitations	PAGE: 1 of 1
SUBJECT: COLLABORATION	SUPERSEDES: 06/27/2011 REVISED: 03/28/2016

PURPOSE/EXPLANATION

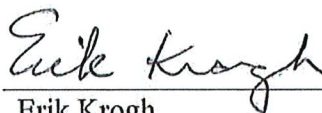
To establish limitations of means regarding the use of collaboration with stakeholders.

POLICY

- I. The Chief Executive Officer (CEO) may not fail to initiate opportunities and/or take advantage of benefits resulting from collaboration in the development and implementation of services and activities of the ISK programs.
- II. This policy will be monitored through internal mechanisms and available external information on an annual basis.

CHIEF EXECUTIVE OFFICER

Jeff Patton
Chief Executive Officer

BOARD CHAIR

Erik Krogh
Board Chair



Community • Independence • Empowerment

POLICY V. 10: COLLABORATION

Report of Collaboration Activities

To the Board of Directors

~ February 2023 ~

Collaboration Activity Summary for January 1 - December 31, 2022



Policy Response:

Integrated Services of Kalamazoo (ISK) seeks out opportunities to collaborate with our community stakeholders. The purposes of such collaboration efforts are to take advantage of community expertise in the development and implementation of services for our customers. This report to the ISK Board of Directors is one monitoring tool used to reflect the key ISK collaborative activities coordinated through the leadership of the Chief Executive Officer (CEO). During 2022, ISK continued to operate and provide services and supports to individuals within any current restrictions brought on by the response to the COVID-19 Pandemic. New and continued collaboration efforts during this year may reflect changes in operation and/or means of collaboration.

Below is a summary of key Collaboration Activities by ISK during the year 2022:

ISK Program Services Providers:

Organizations contracting with ISK as a “DCO” (Designated Collaborating Organization) for identified services to support our Certified Community Behavioral Health Clinic (CCBHC) initiatives:

- **ASK Family Services**
 - ✓ Targeted Case Management
 - ✓ Family Support and Training
 - ✓ Peer Delivered Services/Peer Mentoring
- **Community Healing Center – Elizabeth UpJohn Community Healing Center**
 - ✓ Targeted Case Management
 - ✓ Homebased
- **Community Living Options**
 - ✓ Skill Building Assistance
 - ✓ Supported Employment
- **Family & Children’s Services**
 - ✓ Targeted Case Management
 - ✓ Homebased
- **MRC Industries**
 - ✓ Targeted Case Management
 - ✓ Skill Building Assistance
 - ✓ Supported Employment
- **Recovery Institute of Southwest Michigan**
 - ✓ Peer Delivered Services
- **Milestone Senior Services**
 - ✓ Targeted Case Management
- **Western Michigan University Center for Disability Services**
 - ✓ Targeted Case Management
 - ✓ Skill Building Assistance/Senior Day Program

Organizations contracting with ISK for the delivery of other services not under the purview of the above services delivered by ISK Designated Collaborating Organizations:

Applied Behavioral Analysis (ABA) Autism Benefit Services	
ABA Pathways	Centria Healthcare LLC
Autism Spectrum Therapies	Lighthouse Autism Center
Acorn Autism Health of Michigan	Synthesis ABA
WMU Autism Center of Excellence	
Specialized Residential Services (A combination of Personal Care and Community Living Support Services)	
Arnold AFC	Harmony Enterprises
Brookside AFC	Hope Network Behavioral Health/HN West Mich.
Beacon Specialized Living	Hudson's Country Manor
Burell AFC	Turning Leaf AFC
Cornerstone AFC	Good Samaritan
Ideal Treasure AFC	Moman AFC
CD Mended Hearts	Pine Rest
Colemanz AFC	Phillips AFC
Community Living Options	Prader Willi Homes of Oconomowoc
Cornerstone AFC	Residential Opportunities, inc
Eden Haven LLC	Sakshaug Group Homes
Flatrock Manors	South County Home Health Care
Golden Residential	Precious Care Assisted Living
Emergency/Crisis Intervention Service	
Gryphon Place	Pine Rest Christian Mental Health Services
Community Living Supports and/or Skill Building Assistance (offered at home residence, community, program site)	
Center for Growth and Independence	Progressive Alternatives
Housing Resources Inc.	Social Care Elite
Interface/Passages	Battle Buddies
Outpatient Therapy (MH)	
GFM Enrichment Center	Community Healing Center
Behavioral Support Services	
WMU Department of Psychology (PATs)	
Occupational Therapy	
The Therapy Place	
Nursing Services, Respite Services	
Advantage Private Duty Nursing	
Music Therapy	
Edgewater Music Therapy	
Financial Intermediary	
Stuart Wilson	
Nursing Home Monitoring, OBRA Screening	
Milestone Senior Services	
Independent Facilitation of Person-Centered Planning	
Allison Hammond	

