HEALTH AND HUMAN SERVICES COMMITTEE MEETING

MONDAY, AUGUST 5, 2019
9:00 A.M.

MINUTES

MEMBERS PRESENT: Commissioners Jeanne Pearl-Wright, Rob Piercefield, Matthew Bowen, Joseph Brehler, Lisa Deavers, Blake Mulder and Barbara Rogers

ALSO PRESENT: Commissioner Terrance Augustine; Martha Richard and John Fuentes

The August 5, 2019 regular meeting of the Health and Human Services Committee was called to order at 9:01 a.m. by Chairperson Pearl-Wright.

The Pledge of Allegiance was given by all.

Commissioner Bowen Moved to approve the agenda, as presented. Commissioner Deavers seconded. Motion carried.

Commissioner Deavers moved to approve the minutes of the July 1, 2019 meeting, as presented. Commissioner Bowen seconded. Motion carried.

Martha Richard, Director of the Healing and Recovery Center, was present to provide the agency’s semi-annual update. A review of the agency’s strategic goals was provided. It was reported that the agency has been utilizing contracted agency nursing personnel, to maintain adequate staffing levels due to current difficulties hiring nursing personnel. It was also reported that as a result of a recent Medicaid audit, the facility has been notified it is subject to a takeback of funds related to safety sitter, one-on-one monitors, expenditures have been deemed ineligible. The agency has exhausted its appeal processes. Discussion held.

Commissioner Brehler moved to recommend approval of a resolution seeking legislative assistance to address the safety sitter expenditure reimbursement to the Board of Commissioners. Commissioner Bowen seconded. Motion carried.

An updated summary of the recommended Fiscal Year 2020 juvenile millage grants was distributed and reviewed. The update included the proposed funding for Housing Services Mid-Michigan ($12,000). The Court did not recommend funding be awarded for the proposal submitted by Child and Family Charities. Discussion held.

Commissioner Mulder moved to recommend the Fiscal Year 2020 Juvenile Millage grant programs, as recommended, for inclusion in the Fiscal Year 2020 Juvenile Millage fund, to the Ways and Means Committee. Commissioner Brehler seconded. Motion carried.
A proposed resolution opposing the State's termination of a contract with the Lakeshore Regional Entity, the Prepaid Inpatient Health Plan (PIHP) for the western lower peninsula Community Mental Health organizations was presented. Commissioner Brehler provided background on the issues from the community mental health perspective. Discussion held.

Commissioner Brehler moved to recommend the approval of the resolution as presented, to the Board of Commissioners. Commissioner Bowen seconded. Motion carried.

A funding request letter from the Barry-Eaton District Health Department to the Mid-State Health Network was distributed for the Committee's information.

As requested, the annual report and patient geographic data for My Community Dental Clinic was provided.

There was discussion regarding a recent decision by the Planning Commission.

Chairperson Pearl-Wright adjourned the meeting at 10:14 a.m.

The next regularly scheduled meeting of the Health and Human Services Committee will be held on Monday, September 9, 2019, at 9:00 a.m. in the Board of Commissioners Room of the Courthouse, located at 1045 Independence Boulevard, Charlotte, MI 48813.

Jeanne Pearl-Wright, Chairperson
Create Excellent Experience for the People We Serve

**Strategic Goal #1 - Create Excellent Experience for the People We Serve**
Celebration - EE 40 Years of Service
Nursing Recruitment
5K
Pet Show
Car Show
Camping

**Strategic Goal #2 - Quality**
5 Star
Governor's Award of Excellence
Quality Measures

**Strategic Goal #3 - Partner of Choice**
Continue to participate in Collaboratives with Sparrow and McLaren

**Strategic Goal #4 - Financial Health**
See report

**Strategic Goal #5 - Healthcare Trends**
PDPM (Patient Driven Payment Model)
Phase III RoP's
## Statement of Change in Net Position

