

**Pleasant View Shiawassee County Medical Care Facility  
Shiawassee County Health and Human Services Board Meeting Minutes  
September 16, 2022**

**Call to Order:** Mrs. Knauff called the meeting to order at 10:01 am. The following were in attendance: Londa Knauff (Chair), Cindy Civile (co-chair) (remote), Greg Bontrager (Board member), Shana Espinoza (Administrator) Marque Wenzlick (Administrative Assistant to the Administrator) , Sandy Lamb (Human Resources), Amy Conklin (Activities), Theresa DeLau (Director of Nursing), Jeff Smithingell (Plant Operations), Kelly Knieper (Business Office Manager), Cheri Gokee (Dietary Manager), Tabitha Woodruff (Central Supply Manager), Michael Miller (IT), Phil Alt (Contracted CFO).

- 1. Recommend approval of Board Co-Chair, Cindy Civilles absence. Will listen remotely but will not vote.**

-Mr. Bontrager made motion to approve the absence, Mrs. Knauff supported the motion, which passed by consensus.

- 2. Employee Spotlight:** Mrs. Baldwin presented this months spotlight employee.

- 3. Approval of the Shiawassee County Medical Care Facility/Shiawassee County Department of Health and Human Services Board Meeting Minutes:**

- Mr. Bontrager made motion to approve the meeting minutes of the August 19, 2022 DHHS Board Meeting, Mrs. Knauff supported the motion, which passed by consensus.
- Mr. Bontrager made motion to approve the closed session meeting minutes of the August 19, 2022 board meeting, Mrs. Knauff supported the motion, which passed by consensus.

- 4. Public Participation:** None

- 5. MERS:** Mrs. Espinoza stated that the facility continues to work on the Defined Benefit Plan Adoption agreement. Legal is assisting.

- 6. Pandemic- Update:** Matters pertaining to the pandemic were discussed as follows:

**COVID 19 cases in the facility:** Mrs. Espinoza stated we still have positive cases that have been identified since 8/9/2021. Last positive case in staff was 9/12/2022. We have identified our first cluster of cases in residents. Last resident who tested positive was on 9/12/2022. We continue twice weekly testing of staff. We continue to use the BinaxNOW cards as our primary source of testing. Our total positive cases since the beginning of the pandemic is 214 staff and 71 residents.

**Financials:** Mrs. Espinoza stated programs supporting COVID related expenditures continue to provide funding for Pleasant View. Also the direct care worker wage increase continues to be tracked. We continue to submit request for testing reimbursement. Direct care worker wage increase continues through September 2023.

**COVID Admissions:** Mrs. Espinoza mentioned as a tier 2 facility we continue to admit COVID positive residents. We have admitted a total of 55 residents with COVID.

**Visitors:** Mrs. Espinoza explained we continue to request appointments for visitors along with screening. Tests are offered but not required.

**Vaccine:** Mrs. Espinoza presented that we still continue to work with our health department. All our employees are vaccinated or exempted. 82% of care partners are vaccinated and 90% of our residents are fully vaccinated. We continue on vendor needs at this time. We are now working with the health department to offer the bivalent booster.