Memorandums of Understanding for Supportive Services:

Augusta Police Department	LISC
Battle Creek VA Medical Center	Maryville University
Ascension Borgess / Borgess Hospital	Michigan Commission for the Blind
Bronson Healthcare Group / Bronson Hospital	MHSDA
CARES	Ministry with Community
Catholic Charities	MSU Extension (inSHAPE)
Climax Scotts Community Schools	OutFront Kalamazoo
Family Health Center	Parchment Public Schools
Galesburg Augusta Schools	Pediatrics, PC
Gull Lake Schools	Pine Grove Housing Services
Hospice Care of SW Michigan	Portage Police Department
Community Healing Center (Jim Gilmore)	Portage Public Schools
Kalamazoo County 8 th District MH Recovery Court	QSOBAA
Kalamazoo County 9 th District Judicial Court	Richland Police Department
Kalamazoo County MDHHS: Child Welfare Division	River Church
Kalamazoo County Health/Community Services Depart.	Schoolcraft Community Schools
Kalamazoo County Sheriff	Schoolcraft Police Department
Kalamazoo Department of Public Safety	UpJohn Institute
Kalamazoo Gospel Mission	Vicksburg Community Schools
Kalamazoo Public Schools	Vicksburg Police Department
Kalamazoo Township Police	Victory Clinic
KRESA	WMU Police Department
KVCC Department of Public Safety	WMU Pediatrics
YWCA Domestic Assault Shelter	

ISK Training Department Community Collaborations:

Aside from collaborations with the ISK service network to provide necessary staff training, ISK has been collaborating with a variety of community partners to provide Adult Mental Health First Aid. For the year 2022, ISK has trained approximately 450 in this evidenced-based educational program. Adult MHFA training was provided free of charge through ISK's Mental Health Awareness Training Grant from SAMSHA. Some of community partners in MHFA training this year include:

- ❖ Gryphon Place
- ❖ Kalamazoo Public Library
- ❖ Kalamazoo Valley Community College
- ❖ Kellogg's
- ❖ Kalamazoo Promise
- ❖ Kalamazoo Defenders Office
- ❖ Western Michigan University: School of Medicine, College of Aviation, Chaplins (Kanley Chapel)
- ❖ ISK is also partnering with KRESA to provide Youth-focused Mental Health First Aid classes
- ❖ Kalamazoo Loaves and Fishes
- ❖ Western Michigan University
- ❖ Charles River Laboratories
- ❖ YWCA
- ❖ Milestone Senior Services
- ❖ State of Michigan Witness/Crime Advocates

In addition to Mental Health First Aid training, ISK Training Department collaborated with the Kalamazoo Public Library offering Microaggression Training to some @60 staff and Cradle Kalamazoo offering Trauma Training to @40 of their staff.