<table>
<thead>
<tr>
<th></th>
<th>YTD Actual</th>
<th>YTD Budget</th>
<th>YTD Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Revenue</td>
<td>13,621,816</td>
<td>13,731,415</td>
<td>(109,599)</td>
</tr>
<tr>
<td>Tax Revenue</td>
<td>338,850</td>
<td>321,833</td>
<td>17,017</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>324,392</td>
<td>367,025</td>
<td>(42,633)</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>14,285,057</td>
<td>14,420,272</td>
<td>(135,215)</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Expenses</td>
<td>14,354,872</td>
<td>14,431,386</td>
<td>(76,514)</td>
</tr>
<tr>
<td>Operating Income (Loss)</td>
<td>(69,814)</td>
<td>(11,114)</td>
<td>(58,700)</td>
</tr>
<tr>
<td><strong>Other Income (Expense)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nonoperating Income (Expense)</td>
<td>112,500</td>
<td>0</td>
<td>112,500</td>
</tr>
<tr>
<td>CPE Settlements</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Other Income (Expense)</strong></td>
<td>112,500</td>
<td>0</td>
<td>112,500</td>
</tr>
<tr>
<td><strong>Net Income (Loss)</strong></td>
<td>42,666</td>
<td>(11,114)</td>
<td>53,800</td>
</tr>
</tbody>
</table>
Dear Martha Richard,

MPRO and the Office of the Governor are pleased to notify you that you will receive the 2019 Governor’s Award of Excellence for your outstanding achievements in improving the quality of healthcare in Michigan. Congratulations on achieving the milestones required for this prestigious award! You will be receiving the following awards:

- Improving Nursing Home Care: Healthcare-Acquired Conditions
- Improving Nursing Home Care: Clostridium Difficile

The award ceremony will be held on May 8, 2019 at Eagle Eye Golf Course in Bath Township, Michigan. You can learn more about the event and RSVP at https://www.mpro.org/gae2019.

We will be printing the following name on your award: Eaton County Health & Rehabilitation Services. If you would like to make any changes as to how it’s printed please visit www.mpro.org/gae-recipient-name and use the following ID number: 29. If you have any questions, please email events@mpro.org.

Thank you again for your extraordinary efforts to improve quality, safety and efficiency of healthcare in Michigan. It is partners like you that help us make healthcare better every day. We look forward to seeing you on May 8.

Sincerely,

Leland A. Babitch, M.D., MBA

President and CEO, MPRO
Eaton County Health & Rehabilitation Services
Improving Nursing Home Care: Healthcare-Acquired Conditions
& Improving Nursing Home Care: Clostridium Difficile

Certificate of Recognition

Awarded to

Angela Wiler, State Representative
The Seventy-First District

Tom Barrett, State Senator
The Twenty-Fourth District

Wednesday, March 27, 2019
Where does your nursing home stand?

Your facility's most recent Quality Measure Composite Score in Oct18 is: 5.83 (the lower the better)

- Out of all the facilities in your state, your facility ranks at: # 75 of 407
  (the lower the better)

Quality Measures:

<table>
<thead>
<tr>
<th>Quality Measures</th>
<th>Composite Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Your Facility</td>
</tr>
<tr>
<td>Anti-psych Meds</td>
<td>May18</td>
</tr>
<tr>
<td></td>
<td>11.97</td>
</tr>
<tr>
<td>Falls w/ major</td>
<td>1.69</td>
</tr>
<tr>
<td>injury</td>
<td></td>
</tr>
<tr>
<td>UTI</td>
<td>2.61</td>
</tr>
<tr>
<td>Pain</td>
<td>11.84</td>
</tr>
<tr>
<td>Pressure Ulcer</td>
<td>1.19</td>
</tr>
<tr>
<td>Incontinence</td>
<td>31.03</td>
</tr>
<tr>
<td>Catheter</td>
<td>2.97</td>
</tr>
<tr>
<td>Physical Restraints</td>
<td>0.00</td>
</tr>
<tr>
<td>ADL</td>
<td>12.39</td>
</tr>
<tr>
<td>Weight Loss</td>
<td>6.25</td>
</tr>
<tr>
<td>Depression</td>
<td>1.94</td>
</tr>
<tr>
<td>FLU Vaccine</td>
<td>4.17</td>
</tr>
<tr>
<td>PNE Vaccine</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>5.76</td>
</tr>
<tr>
<td></td>
<td>7.98</td>
</tr>
<tr>
<td></td>
<td>7.54</td>
</tr>
<tr>
<td></td>
<td>6</td>
</tr>
</tbody>
</table>

1 Quality Measures: Rates in red are higher than the NNHQCC, the national benchmark.

2 Your Facility: Your facility composite score is green if it is 6.0 or less. It is red if it is greater than 6.0.

This material was prepared by Lake Superior Quality Innovation Network, under contract with the Centers for Medicare & Medicaid (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.
## 2019-2020 Juvenile Millage Proposals

