

HBH Orientation



CARE/NorthCare

Meets requirement for Civil Rights Act of 1991

Fulfills Topic Requirement- Harassment, Conflict of Interest, Code of Conduct, Ethics, Board Requirements

Updated 2/17/2023

OUTLINE OF PRESENTATION

- HBH STRATEGIC PLAN, MISSION, VISION, VALUES, GOALS
- AGENCY INFORMATION
- MICHIGAN'S MENTAL HEALTH SYSTEM
- SOURCES OF INFORMATION
- COMMUNITY MENTAL HEALTH (CMH) BOARD
- EXPECTATIONS

PARTNERSHIP

- NorthCare's website is: <https://northcarenetwork.org/>



HIAWATHA BEHAVIORAL HEALTH

STRATEGIC PLAN

MISSION STATEMENT

- Hiawatha Behavioral Health is committed to helping individuals recognize opportunities for independence, choice, and a meaningful life.



VISION

- Hiawatha Behavioral Health strives to improve collaboration with community partners to create an integrated approach toward optimal health and quality of life.

VALUES

In support of our Mission and Vision:

- We are committed to the active pursuit of integration in the community in partnership with other service providers and families.
- We treat all individuals with compassion, dignity and respect.
- We provide opportunities for a purposeful life, recovery, inclusion, and independence.
- We promote quality trauma-informed care throughout the community.
- We conduct business with integrity and in accordance with our code of ethics.
- We are an outcome focused, data driven, and evidenced based organization.
- We are culturally sensitive and respectful of individual differences.
- We are fiscally responsible and accountable.
- We are adaptable and flexible maintaining necessary services and supports.



HIAWATHA
BEHAVIORAL HEALTH

SERVING CHIPPEWA, MACKINAC AND
SCHOOLCRAFT COUNTIES SINCE
1998.

OUR GOALS

CHILDREN'S SERVICES:

- Goal 1: Develop plan to ensure Infant Mental Health (IMH) services and prevention services are accessible in each county.
- Goal 2: Continue to develop Intensive Children Crisis Response Team in each county.
- Goal 3: Increase coordination of care with schools and other community partners.

GOALS CONT.

ADULT SMI SERVICES:

- Goal 1: Increase the number of people in supported employment, volunteering or other meaningful activity in all counties.
- Goal 2: Increase the number of consumers in independent living.
- Goal 3: Improve Knowledge & understanding of substance use Disorder (SUD).
- Goal 4: Enhance Clubhouse Services in Chippewa County.
- Goal 5: Improve integration of care for consumers receiving services at HBH.

GOALS CONT.

IDD SERVICES:

- Goal 1: Comply with the Home and Community Based Services (HCBS) federal rules.
- Goal 2: Develop Applied Behavioral Analysis (ABA) Services structure so as to meet requirements, improve outcomes and maintain a competitive unit of cost.
- Goal 3: Increase referrals for the Autism Benefit.
- Goal 4: Increase knowledge and understanding of the Self Determination Initiative/Choice Voucher
- Goal 5: Increase Community living Support services to include more community inclusion and independent living skills.

GOALS CONT.

HUMAN RESOURCES:

- Goal 1: Maintaining and retaining qualified workforce through a sound training, orientation plan tailored for each position.
- Goal 2: Promote a positive workplace atmosphere through recognition of and feedback to employees.
- Goal 3: Review Compensation.
- Goal 4: Strengthen Leadership Capability.

GOALS CONT.

EMERGENCY SERVICES:

- Goal 1: Decrease rate of Inpatient Psychiatric Hospitalizations.
- Goal 2: Continue with Tri-County On call system.
- Goal 3: Reduce reliance on non-ES staff
- Goal 4: After hours on call is optional
- Goal 5: Improve relationships with hospitals/law enforcement

GOALS CONT.

ADMINISTRATION:

- Goal 1: Develop a system for Data Driven Decision Making to assist staff to maximize compliance with indicators and improve consumer outcomes.
- Goal 2: Establish Unit of Service Cost for all services which are comparable on a regional level.

