

**Michigan Protection and Advocacy Service, Inc,  
December 20, 2016**

**Present:** Tom Landry, Mark Stephenson, Pam Bellamy, Paul Palmer, Mark Lezotte, Selena Schmidt, Doug Olsen, Terri Land, Alethia Brinkerhoff

**Staff:** Michele XXX, Camilia XXX, Michelle XXX, Brian XXX, Mary XXX, Mark XXX, Elmer Cerano

**Audit Committee  
December 20, 2016  
9:00 am**

**Present:** John McCulloch, Pamela Bellamy, Mark Stephenson  
The Committee met with auditor, Jeff Stevens. Mr. Stevens reviewed the draft financial audit with board.

**MOTION BY Mark Stephenson TO ACCEPT THE AUDIT AS PRESENTED.  
SECOND BY Pamela Bellamy. MOTION PASSED.**

It was recommended by the Committee that Mr. Stevens need not be present for the board meeting. The Audit Committee will give the audit report.

**Board Meeting**

**I. Call to Order**

The meeting was called to order at 10:05 a.m. by President, Tom Landry.

**II. Introductions**

Introductions were made.

**III. Approval of the Agenda**

The agenda was presented for approval.

**MOTION BY Terri Lynn Land TO APPROVE THE AGENDA AS SUBMITTED.  
SECOND BY Pam Bellamy. MOTION PASSED UNANIMOUSLY.**

**IV. Minutes of September 20, 2016**

The minutes of September 20, 2016 were presented for approval.

**MOTION TO ACCEPT THE MINUTES OF SEPTEMBER 20, 2016 AS  
SUBMITTED BY Terri Lynn Land. SECOND BY Mark Lezotte. MOTION  
PASSED UNANIMOUSLY.**

## **V. Audit Committee**

Tom Landry reported for the Committee. The Audit Committee met with the auditors prior to the board meeting. The auditors reviewed the draft audited financials with the committee. There was a clean opinion. Staff was excused from the room and the auditors reported to the committee two issues, which were compliments. 1. Complimenting Mary XXX for her IT efforts and the good job she has done this year. 2. Compliments to Michele XXX and her staff for the fine organization of their materials.

**MOTION TO APPROVE THE DRAFT AUDIT BY Paul Palmer. SECOND BY Doug Olsen. MOTION PASSED UNANIMOUSLY.**

## **VI. President's Report**

Tom Landry gave his report with a written poem.

Tom Landry noted the hard work of the agency on restraint and seclusion and Section 298. Many issues that will be coming up are legislative, the unknowns of a new administration taking place, and funding.

Tom Landry thanked Terri Land for the work she did with Mark XXX and Elmer Cerano in leading the agency in some success on key issues. Landry thanked the managers for their extraordinary work, as Elmer has been recuperating; they have gone out of their way to make the organization shine. The next challenge we have will be with funding, especially for 2018. Mr. Landry reported on the need for a possible fundraising committee and the need for fundraising and finding an issue to rally around.

## **VII. Executive Director and Staff Reports**

Brian XXX reported for the Employment Team. He highlighted the cases in his reports. The team is continuing visits to the Community Rehab Organizations (CROs) During the visits they are talking with individuals that work at the CRO and want to get involved with MRS. They are finding that most individuals are already working with MRS.

Michelle XXX reported for the CAIR team. The team is down a couple advocates due to position changes and medical related issues. Monitoring has been light in the first quarter. The Employment and CAIR team have been partnering under priority 3 monitoring clubhouses, drop-in centers and group homes in the metro Detroit area where there are traditionally high problem office areas of MRS.

Mary XXX reported for the IT department. The focus of the last quarter has been on PPR related data generation for the funders and continuing with the projects of upgrades going and moving forward and preparing for the server migration. Tom Landry reported that the auditors commented on Mary's work on cyber security and attention. Olson noted that how can a small business position itself from being protected from the threats and client confidentiality, that as an agency we will hear more about security and the need to find ways to beef up. Mark Lezotte appreciates the attention to security with the nature of

who we serve and the data that we have makes it critical. Lezotte requested that the board get updates on cyber security on a regular basis. Mary has been looking at every available affordable option and looking for different strategies. The agency has increased the cyber security insurance. Michele XXX stated that the focus is important and trying to get staff to take it more seriously.

Doug Olsen asked if there are published or issued standards for cyber security and benchmarks. Olson stated there is, although it is finding the balance and what can we afford.

Michele XXX shared that she was able to read all PPRs and stated that she has learned more of the reporting process. Brand gave hats off to the managers who pull the reports together and Mary for keeping the managers on track with reminders and calendars.

Mark Cody reported that team has lost attorney, Kyle XXX. The team is getting many cases regarding CMH and hours being reduced or hours not being provided that the CMHs said they would provide. They have litigated in federal court dealing with reasonable promptness.

### **Agency Re-organization**

Michelle XXX gave an update on the agency re-organization.

Positives:

- Staff as a whole was open to the change and were eager for their newly defined roles and interested in different new team structures.
- I&R advocates enjoy more specialized calls geared to the teams they are on.
- The managers have all been much more involved in intake and I&R staff as they all have staff involved.

Through the process some concerns have been identified. Staff have been meeting almost daily to discuss issues and concerns.