<table>
<thead>
<tr>
<th>Agency</th>
<th>Program</th>
<th>Requested</th>
<th>CCF% Eligible</th>
<th>Net Millage Cost</th>
<th>Cont.</th>
<th>2018/2019 Grant Amount (net JJM)</th>
<th>Requested Inc. (Dec.) from Prior Year</th>
<th>Requested % Inc./(Dec.) from Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Mental Health</td>
<td>Truancy Intervention Program Mental Health</td>
<td>133,940</td>
<td>100%</td>
<td>66,970</td>
<td>Yes</td>
<td>76,493</td>
<td>(9,523)</td>
<td>-12.45%</td>
</tr>
<tr>
<td>Eaton RESA</td>
<td>Truancy Intervention Program</td>
<td>131,500</td>
<td>100%</td>
<td>65,750</td>
<td>Yes</td>
<td>65,744</td>
<td>6</td>
<td>0.01%</td>
</tr>
<tr>
<td>Community Mental Health</td>
<td>Parent-Young Child Program</td>
<td>129,222</td>
<td>0%</td>
<td>129,222</td>
<td>Yes</td>
<td>134,760</td>
<td>(5,538)</td>
<td>-4.11%</td>
</tr>
<tr>
<td>Child and Family Services *</td>
<td>Behavioral Health</td>
<td>67,694</td>
<td>0%</td>
<td>-</td>
<td>No</td>
<td>-</td>
<td>-</td>
<td>100.00%</td>
</tr>
<tr>
<td>Child and Family Services *</td>
<td>Juvenile Justice</td>
<td>66,468</td>
<td>0%</td>
<td>-</td>
<td>No</td>
<td>-</td>
<td>-</td>
<td>100.00%</td>
</tr>
<tr>
<td>Child and Family Services *</td>
<td>Gateway Youth</td>
<td>69,881</td>
<td>0%</td>
<td>-</td>
<td>No</td>
<td>-</td>
<td>-</td>
<td>100.00%</td>
</tr>
<tr>
<td>Barry-Eaton Dist Hlth Dept</td>
<td>Youth Resilience</td>
<td>2,000</td>
<td>0%</td>
<td>2,000</td>
<td>Yes</td>
<td>25,000</td>
<td>(23,000)</td>
<td>-92.00%</td>
</tr>
<tr>
<td>Capital Area College Access Network</td>
<td>College Access Program</td>
<td>10,000</td>
<td>0%</td>
<td>10,000</td>
<td>Yes</td>
<td>10,000</td>
<td>-</td>
<td>0.00%</td>
</tr>
<tr>
<td>Housing Services Mid-Michigan</td>
<td>Shared Housing Intervention Program</td>
<td>12,000</td>
<td>0%</td>
<td>12,000</td>
<td>No</td>
<td>-</td>
<td>12,000</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

*May be eligible for Child Care Fund reimbursement.

Total Requests Received $ 622,705 $ 285,942 $ 311,997 $ (26,055)

2018 Actual Fund Balance $ 480,548.76
2019 Budgeted Revenues $ 1,268,558.00
2019 Budgeted Expenditures $ (1,404,805.00)
2019 Estimated Fund Balance $ 344,301.76
2020 Estimated Revenues $ 1,310,318.00
2020 Requested Expenditures $ (1,356,778.31)
2020 Estimated Fund Balance $ 297,841.45
RESOLUTION TO EXPRESS OPPOSITION TO THE TERMINATION OF STATE CONTRACT WITH THE LAKESHORE REGIONAL ENTITY

WHEREAS, on June 28, 2019, the Michigan Department of Health and Human Services (MDHHS) notified the Lakeshore Regional Entity (LRE), its member Community Mental Health organizations, and the general public regarding its intent to terminate the specialty Prepaid Inpatient Health Plan contract with the LRE effective September 30, 2019.

WHEREAS, this proposal, by the MDHHS, causes a great deal of unnecessary chaos and conflict for the over 250,000 Medicaid recipients within the 7 counties in Lakeshore Regional Entity.

WHEREAS, this proposal eliminates local public governance of the public behavioral health system, one of the foundations of Michigan’s nationally recognized behavioral health system for the past 50 years, and replaces it with a state-appointed advisory group.

WHEREAS, this proposal does not get to the root cause of the fiscal distress of Lakeshore Regional Entity, nor of the other Prepaid Inpatient Health Plans (PIHPs) facing such distress – inadequate funding over a sustained period. Without adequate funding, as required by the Michigan Mental Health Code and Michigan’s Medicaid Plan, the Lakeshore system and others who have been underfunded – regardless of the greater involvement of the state in the operation of the local public system, will be unable to pay providers and provide behavioral healthcare services to persons entitled to such services.