ALIGNING THE PLAN INTERNALLY

Management Implementation Plan

- Measurable objectives for each goal
- Management Team projects
- Periodic Progress Reports:
 - Strategic Planning Advisory Committee
 - Employees
 - Board

SERVICES

No Eligibility Required

- 24-Hour Crisis Intervention Services

Screening and Authorization Required

- Outpatient Therapy – Individual, Children, Family
- Dual Diagnosis – Substance Abuse & Mental Illness
- Home Based Services – Children & Families
- Psychiatric Services – Evaluation/Medication
- Case Management – For consumers with Multiple Services Needed
- Vocational – Employment training/Community Placement Assistance
- Social Recreation Program
- Residential Services

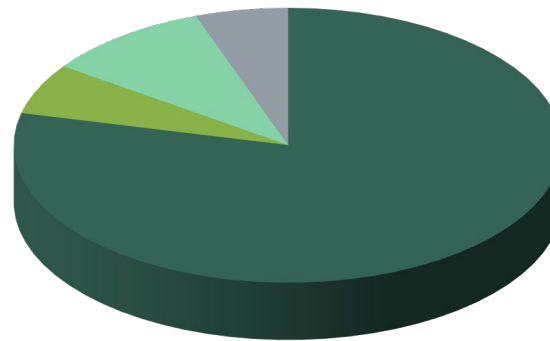
LIST OF COMMITTEES

- Staff Recognition Committee
- Clinical Practice Quality Improvement
- Corporate Compliance Committee
- Safety Committee
- Regional Member Services Committee
- Consumer Family Advocacy Panel (CFAP)
- Recipient Rights Advisory Committee
- Staff PR Committee (C2IT)
- Many more ad hoc committees

2022 Financials

Medicaid	15,269,788
General Fund	1,159,584
Healthy Michigan	1,899,194
Other Charges for Service, grants & local revenue	1,061,702
Total Revenues	\$19,390,268
Medicaid	15,269,788
General Fund	1,159,584
Healthy Michigan	1,899,194
Other Charges for Service, grants & local revenue	668,981
Total Expense	\$18,997,547

- Medicaid
- General Fund
- Healthy Michigan
- Other Charges for Service, grants & local revenue





MENTAL HEALTH CODE (EXCERPTS)

- Act 258 of 1974
- 2004 Legislative Council, State of Michigan

TABLE OF CONTENTS

- Chapter 1-Department of Mental Health
- Chapter 2-County Community Mental Health Programs
- Chapter 3-State and County Financial Responsibility
- Chapter 4-Civil Admission and Discharge Procedures: Mental Illness
Chapter 4A Civil Admission and Discharge procedures for Emotionally Disturbed Minors
- Chapter 5-Civil Admission and Discharge Procedures: Developmental Disabilities
- Chapter 6-Guardianship for the Developmentally Disabled
- Chapter 7-Dispute Resolution
- Chapter 8-Financial Liability for Mental Health Services
- Chapter 9-Miscellaneous Provisions
- Chapter 10-Criminal Provisions

SECTION 204

(I) A community mental health services program established under this chapter shall be a county community mental health **agency**, a community mental health **organization**, or a community mental health **authority**. A county community mental health agency is an official county agency. A community mental health organization or a community mental health authority is a public governmental entity separate from the county or counties that establish it.

SECTION 205

(I) A county community mental health agency or a community mental health organization that is certified by the department under Section 232a may become a community mental health authority as provided in this section through an **enabling resolution adopted by the board of commissioners of each creating county** after at least 3 public hearings held in accordance with the open meetings act.

SECTION 205 – CONT.

- (3) e. To acquire, own, operate, maintain, lease, or sell real or personal property.
- (8) An employee of a community mental health authority **is not a county employee**. The community mental health authority is the employer with regard to all laws pertaining to employee and employer rights, benefits, and responsibilities.

SECTION 206

- (I) The purpose of a community mental health services program shall be to provide a comprehensive array of mental health services appropriate to conditions of individuals who are located within its geographic service area, **regardless of an individual's ability to pay.** The array of mental health services shall include, at a minimum, all of the following:

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- A) Crisis stabilization and response including 24-hour, 7-day per week, crisis emergency service that is prepared to respond to persons experiencing acute emotional, behavioral, or social dysfunctions, and the provisions of inpatient or other protective environment for treatment.
 - B) Identification, assessment, and diagnosis to determine the specific needs of the recipient and to develop an individual plan of services.

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- C) Planning, linking, coordinating, follow-up, and monitoring to assist the recipient in gaining access to services.
 - D) Specialized mental health recipient training, treatment, and support, including therapeutic clinical interactions, socialization, and adaptive skill and coping skill training, health and rehabilitative services, and prevocational and vocational services.

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- E) Recipient rights services.
 - F) Mental health advocacy.
 - G) Prevention activities that serve to inform and educate with the intent of reducing the risk of severe recipient dysfunction.
 - H) Any other service approved by the department.

SECTION 208

- (I) Services provided by a community mental health services program shall be directed to individuals who have a serious mental illness, serious emotional disturbance, or developmental disability.

SECTION 208 – CONT.

- (3) **Priority** shall be given to the provision of services to individuals with the most **severe** forms of **serious** mental illness, **serious** emotional disturbance, and developmental disability. Priority shall also be given to the provision of services to individuals with a serious mental illness, serious emotional disturbance, or developmental disability in urgent or emergency situations.