The ISK Housing Department collaborates with several other entities:

- ❖ Kalamazoo County Continuum of Care
- ❖ United Way of Battle Creek and Kalamazoo Region
- ❖ The Kalamazoo County Public Housing Commission
- ❖ Kalamazoo Community Foundation
- ❖ Legal Aid
- ❖ The US Department of Housing and Urban Development
- ❖ Salvation Army
- ❖ Housing Resources, Inc
- ❖ County of Kalamazoo
- ❖ Full Circle Communities
- ❖ Lift Foundation
- ❖ Open Doors

Re-energized collaboration with Western Michigan University School of Medicine:

This collaboration started in the year 2019-2020 and had to be reevaluate after the restrictions of COVID-19 were loosened. Now, almost 3.5 years after inception, ISK and the Western Michigan University Homer Stryker M.D. School of Medicine Department of Psychiatry are working jointly on projects such as: rotation of psychiatry residents, supervised by W-Med Faculty at the Integrated Services Health Clinic, and rotation of other W-Med residents within the Integrated Services Health Clinic and in the community with the Assertive Community Treatment team.

Additionally, W-Med is providing lectures, presentations, and other training opportunities to the staff of ISK Integrated Services Health Clinics on topics not limited to Psychopharmacology consultation, quality improvement, best practice and standards of care.

New Collaborations for 2022 into 2023:

- Adults with Mental Illness Department (MIA); partnering with the Family Health Center and Victory Clinic to provide improved care coordination for mutual clients receiving medication assisted treatment for opiate use disorders.
- MIA department is partnering with Bronson hospital on their “Emergency Department Medications for Opioid Use Disorder (ED-MOUD) Work Group”.

Community education/resources partnerships:

- Community Advocates

ISK staff members participate on a variety of Boards, Coalitions and Groups:

ISK is a Member Organization of the Community Mental Health Association of Michigan (CMHAM). Staff participate in a variety of conferences and meetings as planners, featured speakers, and participants.

- CEO; Member of Kalamazoo Valley Community College Board
- CEO; Member of Pokagon Band of Potawatomi Health Services Board
- CEO; Member of the Kalamazoo Foundation Funders Group
- CEO; Member of Coalition for Excellence in MH
- CEO; Member of the Kalamazoo Criminal Justice Council
- CEO; Member of Substance Abuse and Mental Health Services Administration/ Center for Mental Health Services/National Advisory Council
- CEO or designee; continues to be Presenter/Speaker at the Wellness and Recovery Fair Activities
- Chief Human Resources Officer; member of Kalamazoo Human Resource Management Association
- Senior Executive for Youth and Family Services; member of the DHHS Board.
- Office of Recipient Rights Director; member of the Elder Abuse Prevention Coalition, which is chaired by the Director of the Region IIIA Area Agency on Aging. *This is a multi-disciplinary team whose existence is to lower and prevent instances of Elder Abuse.*
- Senior Executive-Policy, Planning & Innovation; member of Kalamazoo Downtown Rotary
- Senior Executive-Policy, Planning & Innovation; participant on Governance Board for Cradle Kalamazoo and Steering Team for Southwest Michigan Perinatal Quality Improvement Collaborative, both community initiatives to improve maternal and infant health and end infant mortality with a special focus on the racial disparities
- Senior Executive-Policy, Planning & Innovation; coordinator with County Medical Director for Kalamazoo County Opioid Coalition
- Senior Executive-Policy, Planning & Innovation; member of Executive Committee for Great Start Collaborative through KRESA to improve the early childhood system
- Corrections Program Supervisor; member Community Corrections Advisory Board for the Office of Community Corrections.
- Senior Executive Housing Recovery Center & Facilities Management; Kalamazoo City Commission
- Senior Executive Housing Recovery Center & Facilities Management; Kalamazoo County Public Housing Commission
- Senior Executive Housing Recovery Center & Facilities Management; LIFT
- Housing Manager; Kalamazoo County Continuum of Care Board
- Housing Manager; Housing Choices Board
- Housing Manager; Michigan Interagency Council on Homelessness
- Adults with Mental Illness Department (MIA); partnering with Bronson Hospital on their "Emergency Department Medications for Opioid Use Disorder (ED-MOUD)" Work Group
- Integrated Services of Kalamazoo (ISK) continues to partner with Kalamazoo County Law Enforcement agencies to develop and implement a cross system, comprehensive Kalamazoo Police-Mental Health Collaboration (PMHC).