WHEREAS, a better plan could be achieved sooner, simpler and more directly without eliminating the local public control of the public behavioral healthcare system in this region. This plan would include MDHHS joining Lakeshore and Beacon in a three-way contract co-managing the benefit in the region.

WHEREAS, a three-way contract maintains the momentum already achieved by the Lakeshore/Beacon partnership; maintains the local public governance of the public behavioral health system; and prevents the unnecessary chaos that the MDHHS proposal would create.

NOW, THEREFORE BE IT RESOLVED, that the Eaton County Board of Commissioners requests that MDHHS does not terminate its contract with the Lakeshore Regional Entity, thereby ensuring respect for the law and the rich history of Michigan’s mental health system, which is clear in its intent to maintain a publicly governed mental health system.
BE IT FURTHER RESOLVED, that copies of this resolution will be provided to Governor Gretchen Whitmer, Senator Thomas Barrett, Representative Angela Witwer, Representative Sarah Lightner, Michigan Department of Health and Human Services Director Robert Gordon, Behavioral Health and Developmental Disabilities Administration Deputy Director Dr. George Mellos, the Michigan Association of Counties and the Community Mental Health Association of Michigan.
EATON COUNTY
APPOINTMENTS

HEALTH AND HUMAN SERVICES COMMITTEE

Clinton-Eaton-Ingham Community Mental Health Board - 3 year term
  Kathryn Pray  12/31/19

Department of Human Services Board - 3 year term
  Thomas Eveland  09/30/19

Tri-County Aging Consortium Advisory Council - 3 year term
  Joseph Gutierrez  12/31/19
July 19, 2019

Joe Sedlock
Mid-State Health Network

Dear Joe:

We are pleased to submit our annual budget request for funding for the Eaton Behavioral Health (EBH) services. In this submittal, we are asking for an increase of $55,340 to address two main issues:

1. To maintain status quo with staffing and services, costs have risen by $47,475. This is attributable to higher personnel costs (salary/fringe) and rising technology costs (network infrastructure updates and rising costs related to the electronic health record).
2. To reclassify a Therapist position to a Clinical Supervisor level at a cost of $7,865. The need to add a Clinical Supervisor to the staffing team is critical for our program to meet programmatic requirements, to develop staff competencies, and to more efficiently provide services to clients.

In the last few years EBH has restructured operations and reduced expenses in order to stay within the constraints of flat funding. This year, there is nothing left to restructure or squeeze out of the budget. We have worked closely with MSHN to make suggested changes and increase productivity. EBH is in the best position it has been with excellent leadership by Laura Fox. Our service volume continues to increase and staff have become much more skilled at meeting the requirements of the program.

As has been discussed with MSHN in the past, EBH does not have external funding sources to off-set shortfalls in funding. MSHN is the primary source of revenue for the program. Though EBH consistently looks for other grants that can support operations, no such opportunities have been secured.

Even with staff vacancies, staff time off, and training requirements throughout the year, EBH will be on track to provide MSHN consumers approximately 4,000 services this year which is an increase from the previous year. If funding isn't secured, expenses will need to be reduced (staff FTEs). Such a reduction will negatively impact access in our area and create additional barriers for individuals seeking recovery.

Thank you for your consideration of this proposal.

Sincerely,

Colette Scrimger, MSW
Health Officer

Cc: Joe Brehler, Board of Health Chair
    John Fuentes, Eaton County Controller

www.barryeatonhealth.org  Be Active – Be Safe – Be Healthy  www.facebook.com/barryeatonhealth
### Unique Patients by Age

<table>
<thead>
<tr>
<th>Age (years)</th>
<th># of Unique Patients Seen</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 4</td>
<td>85</td>
</tr>
<tr>
<td>5 to 14</td>
<td>295</td>
</tr>
<tr>
<td>15 to 20</td>
<td>175</td>
</tr>
<tr>
<td>21 to 60</td>
<td>1,598</td>
</tr>
<tr>
<td>Over 60</td>
<td>429</td>
</tr>
</tbody>
</table>

### Unique Patients by Gender

- **FEMALE**: 1,542 (59.1%)
- **MALE**: 1,093 (40.2%)
- **OTHER**: 1 (0.0%)

### Unique Patients by Insurance

- **Medicaid**: 40.6%
- **Healthy Michigan Plan**: 18.9%
- **Delta Healthy Kids**: 17.0%
- **Traditional Insurance**: 15.6%
- **MyDP/NDP**: 8.9%

### Unique Patients by County

- Affiliation: MCDC
- Region: All
- Center: CHARLOTTE
- Provider: All
- State: All