- 7. Marketing/PR:** Mrs. Baldwin provided an update in Marketing/PR. CRT is working with Management on a new project for recognizing employees who go the extra mile. The aerial drone footage of the building has been completed and now we are scheduled to interview staff, family members and residents. There has been discussion with Memorial and SCHD about participating as well. CRT brochures are complete and are being sent to print. Lastly CRT is hosting a coat drive and the coats are going to be delivered to Owasso and Corunna Schools.
- 8. Star rating with CMS:** Mrs. Espinoza updated everyone that we still continue to be a five-star facility.
- 9. CFO Financial Report:** Mr. Alt presented an update related to the financial information.
- 10. Grants:** Mrs. Espinoza explained we have submitted the applications for two grants. This included the Recruitment and Retention grant as well as the Infection Control HVAC grant. We are awaiting to see if any have been approved. We did receive notice that the Recruitment and Retention grant has a significant amount of applications and will be reviewing request through September.
- 11. Retention Credit:** As previously discussed, we are waiting on receipt for employee retention tax credits claimed on amended 941s filed in January. Phil Alt, CFO recommends we follow up with the IRS on this.
- 12. Private Pay Rate:** Mrs. Espinoza states that we continue to assess the private pay rate for 2022. Our current rate is \$370/day. We did not increase this rate for the last two years. We verified where we stand with our competitors. We do not have our published Medicaid rate for October 1<sup>st</sup> yet. The rate is currently at \$355.91. We are estimating at least a 2.5% increase. Our private pay rate and our Medicaid rate are getting close in comparison, and we want to keep the private pay rate above the Medicaid rate. Medicaid rate does not cover all expenses. In addition, costs of healthcare needs are significantly up. Based on this information, recommended an increase to \$400/day. We can reassess in October, and at any point throughout the year.

-Mr. Bontrager made motion to approve the new Private Pay rate of \$400/day beginning on 1/1/2023, Mrs. Knauff supported the motion, which passed by consensus.

- 13. Financial Report:** Mr. Alt presented the unaudited July 2022 financial statements, including a balance sheet, income statement and month end recap. Discussion occurred at meeting.

- Mr. Bontrager made motion to approve the unaudited July 2022 financials, Mrs. Knauff supported motion, which passed by consensus.

- 14. Accounts Payable:** Mrs. Espinoza presented the check registers for the pay period dated 8/6/2022-8/19/2022 and 8/20/2022-9/2/2022.

- Mr. Bontrager made motion to approve payment of check register date of 8/19/2022 in the amount of \$399,333.33 and Mrs. Knauff supported the motion, which passed by consensus.

-Mr. Bontrager made the motion to approve payment of check register dated 9/2/2022 in the amount of \$623,680.29. Mrs. Knauff supported the motion, which passed by consensus.

**15. Payroll:** Mrs. Espinoza presented the payroll summaries for pay periods dated 8/1/2022-8/14/2022 and 8/15/2022-8/28/2022. Also, the breakdown for the \$2.25/hour increase for direct care employees.

- Mr. Bontrager made motion to approve payroll summaries for the dates of 8/1/2022-8/14/2022 in the amount of \$415,291.91. Mrs. Knauff supported the motion, which passed by consensus.

-Mr. Bontrager made motion to approve payroll summaries for the dates 8/15/2022-8/28/2022 in the amount of \$419,084.55. Mrs. Knauff supported the motion, which passed by consensus.

**16. Occupancy data comparison:** Mrs. Espinoza presented the graph from 8/2021 compared to 8/2022, which 2022 census is lower than 2021. 2022 average daily census is higher compared to 2021.

**17. Write Offs:** Mrs. Knieper presented the write offs as written. Discussion occurred at meeting.

-Mr. Bontrager made motion to approve write-offs as written totaling \$73,438.59. Mrs. Knauff supported the motion, which passed by consensus.

**18. Write offs less than \$500:** There are no write-offs less than \$500 this month.

**19. AR Reconciliation:** Mrs. Knieper presented the AR reconciliation form.

**20. State:** We have received a citation for failing to submit COVID data. We received this notice on 9/6 for failure to submit on 9/4. We discovered there was likely a computer glitch that contributed to the error. A corrective plan of action was not needed with the state, as they chose not to impose a penalty fee. We have created our own plan of correction to check for errors in advance of the deadline. We are waiting to hear if this effects our star rating. An IDR is also being developed to have on file showing there was a computer error. We also have 2 outstanding FRI's.

**21. Updated policies:** Mrs. Espinoza mentioned our COVID policy along with the vaccination and visitation policies continue to be updated and are live on our website. We updated our Credit and Debit card payment policy to clarify the process when a void is needed. No significant change to the process.

**22. Incident/Accident Report data:** Mrs. DeLau presented incident and accident reports from June 2022 through August 2022.