Community Collaborations of the ISK Human Resources Department:

- Partnered with various universities to offer internships/shadowing/preceptors/residencies for students
- Hosted Bronson Nursing Students for a shadowing experience
- Respecting Differences – collaboration with City of Kalamazoo, City of Portage, Kalamazoo College, Kalamazoo County, Western Michigan University, and Kalamazoo Valley Community College to provide an annual diversity awareness program to our respective employees and to the community as a whole
- Participate on Ministry with Community HR Advisory Committee
- Maintained Bronze Certification as a Veteran friendly employer from Michigan Veterans Affairs Agency
- Participated in WMU Government and Nonprofit 2022 Career Fair and KVCC Career Fair
- RX Optical – provide staff with discounts and coupons that align with our vision benefits
- Actively participate in a CMH HR networking community, collaborating on topics as necessary
- Membership in West Michigan Hispanic Chamber of Commerce
- Maintained a broad reach within the community and expanded pool of diverse candidates
- Partnered with local gyms to obtain membership discounts for employees
- “Ban the Box” – participate in a community initiative to not ask about criminal conviction history on the employment application
- Invited Costco representative on site to offer membership savings to employees
- Community Theatre volunteerism – collaboration with community members to bring affordable, quality live theatre to all members of Kalamazoo County – volunteers with Kalamazoo Civic Theatre and offers audio description services at Kalamazoo Civic Theatre

INTEGRATED
SERVICES OF
KALAMAZOO



Period Ended
January 31, 2023

Monthly Finance
Report

INTEGRATED SERVICES OF KALAMAZOO

Statement of Net Position

January 31, 2023

	January 2022 (unaudited)	January 2023
Assets		
Current assets		
Cash and investments	\$ 29,488,783	\$ 29,426,530
Accounts receivable	2,044,223	5,246,659
Due from other governments	3,414	1,795,132
Prepaid items	549,783	1,458,369
Total current assets	<u>32,086,203</u>	<u>37,926,690</u>
Non-current assets		
Capital assets, net of accumulated depreciation	9,248,229	10,750,331
Net pension asset, net of deferred outflows	6,531,305	5,722,229
Total non-current assets	<u>15,779,534</u>	<u>16,472,560</u>
Total assets	<u>47,865,737</u>	<u>54,399,250</u>
Liabilities		
Current liabilities		
Accounts payable	\$ 10,666,324	\$ 11,247,630
Due to other governments	141,436	1,258,606
Due to providers	525,702	108,898
Accrued payroll and payroll taxes	1,377,366	1,685,956
Unearned revenue	371,434	182,378
Total current liabilities	<u>13,082,262</u>	<u>14,483,468</u>
Non-current liabilities		
Long-term debt	4,617,594	-
Total liabilities	<u>17,699,856</u>	<u>14,483,468</u>
Net position		
Designated	11,604,698	13,747,779
Undesignated	4,815,055	6,801,275
Investment in fixed assets	4,735,203	4,858,748
Previous year close	8,814,916	-
Net gain (loss) for period	196,265	3,052,057
Net position	<u>\$ 30,165,881</u>	<u>\$ 28,459,860</u>

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INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2022 through January 31, 2023