**Unique Patients**

2,582

**Pdate**

1/1/2018 12:00:00 AM to 12/31/2018 12:00:00 AM
### MCDC

*Dental Clinic Patients by Zip Code*

<table>
<thead>
<tr>
<th>City</th>
<th>Zip Code</th>
<th>Eaton County Patients</th>
<th>Percent of County Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bellevue</td>
<td>49021</td>
<td>103</td>
<td>5.7%</td>
</tr>
<tr>
<td>Charlotte</td>
<td>48813</td>
<td>731</td>
<td>40.2%</td>
</tr>
<tr>
<td>Dimondale</td>
<td>48821</td>
<td>45</td>
<td>2.5%</td>
</tr>
<tr>
<td>Eaton Rapids</td>
<td>48827</td>
<td>291</td>
<td>16.0%</td>
</tr>
<tr>
<td>Grand Ledge</td>
<td>48837</td>
<td>156</td>
<td>8.6%</td>
</tr>
<tr>
<td>Lansing</td>
<td>48917</td>
<td>115</td>
<td>6.3%</td>
</tr>
<tr>
<td>Mulliken</td>
<td>48861</td>
<td>34</td>
<td>1.9%</td>
</tr>
<tr>
<td>Olivet</td>
<td>49076</td>
<td>93</td>
<td>5.1%</td>
</tr>
<tr>
<td>Potterville</td>
<td>48876</td>
<td>140</td>
<td>7.7%</td>
</tr>
<tr>
<td>Sunfield</td>
<td>48890</td>
<td>34</td>
<td>1.9%</td>
</tr>
<tr>
<td>Vermontville</td>
<td>49096</td>
<td>75</td>
<td>4.1%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>1817</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------</td>
<td>------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A Note From The CEO</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New CEO Spotlight</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Board of Directors</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mission &amp; Values</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Henry Schein Cares Medal</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Measures of Success</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Our Patients’ Voice</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reputation Management</td>
<td>11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children’s Dental Health Month</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Veterans Day</td>
<td>14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Department Partners</td>
<td>16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Center Locations</td>
<td>17</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
A Note From The CEO

I joined My Community Dental Centers in August of 2018. Their mission and commitment to providing quality oral health care to the community was very impressive. As I began my role it became apparent to me the huge impact this organization is making in the lives of people in Michigan. My professional experience has always been in community health so my transition here was a very welcoming experience.

A big thanks to our Board of Directors, a group of very dedicated professionals. The Board is very active and partners with me to carry out MCDC’s mission to improve the lives of our patients and enhance community health by setting the highest standard of oral health care. We partner every day with various stakeholders such as local health departments, managed care organizations, government legislators, professional organizations, and corporate entities.

In 2018 we were able to serve the State of Michigan with 103,841 unique patients! Our footprint in the state has grown with the addition of five new centers in Flint, Detroit - St. Vincent de Paul, Battle Creek, Sandusky and Grand Haven. MCDC is dedicated to providing increased access to the most vulnerable members of our communities now and in the future.

MCDC is working towards a cavity free generation and celebrated National Children’s Dental Health Month in February of 2018. We see children for their first dental visit no later than the age of one. Establishing a dental home as early as possible allows the provider to start building a relationship with the child, educate parents/caregivers, and prevent cavities.

In November of 2018 we were honored to serve our veterans with a day of free dental services. The response from the veterans’ community was tremendous! This encouraged us to develop a fee schedule specifically for the brave men and women that have served this country.

MCDC will continue to be a leader and set best-in-practice standards across the organization. We look forward to building strong community partnerships, continuous quality improvement, and an atmosphere where staff can grow and develop. We strive to become the employer of choice!

On behalf of the MCDC Board of Directors and the Executive Leadership Team, thank you for a successful 2018!