SECTION 212

- Upon election to establish a community mental health services program, the county or combination of counties shall establish a **12-member** community mental health services board, except as provided in sections 214, 219, or 222.

SECTION 214

- When a single county establishes a board, all board members shall be representatives of that county. When a combination of counties establishes a board, **unless otherwise agreed to by each of the participating counties**, the board membership shall be divided among the counties in proportion to each county's population, except that each county is entitled to at least 1 board membership.

SECTION 222

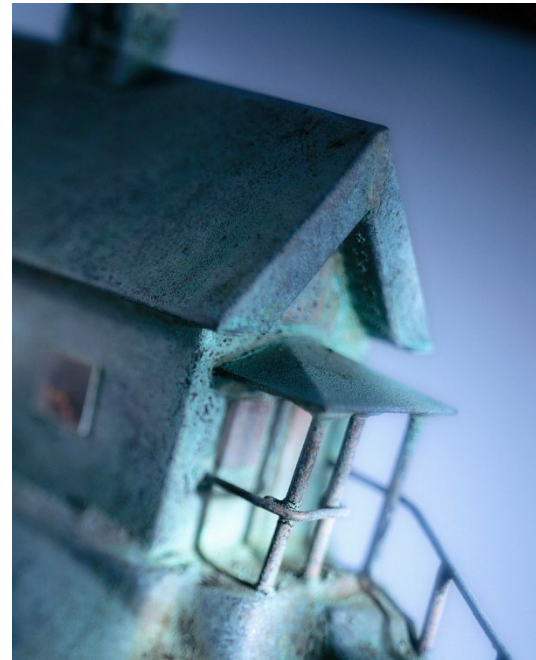
(1) The composition of a community mental health services board shall be representatives of providers of mental health services, recipients, or primary consumers of mental health services, agencies and occupants having a working involvement with mental health services, and the general public. **At least** 1/3 of the membership shall be primary consumers or family members, and of that 1/3 at least 2 members shall be primary consumers. All board members shall be 18 years of age or older.

SECTION 222 – CONT.

- (2) **Not more than 4 members of a board may be county commissioners**, except that when a board represents 5 or more counties, the number of county commissioners who may serve on the board may equal the number of counties represented on the board, and the total of 12 board memberships shall be increased by the number of county commissioners serving on the board that exceeds 4. No more than half of the total board members may be state, county, or local public officials. For purpose of this section, public officials are defined as individuals serving an elected or appointed public office or employed more than 20 hours per week by an agency of federal, state, city, or local government.

SECTION 222 – CONT.

- (3) A board member shall have his or her primary place of residence in the county he or she represents.



SECTION 224

The **term of office of a board member shall be 3 years** from April 1 of the year of appointment...A board member may be removed from office by the appointing board of commissioners...A board member shall be **paid per diem** no larger than the highest per diem from members of other county advisory boards set by the county board of commissioners and be reimbursed for necessary travel expenses for each meeting attended.



SECTION 226

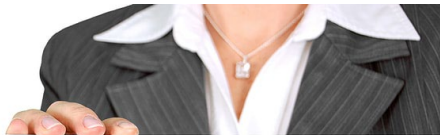
Annually conduct a needs assessment...(b) Annually review and submit to the department a needs assessment report, annual plan, and request for new for the community mental health services program.

(k) Subject to subsection (3), appoint an executive director of the community mental health services program who meets the standards of training and experience established by the department.

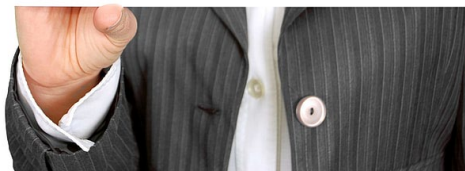


SECTION 230

The executive director of a community mental health services program shall function as the chief executive and administrative officer of the program and shall execute and administer the program in accordance with the approved annual plan and operating budget, the general policy guidelines established by the board, the applicable governmental procedures and policies, and the provisions of this act.



CHIEF EXECUTIVE OFFICER



SECTION 230 – CONT.

The executive director has the authority and responsibility for supervising all employees. The terms and conditions of an executive director's employment, including tenure of service, shall be as mutually agreed to by the board and the executive director and shall be specified in a written contract.

SECTION 23 I

The executive director shall appoint a medical director who is a psychiatrist. The medical director shall advise the executive director on medical policy and treatment issues.