Percent of Year is 33.33%

	Original 2023 BUDGET	YTD Totals 1/31/23	Remaining Budget	Percent of Budget - YTD
Operating revenue				
Medicaid:				
Traditional Capitation	\$ 62,584,607	\$ 23,430,800	\$ 39,153,807	37.44%
Healthy Michigan Capitation	10,155,033	4,307,941	5,847,092	42.42%
Autism Captiation	5,722,701	1,873,056	3,849,645	32.73%
Settlement	(11,458,363)	(476,229)	(10,982,134)	0.00%
State General Fund:				
Formula Fundings	3,900,517	1,300,172	2,600,345	33.33%
PY General Fund Carryforward	-	-	-	0.00%
Settlement	-	(102,156)	102,156	0.00%
CCBHC Demonstration	33,381,000	2,502,426	30,878,574	0.00%
CCBHC Accrual	-	2,242,520	(2,242,520)	0.00%
County Allocation	1,550,400	516,800	1,033,600	33.33%
Client Fees	429,500	73,864	355,636	17.20%
SUD Block Grant	-	37,319	(37,319)	0.00%
Other grant revenue	7,133,667	3,272,667	3,861,000	45.88%
Other earned contracts	1,130,318	543,163	587,155	48.05%
COFR	-	-	-	0.00%
Interest	1,000	351	649	0.00%
Local revenue	10,000	2,050	7,950	0.00%
Total operating revenue	\$ 114,540,380	\$ 39,524,744	\$ 75,015,636	34.51%
Operating expenses				
Salaries and wages	24,113,672	7,688,677	\$ 16,424,995	31.89%
Employee benefits	8,670,498	1,918,834	6,751,664	22.13%
Staff development	223,625	54,249	169,376	24.26%
Payments to providers	68,968,243	23,157,172	45,811,071	33.58%
Administrative contracts	7,789,466	2,940,972	4,848,494	37.76%
IT software and equipment	765,010	204,593	560,417	26.74%
Client transportation	29,260	6,460	22,800	22.08%
Staff travel	310,912	68,742	242,170	22.11%
Office expenses	420,923	124,250	296,673	29.52%
Insurance expense	97,505	8,456	89,049	8.67%
Depreciation expense	560,142	176,488	383,654	31.51%
Utilities	306,573	102,827	203,746	33.54%
Facilities	124,379	20,966	103,413	16.86%
Total operating expenses	\$ 112,380,208	\$ 36,472,687	\$ 75,907,521	32.45%
Change in net position	2,160,172	3,052,057	\$ (891,885)	
Beginning net position	25,407,802	25,407,802		
Ending net position	\$ 27,567,974	\$ 28,459,860		

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INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2022 through January 31, 2023

Percent of Year is 33.33%

	Specialty Services			Healthy Michigan			Autism			SUD Block Grant			Totals		
	Budget	YTD Totals 1/31/23	YTD Budget	YTD Budget	YTD Totals 1/31/23	YTD Budget	YTD Totals 1/31/23	YTD Budget	YTD Totals 1/31/23	YTD Budget	YTD Totals 1/31/23	YTD Budget	YTD Totals 1/31/23	YTD Totals 1/31/23	Variance
Operating revenue															
Medicaid:															
Traditional Capitation	\$ 20,862,702	\$ 23,430,800	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 37,319	\$ 20,862,702	\$ 23,468,119	\$ 2,605,417	
Healthy Michigan Capitation	-	-	3,385,011	4,307,941	-	-	-	-	-	-	-	3,385,011	4,307,941	922,930	
Autism Capitation	-	-	-	-	1,907,567	1,873,056	-	-	-	-	-	1,907,567	1,873,056	(34,511)	
CCBHC Base Payment	-	(4,829,627)	-	(1,048,052)	-	-	-	-	-	-	-	-	(5,877,679)	(5,877,679)	
Settlement Estimate	(2,169,377)	3,295,508	(1,814,681)	(1,861,362)	-	164,604	(1,873,056)	-	(37,319)	(3,819,454)	(476,229)	-	3,343,225	3,343,225	
Client Fees	142,000	73,864	-	-	-	-	-	-	-	142,000	73,864	-	-	(68,136)	
Total operating revenue	\$ 18,835,325	\$ 21,970,545	\$ 1,570,330	\$ 1,398,527	\$ 2,072,171	\$ -	\$ -	\$ -	\$ -	\$ 22,477,826	\$ 23,369,072	\$ 23,369,072	\$ 891,246	\$ 891,246	
Operating expenses															
Internal services	\$ 1,032,656	\$ 1,195,046	\$ 57,621	\$ 123,299	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,090,277	\$ 1,318,345	\$ 1,318,345	228,068	228,068	
External services	16,804,703	19,550,053	1,429,507	1,197,223	1,962,380	-	-	-	-	20,196,590	20,747,276	20,747,276	550,686	550,686	
Delegated managed care	997,966	1,225,446	83,202	78,005	109,791	-	-	-	-	1,190,959	1,303,451	1,303,451	112,492	112,492	
Total operating expenses	\$ 18,835,325	\$ 21,970,545	\$ 1,570,330	\$ 1,398,527	\$ 2,072,171	\$ -	\$ -	\$ -	\$ -	\$ 22,477,826	\$ 23,369,072	\$ 23,369,072	\$ 891,246	\$ 891,246	
Change in net position	-	0	-	(0)	-	-	0	-	0	-	(0)	-	-	-	

INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2022 through January 31, 2023

Percent of Year is 33.33%

	State General Fund		CCBHC		Other Funding Sources		Totals	
	YTD Budget	YTD Totals 1/31/23	YTD Budget	YTD Totals 1/31/23	YTD Budget	YTD Totals 1/31/23	YTD Budget	YTD Totals 1/31/23
Operating revenue								
General Fund	\$ 1,300,172	\$ 1,300,172	\$ -	\$ -	\$ -	\$ -	\$ 1,300,172	\$ (0)
Projected GF Carryforward	-	-	-	-	-	-	-	-
CCBHC Demonstration	-	-	11,127,000	4,744,946	-	-	4,744,946	(6,382,054)
Other Federal and State Grants	-	-	-	-	-	-	-	-
Earned Revenue	-	-	-	-	2,377,889	3,272,667	2,377,889	894,778
COFR Revenue	-	-	-	-	376,773	543,163	376,773	166,391
Interest	-	-	-	-	-	-	-	-
County Allocation	-	-	-	-	333	351	333	17
Local Revenue	-	-	-	-	516,800	516,800	516,800	-
Transfer from GF	-	-	-	-	3,333	2,050	3,333	(1,283)
Settlement Revenue (Expense)	-	(102,156)	-	5,877,679	753,926	583,598	753,926	(170,328)
Total operating revenue	\$ 1,300,172	\$ 1,198,016	\$ 11,127,000	\$ 10,622,625	\$ 4,029,055	\$ 4,918,629	\$ 16,456,227	\$ 283,043
Operating expenses								
Internal Programs	\$ -	\$ 198,756	\$ 7,632,571	\$ 5,599,907	\$ -	\$ 120,047	\$ 7,632,571	\$ (1,713,862)
External Programs	395,672	197,244	2,203,261	1,816,476	169,712	276,011	2,768,645	(478,915)
Other Federal and State Grants	-	-	-	-	2,833,387	3,654,664	2,833,387	821,276
HUD Grants	-	-	-	-	544,725	363,479	544,725	(181,246)
Managed Care Administration	22,137	23,392	550,296	438,097	13,044	17,388	585,476	(106,598)
Homeless Shelter	-	-	-	-	145,583	142,469	145,583	(3,114)
Transfer from GF	753,926	583,598	-	-	-	-	753,926	(170,328)
Local match expense	-	-	-	-	424,992	238,852	424,992	(186,140)
Non-DCH Activity Expenditures	-	-	-	-	46,863	16,833	46,863	(30,030)
Total operating expenses	\$ 1,171,735	\$ 1,002,990	\$ 10,386,128	\$ 7,854,480	\$ 4,178,305	\$ 4,829,743	\$ 15,736,169	(2,048,956)
Change in net position	128,437	195,026	740,872	2,768,145	(149,251)	88,886	\$ 720,058	2,331,999

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INTEGRATED SERVICES OF KALAMAZOO