Deborah Brown, DMD, MHA, FACHE
Chief Executive Officer

Chief Executive Officer
Deborah Brown, DMD, MHA, FACHE

Dr. Deborah Brown, an accomplished healthcare executive known for her dedication to serving the underserved, became Chief Executive Officer of My Community Dental Centers (MCDC) in August of 2018. Prior to her appointment she served as Senior Director for Dental Services for WellCare Health Plans, Inc., a Fortune 500® company that specializes exclusively in providing government sponsored managed care services. Dr. Brown has an extensive background in oral health, non-profit management, and Medicaid and Medicare health insurance programs. As an administrator she has led strategic planning, financial management, population health, business development and operational efforts. As a healthcare professional, she has served as the Chief Dental Officer for Dental Health Associates in Phillipsburg, N.J. from 2012 to 2016. From 2008 to 2012, she was Dental Director of the Ocean Health Initiatives, a Federally Qualified Health Center in Lakewood, N.J. Her academic credentials include undergraduate and Doctor of Dental Medicine degrees from Rutgers University, and a Masters of Healthcare Administration from Seton Hall University. Dr. Brown is board certified in Healthcare Administration (American College of Healthcare Executives) and in Healthcare Compliance (Compliance Certification Board). In addition, she is a member of the Medicaid CHIP Services Dental Association.
Kevin Cawley brings four decades of health care administration and financial management expertise to the MCDC Board. A graduate of the University of Michigan’s health care administration program, he served six years as a hospital CEO and is founding officer of Medical Advantage Group. Of Michigan’s 140 hospitals, about two dozen have senior management staff who Mr. Cawley has mentored. He maintains an active consulting practice and divides his time between Dewitt and Spring Lake.

Kevin Cawley, MHSA | Director since 2009

Dr. Michael Towler owns a family dental practice in Adrian where he specializes in restorative dentistry. The former auto industry engineer transitioned to dentistry for the opportunity to continue working with his hands while restoring his patients’ quality of life. Dr. Towler has earned three degrees from the University of Michigan: a bachelor’s in engineering, a Master of Business Administration and a Doctorate of Dental Surgery with a certificate in implantology. Dr. Towler and his wife have three children.

Michael Towler, DDS | Director since 2016

MCDC Board Chair Denise Holmes is a retired associate dean for government relations and outreach at Michigan State University. Previously she has served as director of the Plan Administration and Customer Services Bureau for the Medical Services Administration within the Michigan Department of Community Health. Ms. Holmes and her husband, Steve, make their home in Boyne City.

Denise Holmes, MS | Director since 2013

Steven Hall has served as the health officer for Central Michigan District Health Department since 2013. Prior to that he served as the interim health officer and environmental health director for the Jackson County District Health Department. He earned a bachelor’s degree from Ferris State University and a master’s degree from Independence University, California College of Health Sciences. Mr. Hall resides in the central Michigan area with his wife and two daughters.

Steven Hall, MS | Director since 2016

Phyllis Meadows serves as senior fellow and advisor for The Kresge Foundation’s health team. Her professional experience includes service as the associate dean for public health practice and clinical professor - health management and policy for the University of Michigan School of Public Health. She holds both a bachelor’s degree and Master of Science in nursing, and a Ph.D. in sociology from Wayne State University.

Phyllis Meadows, PhD, MSN, RN | Director since 2016

Ronald Khoury has extensive experience in the areas of legislative and political fundraising/strategy. He also spent several years as the director of marketing and new business with a nationally recognized, Michigan-based real estate operating company before returning to Lansing where he joined a multi-client lobbying firm. Today, he is part of the Lansing-based lobbying and public affairs firm of KRKM.

Ronald G. Khoury | Director since 2016

Linda VanGills is the former health officer for District Health Department #10. Her career in public health service covers the better part of four decades. She earned a bachelor’s degree in public health education from Central Michigan University and a master’s degree in organizational communication from Western Michigan University.

Linda VanGills, MA | Director since 2012

Jerry Messana has served as administrative health officer for the Marquette County Health Department since March 2015. Prior to that he was chief financial officer at Bell Memorial Hospital. Mr. Messana holds a bachelor’s degree in business administration-accounting from Michigan Technological University and a Master of Public Administration from Northern Michigan University. Currently he is enrolled at Michigan State University where he is working towards a graduate certificate in public health.

Jerry Messana, MPA | Director since 2017

Director

Vice Chair and Director

Secretary/Treasurer

Chair

Director

Director

Director

Director
Our Mission
To improve the lives of our patients and enhance community healthy by setting the highest standard of oral health care.

Our Values: What We Believe

Social Entrepreneurship – We believe in constantly seeking creative thinking and innovative solutions to improve the delivery of dental services.

Respect – We treat all individuals with the highest regard and demonstrate it through consideration, appreciation, empathy, inclusion, and compassion.

Excellence – We strive to continuously provide the highest quality services and to exceed the expectations of our patients, staff, and the community.

Honesty – We are fair, straightforward, credible and free of deception in everything we do.

Learning – We will constantly gain knowledge and understanding, always striving to make well-informed decisions and taking the best course of action for our patients.

Engagement – We will give undivided attention to our work and carry it on to the benefit of the organization, our patients, and each other.

Our Culture
Continuous improvement in a people-centered environment.