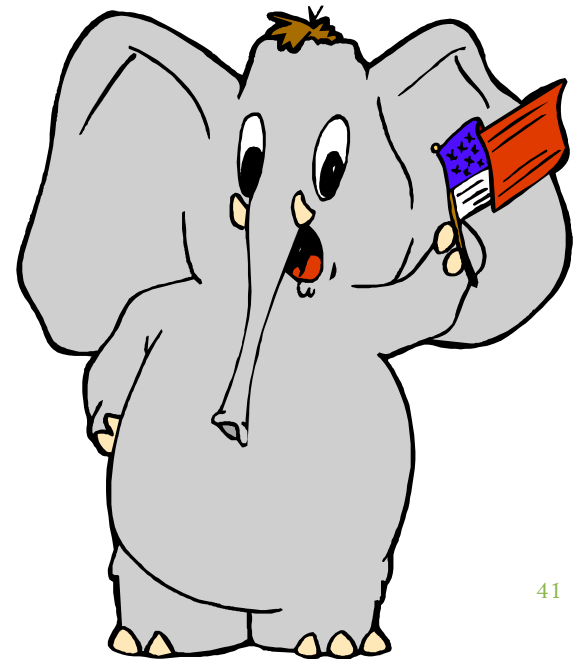


HARASSMENT POLICY

Hiawatha Community Mental Health Authority is desirous of maintaining a quality working environment for all its employees so that they may work free from intimidation, humiliation, and insult, and without being subject to offensive, physical, or verbal abuse or actions, involving sexual, ethnic, racial, or religious harassment.

POLITICAL ACTIVITIES

Political activities on the part of Hiawatha Community Mental Health Authority employees shall in all cases be in accordance with the applicable State and Federal laws.



REVIEW HUMAN RESOURCE INVESTIGATIONS



PERSONAL BUSINESS

- You are prohibited from conducting personal business during the workday. Personal telephone calls and visitors should be discouraged and time spent on unexpected personal contact should be kept to a minimum. Personal use of toll free phone numbers is strictly prohibited.
- Personal mail should not be directed to the workplace. Utilizing Authority materials and postage for personal business is prohibited.

OUTSIDE EMPLOYMENT

Outside or secondary employment is prohibited if such employment adversely affects your primary job as demonstrated by absenteeism, tardiness, or substandard performance, or causes you to neglect routine job duties or refuse to carry out regularly scheduled overtime. You shall not engage in an outside employment that might affect the objectivity and independence of your judgment or conduct in carrying out your duties and responsibilities to the Authority.

OUTSIDE EMPLOYMENT – CONT.

- Under no circumstances will you be authorized to perform secondary employment for a second employer who provides competing services with the Authority.
- You must request and receive written approval from the CEO prior to engaging in any outside employment.

CONFLICT OF INTEREST

- You must avoid investments, associations, or other relationships that would, or could, conflict with a person's responsibility to make objective decisions in the Authority's best interest. You may not use information obtained in the course of employment for personal benefit, or contrary to the interest of the Authority.

CODE OF ETHICS

- You shall refrain from conduct which would reflect adversely on your personal reputation and/or the Community Mental Health Program. In applying ethical principles, you are held responsible for your judgment and actions.

CODE OF ETHICS – CONT.

You are expected to:

- Perform duties with integrity.
- Be loyal to clients, employer, and employees.
- Strive to know limitations and to stay within the bounds of these limitations in practice.
- Be sincere in the performance of duties and professional in rendering services to clients.
- Hold in confidence all entrusted information.

ORGANIZATIONAL ETHICS

- Marketing – marketing efforts will always be presented in a positive and respectful manner that promotes the persons served while educating the community about behavioral health services and community members that we serve. Marketing efforts will educate the persons served about the services and options available at HBH.

BUSINESS PRACTICE

- Business practices will comply with the best practices in the field and as required by statute and contracts. Ongoing audits that are reported to the Board and the public will be conducted. Copies of the audit will be filed with the Hiawatha Community Mental Health Authority Administration and the Corporate Compliance program.

INFORMATION TECHNOLOGY RESOURCES

- Use these technological resources to do your job!
- DO NOT put personal information on our systems.
- ***WE CAN MONITOR THE USE OF OUR SYSTEMS IF THE NEED ARISES**



WHAT WE EXPECT – THAT YOU:

- Treat all customers with respect and dignity – consumers, employees, other stakeholders
- Honor your commitments
- Are Honest in everything you do
- All HBH employees are expected to perform their job from the view point that recovery is possible resilience is an attribute to value and develop, and that hope must be a constant presence.
- We cannot help others if we do not help each other. employees are expected to be engaged in their work, to discuss concerns, to debate and question respectfully, always with the goal of constant improvement as the basis for our actions.

Test

Upon closing this window, you will be taken to the test.