CCBHC

October 1, 2022 through January 31, 2023
Percent of Year is 33.33%

	CCBHC Medicaid	CCBHC Healthy MI	CCBHC Non-Medicaid	CCBHC YTD Totals
Operating revenue				
Prepayment	\$ 2,502,426	\$ -	\$ -	\$ 2,502,426
CCBHC Base Payment Reclaim	4,829,627	1,048,052	-	5,877,679
Remaining CCBHC revenue due	1,396,447	846,073	-	2,242,520
Total CCBHC Revenue (PPS-1 of \$375.00 x encounters)	\$ 8,728,500	\$ 1,894,125	\$ -	\$ 10,622,625
Operating expenses				
Internal services	\$ 4,603,511	\$ 998,983	\$ 435,510	\$ 6,038,004
DCO Contracts	1,384,922	300,535	131,019	1,816,476
Total operating expenses	\$ 5,988,433	\$ 1,299,518	\$ 566,529	\$ 7,854,480
Operating change in net position	2,740,067	594,607	(566,529)	2,768,145
Reclassification to cover Non-Medicaid	(566,529)	-	566,529	-
Total change in net position	2,173,538	594,607	-	2,768,145

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COMMUNITY INPATIENT SERVICES

Report Period: October 1st, 2022 through January 31st, 2023

UTILIZATION COMPARISONS FY 22/23										
MONTH	FY 21/22 Actual		FY 22/23 Budget		FY 22/23 Actual		Days Difference Favorable (Unfavorable)	Cost Difference Favorable (Unfavorable)	Cost YTD Favorable (Unfavorable)	
	Days	Dollars	Days	Dollars	Days	Dollars				
OCTOBER	389	\$379,663	522	\$539,961	661	\$649,718	(139)	(\$109,757)	(\$109,757)	
NOVEMBER	455	\$443,250	522	\$539,961	677	\$663,836	(155)	(\$123,875)	(\$123,875)	
DECEMBER	535	\$517,204	522	\$539,961	705	\$726,491	(183)	(\$186,530)	(\$186,530)	
JANUARY	540	\$522,941	522	\$539,961	672	\$710,749	(150)	(\$170,788)	(\$170,788)	
FEBRUARY	475	\$463,341	522	\$539,961						
MARCH	563	\$547,137	522	\$539,961						
APRIL	497	\$512,447	522	\$539,961						
MAY	504	\$483,973	522	\$539,961						
JUNE	597	\$575,505	522	\$539,961						
JULY	587	\$574,198	522	\$539,961						
AUGUST	522	\$510,177	522	\$539,961						
SEPTEMBER	608	\$595,064	522	\$539,961						
TOTALS	6,272	\$6,124,902	6,268	\$6,479,535	2,715	\$2,750,794	(627)	(\$590,950)		
MONTHLY AVERAGES	523		522		679					
GROSS ANNUAL COST		\$6,124,902		6,479,535		\$2,750,794		(\$590,950)		

Favorable/(Unfavorable):

Total (590,950)

COMMUNITY LIVING SUPPORTS (CLS), PERSONAL CARE (PC) & CRISIS RESIDENTIAL ALL POPULATIONS

Report Period: October 1st, 2022 through January 31st, 2023

SERVICE	Avg.			FY 22/23 Budget		FY 22/23 Actual	
	Month	Daily Rate	No. Served	Days of Service	Dollars	Dollars	Favorable / (Unfavorable)
PC/CLS	Oct	\$300	360	36,696	\$10,968,375	\$11,001,359	(\$32,984)
CRISIS RES.	Oct	\$544	14	351	\$312,973	\$190,895	\$122,078
CLS (SIP)	Oct	NA	253		\$3,951,536	\$3,972,901	(\$21,365)
Annual Cost							\$67,729

Personal Care (P.C.)-hands on of daily personal activities such as laundry, feeding, bathing, etc.

Community Living Supports (CLS)-services to increase or maintain personal self -sufficiency with a goal of community inclusion, independence and productivity.

Specialized Residential (S.R.)-Licensed setting where Personal Care and Community Living Supports occur.

Supported Independent Program (SIP)-more independent setting where Personal Care and Community Living Supports occur.



VII.c.