**23. Staffing Update:** Mrs. Espinoza explained that discussions are ongoing with the team regarding Recruitment and Retention. Mrs. Espinoza has identified that daycare support may be a beneficial recruitment and retention tool. We have started Union Negotiations, but only have had a brief discussion at this time.

**24. Administrator Succession Planning:** As discussed at the last meeting, terms and conditions have been considered for individuals wishing to complete the Administrator class and training. Some general thoughts were discussed. Board recommended discussion with legal for best practice guidelines on emergency planning and the succession process. No major updates at this time. We are focusing on the emergent plan and are reviewing with legal. It was recommended by the board to change the work "replacement" in the policy.

**25. Plant Operations Concerns list:** Mr. Smithingell presented a list containing maintenance updates.



26. **Quality Measure Report:** Mrs. DeLau presented the latest CASPER report.
27. **Dialysis:** Mrs. Espinoza explained priority is high and this continues to be worked on. Discussion occurred at meeting regarding two potential companies. We are reviewing cost comparison, pros and cons, space throughout the facility and looking for potential contractors to complete the work. Legal is reviewing both contracts and will also have a cost report included as well.
28. **Planned Activities:** Mrs. Conklin presented a list of activities planned for October 2022.
29. **Dietary:** Mrs. Gokee reported an update in dietary. At the end of August we celebrated the residents choice meal in the diner. We continue to receive vegetables from the jail gardens. We are planning for Octoberfest the last week of the month and the Fall/Winter menu planning has begun.
30. **Medicaid Outstating Worker Quarterly Report:** Mrs. Knieper presented the quarterly report regarding the Medicaid outstation worker.
31. **Medicaid Cost Report:** The Medicaid Cost report Audit is starting on 9/26/2022 for FYE 12/31/2020. FYI.
32. **Collections Attorney:** We are still working on sending cases over. We will provide updates on how the trial works out.
33. **Billing:** Mrs. Espinoza stated as discussed in previous meetings we assessed the need for outsourcing billing. We are recommending partnering with ECS Solutions. They were the best rate, they are the preferred provider of the MCFCCFC group and as such provide discounted rates, and they provide consulting services that our current company has not been able to achieve successfully. See the attached documents. ECS is based off hourly \$85/hour pricing for billing and the consulting fee is \$120/hour. To start, the services will include all aspects of the billing process. The rough estimation is that it will cost up to \$8,200/month. As our new staff is trained, we believe there are areas we can pull back on the process to save costs. ECS is open to changing the process as needed. In addition, they are agreeable to a discussion in 3 months to see if we should consider a percentage of collections fee instead of an hourly rate. Starting hourly is ideal as we get a full assessment of the systems, our team, and factor in clean-up needs. ECS works with many homes in Michigan, including County homes. Their contract (once finalized) is being reviewed by our legal team now. They have an easy 30-day out. Our CFO has also reviewed the plan and feels this is a great direction to move toward.

-Mr. Bontrager made motion to approve contract with ECS services (once legal has completed final review), Mrs. Knauff supported motion, which passed by the consensus.

34. **Central Supply:** Mrs. Woodruff presented a summary for Central Supply, we have been working on switching out influenza vaccines. We have pre-ordered back in December 2021 for our needs in 2022. We still continue to work on recall items and manufacture back orders. Always CS works hard to keep audits updated.
35. **IT:** No updates.
36. **Closed session:** Mr. Bontrager made motion to enter closed session, Mrs. Knauff supported the motion, motion carried with 2 yeas: Londa Knauff and Greg Bontrager.
  - The meeting entered closed session at 11:24 am.
  - The meeting exited closed session at 11:43 am.

37. **Next Meeting date:** October 21, 2022 at 10:00am

38. **Adjourn:** Mr. Bontrager made motion to adjourn the meeting. Mrs. Knauff supported the motion, which passed by the consensus.

The meeting adjourned at 11:44 am.

*Londa Kruff*