Our Motto
MCDC - Improving Lives One Smile at a Time

Henry Schein Cares Medal

In 2018, My Community Dental Centers (MCDC) received the prestigious Henry Schein Cares Medal that is presented annually to nonprofit organizations that demonstrate excellence in expanding access to care for the underserved.

An independent panel of judges recognized MCDC for its MyDental Plan, a specialty program that provides reduced fees on a sliding scale based on individual patient income. The MyDental Plan aligns with Henry Schein’s guiding principle that everyone, regardless of their economic standing or personal circumstances, deserves quality health care.

As the Silver Medal recipient in the Oral Health category, MCDC received a $10,000 cash award from Henry Schein, Inc., a Fortune 500® company and the world’s largest provider of health care products and services to office-based medical practitioners. In addition, MCDC received $10,000 worth of product from Henry Schein, Inc.

MCDC was presented with the Henry Schein Cares Medal on June 18 during Henry Schein Dental’s national sales conference in Orlando.
MCDC has an internal reduced fee program called MyDental Plan (MyDP). This program offers quality dental services at a reduced fee to uninsured and underinsured patients. Through the program, MyDP funds are available to offset the cost of care based on the patient’s income. In late 2018, MCDC also developed a reduced fee schedule for uninsured veterans with rates discounted by 30 percent, regardless of the patient’s income.

Options for the Uninsured

As a nonprofit 501(c)(3), MCDC is dedicated to “giving back” by providing dental services to those that otherwise could not afford it through our sliding fee schedule. In 2018, we were able to provide charity care for 9,799 individuals, improving all those smiles and their overall oral health.

Patients First: Giving Back to Make a Difference

Measures of Success

<table>
<thead>
<tr>
<th>Measures</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients Served</td>
<td>103,841</td>
</tr>
<tr>
<td>Unique Patients</td>
<td>232,441</td>
</tr>
<tr>
<td>Office Visits</td>
<td>232,441</td>
</tr>
<tr>
<td>Charitable Care</td>
<td>$48M+</td>
</tr>
</tbody>
</table>

Patient Mix

- Medicaid 33%
- Delta Healthy Kids 24%
- Healthy Michigan Plan 20%
- Traditional Insurance 13%
- Charity Care 10%

CHARITY CARE 9,799 PATIENTS SERVED
Our Patients’ Voice

“From the receptionist to the dentist, I was treated with respect. New modern equipment and a hygienist who knows how to clean teeth without causing pain. The skilled intern did a wonderful job taking my x-rays and calming my dental anxiety. Thank you MCDC for being in my community and offering your excellent services to adults with Medicaid.”
- Warren patient, Audrey J., Google

“I can’t thank MCDC enough for what they did for my daughter. She had a broken molar and two previous dentists wanted to do everything else but remove the bad tooth, even though she was in excruciating pain. So I take her to MCDC, they examine her, they pull the bad tooth, and she feels 1,000 percent better now, and the dentists and staff are VERY nice, courteous, caring, and friendly as well!”
- Howell patient, David T., Facebook

“Amazing office. I received better care here on Medicaid than when I went to larger offices with private insurance.”
- Big Rapids patient, Tom H., Google

“They understood the all-too-familiar dental nervousness, took into account my disability, and made me as comfortable as possible.”
- St. Johns patient, Jacob W., Facebook

“I want to thank My Community Dental Centers in Monroe, Mich. They gave me kind and quick service. They made me feel like I was a part of their family. I love it when they call me the next day and check to see if I am doing fine and to see if there is anything I need. You all are a blessing in my life. Gave me my confidence and smile back. I’m so thankful.”
- Monroe patient, Daemon A., Google

“Everyone is so nice and always explains in detail what work will be done. I was afraid that since I have Medicaid, the dentist and staff wouldn’t be so nice and the place would be run down, but everyone is great and the building is always clean and smells good.”
- Allegan patient, Amanda A., Google

“Very professional staff, clean office, truthful dentist, and because they’re not for profit, I feel confident in the advice given.”
- Detroit - St. Vincent de Paul patient, Kathy L., Google

“The people here are awesome. They explain everything that they are doing. They listen when you tell them something.”
- Sandusky patient, Charlotte C., Facebook

Some reviews have been edited for clarity and length. Photos do not depict actual MCDC patients.