- There were shorter hours to accept intake calls.
- Intake calls went from 7 hours of taking calls to five hours, which led to a high number of call-backs.
- There are only 5 I&R advocates which has been challenging, down from 8 1/2.

Changes and adjustments which have been made:

- Have increased the phone hours by an hour per day to address the callback issues.
- Have adjusted how calls are being distributed to help manage folks not having to call back.
- Will reassess the numbers after the holidays
- Have redistributed work that took them off the phones such as monitoring or case level work.
- Managers are meeting with I&R advocates and intake once a week to consult about intakes and calls and to help provide with consultation time.

-Adjusting case consideration process to be consistent and prompt in responding to callers.

-Topics where some training is needed, there is specialty work where they have not worked before, including new intake staff who handle a high number of the calls.

Tom Landry applauds the staff for implementation and sounds well on road.

### **VIII. PAIMI Council**

Selena Schmidt reported for the Council. The Council met in November which the primary focus for the meeting was writing the PPR. All members contributed, Doug Olsen wrote some articles, Jill contributed a couple things and Selena conducted a survey which came out of the public policy committee.

Selena Schmidt reported that they surveyed the consumers at one of the hospitals of those that were being funded through the tri-county to see if they knew what they were entitled to, what they felt that they needed to be successful and what their barriers were. Most individuals wanted basic things such as transportation to doctors, help with medication management, etc. The survey will be conducted again in January to all payers over a 6-9 month period.

Terri Land reported that this issue came up during the public policy committee meeting. We kept hearing from legislators that they didn't think there was a problem and no one is out there giving the facts and figures. Selena came up with the idea to do the survey and find out what was going on out there. Terri thanked Selena for the great effort.

### **IX. Committee Reports**

#### **Budget and Finance**

Michele XXX reported for the Committee. The books were just closed last week, closed October and November together and were right on target.. The narrative shows that the only issue is the TBI grant went over and was paid with by unrestricted rep payee money. Litigation costs and contracted services were over. The first quarter statements will be in the February mailing.

#### **Public Policy**

Terri Land reported for the committee. Terri noted that Mark XXX has been a real trooper. Land gave an update on the restraint and seclusion bill. The Bill has passed the House and Senate and on to the Governor for signature.

Terri noted the need to set up dollars that allow for fundraising

Mark XXX thanked Terri for her support and for being there when needed for testimony. The 298 Task Force has been meeting every week and have reached agreement on policy goals. A significant goal they reached was they did not recommend that responsibility for payment go over to the private health plan. This was the main reason why the 298 group came together in the beginning. The consensus recommendation from the

workgroup follows the recommendation from the Lt. Governors workgroup saying they should not hand over payment responsibility to the private health plan.

### **Federal level**

The Murphy bill provisions got watered down. They then got folded into the 21st Century Cures Act which was passed and signed into law. The word from NDRN is the issues that were raised about PAIMI in the bill are safe for about 3 years. Included in the bill were a GAO study, a requirement that P&As post their PPRs and a federal level grievance system.

The federal budget is on a continuing resolution until end of April 2017. The 2018 budget proposal should be out to the administration by then.

Terri Land noted that the 298 report has been pushed back to March.

Mark reported on opportunities for the agency. There are possibilities to look at both on the federal and state level at nursing home abuse and neglect and policy issues, abuse by school officials, assistive technology for consumer protection laws, and self-driving cars.

On the Federal level will be looking at subminimum wage, institutional bias toward nursing homes and Medicaid.

Terri Land reported on the legislative reception held in November. There was a great turnout of legislators, staff and advocacy groups. The ARC suggested that when session starts again they would like to partner with MPAS when new administration comes in.

Tom Landry noted that thank you letters were signed to send to the legislators that supported the restraint and seclusion bill. The agency would like to honor the Lt. Governor for his leadership on both the 298 and restraint and seclusion. At the February meeting we may do a board resolution for his efforts and leadership on issues key to P&A.

Tom Landry noted that at the last meeting we had asked for board support for separate funding for the legislative reception and towards the work of Susan Demas who is doing opinion pieces. Landry thanked those who have donated towards these initiatives and if any other members would like to donate, please send a check to the agency. Terri Land reported that Ms. Demas has worked with a few people on the 298 pieces and mental health op eds.

Elmer Cerano reported that the needs are increasing and the political arena will be different next year than before and next year will be critical. Cerano thanked all for the past year for the time, commitment and involvement and we don't know what 2018 will be like. Jane Shank noted that the reputation that MPAS has is incredible.

Tom Landry noted that the next meeting is legislative luncheon to be held on February 28th. We have added back the Ernie Reynolds essay winner announcement to the

February meeting and inviting their legislators. Tom Landry is looking for volunteers to the selection committee to pick the winners. Volunteers will be Selena Schmidt, Pam Bellamy, Jane Shank, Jill Busha and Tom Landry.

**X. Old Business**

None

**XI. New Business**

Tom Landry reported on the need to look at alternatives for additional funding as 2018 is going to be a trying year. Tom has asked staff to look at areas and ideas. This will be postponed to the February meeting. If you have any other ideas, please pass along.

Meeting adjourned by Tom Landry at 11:33 am. Second by Terri Land.