Community • Independence • Empowerment

Integrated Services of Kalamazoo MOTION

Subject:	January 2023 Disbursements	
Meeting Date:	February 27, 2023	Approval Date:
Prepared by:	Charlotte Bowser	<u>February 27, 2023</u>

Recommended Motion:

“Based on the Board Finance meeting review, I move that ISK approve the January 2023 vendor disbursements of \$9,077,409.19.”

Summary of Request:

As per the January 2023 Vendor Check Register Report dated 02/15/2023 that includes checks issued from 01/01/2023 to 01/31/2023.

I affirm that all payments identified in the monthly summary above are for previously appropriated amounts.

Staff: **C. Bowser, Finance Director**

Date of Board
Consideration: **February 27, 2023**

Certified Community Behavioral Health Center

2023 Update: CCBHC at a Glance



Participating in Michigan's
Statewide CCBHC
Demonstration

ISK's CCBHC journey began in Fiscal Year 2019 with the launch of our first CCBHC Expansion Grant project supported by SAMHSA.

Since 2022 ISK is one of thirteen **Demonstration Sites** in Michigan. The state Demonstration allows ISK to be reimbursed by Medicaid for the full cost of CCBHC services, and offers a sustainable funding model to continue building on our original grant-funded initiatives.

With 5762 active CCBHC enrollees, and over 100,000 distinct days of CCBHC services rendered, ISK is the second-largest Michigan site by service volume and the third-largest by enrolled population.

- 2017–2018 Pre-CCBHC
7170 clients served/year
- ★ 2019: ISK becomes a CCBHC Expansion Grantee
7470 served (+300)
- 2020: Mental healthcare access impacted nationally by the COVID-19 pandemic
6800 served (–670)
- 2021 6890 served (+90)
- ★ 2022: ISK becomes a CCBHC Demonstration site
7200 served (+310)

Expanding Access to Mental Health Care

- Our CCBHC served **7,200 people** in 2022, including 2,050 **new** clients who had no services from ISK during the previous five years.
- Our **Same-Day Access** structure allowed **1,966** individuals to enter or re-enter regular services **on their schedule**: receiving a comprehensive assessment and referrals to programs the same day they walk in, no appointment required.
- Being a CCBHC also allows ISK to **serve anyone** with a mental health need — regardless of severity, insurance, or ability to pay. Last year, ISK served through our CCBHC:
 - 4,985 people with a severe and persistent mental illness, plus 2,209 with a mild to moderate level of severity
 - 6,381 Medicaid/Medicare recipients, 135 with other insurance, plus 678 who were uninsured
- ISK is **meeting people where they are**. CCBHC has let us expand and diversify our service array to better match community needs.
 - **26** Community Health Workers and Care Coordinators are employed by ISK to help connect any community member with resources for housing, food, transportation, and other **social drivers of health**.
 - Only 36% of our CCBHC service contacts took place at a clinic or office location. The remainder occurred by telehealth (20%), or in community settings like a client's home, school, or a hospital (44%).

Enhancing Our Crisis Response System

- One of the most important requirements for a CCBHC is the ability to provide robust and timely crisis response for the community. ISK has focused strongly on this, delivering **8600 crisis services** last year, with crisis contacts representing around 7% of all CCBHC services.
- CCBHC funding is also supporting ISK in constructing and launching Kalamazoo County's first and only **Behavioral Health Urgent Care and Access Center**, a new 24-hour facility that will open this July. The center will allow community members in crisis faster access to mental health professionals, while also helping divert people away from the ED when that is not the most effective option for them.

Building Strategic Community Partnerships

- To maximize customer choice, CCBHC allows for contracts with Designated Collaborating Organizations (DCOs) who can provide services on behalf of ISK and draw the same reimbursement amounts as ISK's direct-operated CCBHC services. With eight active DCOs who collectively deliver about **35%** of our CCBHC services, ISK has **one of the strongest DCO networks** in the state.
- Beyond our DCOs, ISK also maintains MOUs with over 40 local and regional organizations, helping us to coordinate care efficiently and improve the client experience across service touchpoints.

Community • Independence • Empowerment

February 2023 • www.iskzoo.org