Average Annual Ratings for all MCDC locations on Facebook and Google

<table>
<thead>
<tr>
<th>Year</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>3.5 STARS</td>
</tr>
<tr>
<td>2018</td>
<td>4.7 STARS</td>
</tr>
</tbody>
</table>

Average Annual Ratings

Reputation Management Software

In January 2018, MCDC began utilizing Podium, a reputation management software, to increase the number of online reviews we receive and to monitor them all in one place. We truly feel that patient feedback is a gift, and we use this tool to monitor our online reputation and improve upon the overall patient experience. Podium integrates with our Dentrix Enterprise software, so each patient who has elected to receive text communication from MCDC receives a text message upon the completion of his or her appointment, asking for honest feedback about the experience on Facebook and Google. Since using this new software, MCDC has not only drastically increased the number of reviews received, but our average star ratings have also improved.

Running Total of Reviews Received Over Time

December 1, 2017 - December 31, 2018, by Month
My Community Dental Centers (MCDC) celebrated National Children’s Dental Health Month by presenting a free bicycle and helmet to a child at each participating MCDC location.

Throughout February, parents and legal guardians of children ages 10 and under stuffed entry boxes at MCDC locations throughout Michigan for a chance to be one of the lucky winners. Drawings were held and bikes were given away on March 1.

The event was established to generate community excitement and to promote a lifetime of conscientious oral health care and physical fitness for the thousands of pediatric patients that MCDC serves. Patterson Dental served as a co-sponsor for the bicycle giveaway.

National Children’s Dental Health Month is held every February. Presented by the ADA, the observance brings together thousands of dedicated dental professionals, health care providers, and educators to promote the benefits of good oral health to children, their caregivers, teachers and many others. Crest + Oral-B were national sponsors for the 2018 campaign which featured the slogan, “Brush your teeth with fluoride toothpaste and clean between your teeth for a healthy smile.”
A Salute to Our VETERANS

MCDC Honored Veterans with Complimentary Care

Many people celebrate Veterans Day by attending a parade. In 2018, My Community Dental Centers (MCDC) celebrated with a day of service.

On November 12, MCDC locations in Charlotte, Detroit and Flint provided complimentary dental care to military veterans and their family members. A total of 139 patients received treatment and nearly 500 procedures, valued at $35,000, were performed. Among the services rendered were cleanings, extractions and fillings based on the patient’s most emergent need.

Staff members from throughout the MCDC system participated in the event including CEO Dr. Deborah E. Brown who cared for patients in Detroit, and interim chief dental officer, Dr. Lori McMurry, who did the same in Flint.

In addition to upholding MCDC’s mission to improve the lives of patients and to give back to the community, the Veterans Day event addressed the need that many veterans have when it comes to accessing dental care. “Many veterans do not qualify for full VA dental benefits and simply do not get the care they need or deserve,” said Dr. Brown, “We wanted to show our appreciation to veterans who have bravely served our country and are too often left without access to quality dental care. It was an honor to treat these patients and see the joy and relief on their faces as they received much-needed care at no cost.”

To help offset expenses for the event, MCDC applied $20,000 in grant funds, including $10,000 for winning the Henry Schein Cares Silver Medal in the oral health category, and $10,000 from the Delta Dental Foundation. Patterson Dental and Ultradent contributed a variety of dental supplies. In addition, the Delta Dental Foundation’s staff wrote personal “Thank You” cards to hand out to veterans in the Charlotte location. For their part, the patients expressed much gratitude, appreciation and - in some cases - tears of joy for the care they received.
My Community Dental Centers is thankful for our partners that work collectively with us to accomplish our goal of better access to oral health care and improved oral health for everyone.

Incredible things happen when we work together toward a common goal.

Thank you to our valued health department partners:

- Allegan County Health Department
- Barry-Eaton District Health Department
- Branch-Hillsdale-St. Joseph Community Health Agency
- Calhoun County Public Health Department
- Central Michigan District Health Department
- City of Detroit
- Delta and Menominee County Public Health Department
- District Health Department #10
- Genesee County Health Department
- Ionia County Health Department
- Kent County Health Department
- Livingston County Health Department
- Luce-Mackinac-Alger-Schoolcraft District Health Department
- Macomb County Health Department
- Marquette County Health Department
- Mid-Michigan District Health Department
- Monroe County Health Department
- Ottawa County Health Department
- Saginaw County Health Department
- Sanilac County Health Department
- St. Clair County Health Department
- Washtenaw County Public Health Department

As of July 2, 2018, the 8 DCN clinics are no longer managed by MCDC, and the Health Department of Northwest Michigan, who founded these clinics, has established a change in operational oversight.

New Centers Opened in 2018:
- Flint | Detroit - St. Vincent de Paul
- Battle Creek | Sandusky | Grand Haven

*Walker opened February 2019