

CHAIRPERSON  
BRIAN McGRAIN

VICE-CHAIRPERSON  
KARA HOPE

VICE-CHAIRPERSON PRO-TEM  
RANDY MAIVILLE

HUMAN SERVICES COMMITTEE  
TODD TENNIS, CHAIR  
DEB NOLAN  
SARAH ANTHONY  
TERI BANAS  
BRIAN McGRAIN  
RANDY MAIVILLE  
ROBIN CASE NAEYAERT

## **INGHAM COUNTY BOARD OF COMMISSIONERS**

*P.O. Box 319, Mason, Michigan 48854 Telephone (517) 676-7200 Fax (517) 676-7264*

THE HUMAN SERVICES COMMITTEE WILL MEET ON MONDAY, MAY 4, 2015 AT 6:30 P.M., IN THE PERSONNEL CONFERENCE ROOM (D & E), HUMAN SERVICES BUILDING, 5303 S. CEDAR, LANSING.

### Agenda

Call to Order

Approval of the [April 20, 2015](#) Minutes

Additions to the Agenda

Limited Public Comment

1. Interviews
  - a. Housing Commission
  - b. Capital Area District Library Board
  
2. Health Department
  - a. Resolution to Amend the Collaborative Agreement with the [Capital Area United Way](#)
  - b. Resolution to Enter into a Direct Billing Agreement with [Equian, LLC](#) for the Treatment of Unaccompanied Minors
  - c. Resolution to Authorize the Purchase of [Patient Self-Serve Kiosks](#) for Adult Health Services
  - d. Resolution to Authorize a Subcontract Agreement with [Redhead Design](#)
  - e. Resolution to Authorize a Software and Service Agreement with [Simbiote](#) Development for a Patient Management System
  - f. Introduction - Environmental Health Director Rod McNeil

Announcements

Public Comment

Adjournment

**PLEASE TURN OFF CELL PHONES OR OTHER ELECTRONIC DEVICES  
OR SET TO MUTE OR VIBRATE TO AVOID  
DISRUPTION DURING THE MEETING**

The County of Ingham will provide necessary reasonable auxiliary aids and services, such as interpreters for the hearing impaired and audio tapes of printed materials being considered at the meeting for the visually impaired, for individuals with disabilities at the meeting upon five (5) working days notice to the County of Ingham. Individuals with disabilities requiring auxiliary aids or services should contact the County of Ingham in writing or by calling the following: Ingham County Board of Commissioners, P.O. Box 319, Mason, MI 48854 Phone: (517) 676-7200. A quorum of the Board of Commissioners may be in attendance at this meeting. Meeting information is also available on line at [www.ingham.org](http://www.ingham.org).

HUMAN SERVICES COMMITTEE

April 20, 2015

Draft – Minutes

Members Present: Tennis, Nolan, Anthony, Banas, Maiville, McGrain, and Naeyaert

Members Absent: Nolan

Others Present: Linda Vail, Barb Mastin, Rick Terrill, Joel Murr, Debbie Edokpolo, Jared Cypher, Robin Reynolds, Scott Lyon, Bruce Bragg, Joe Garcia, Monica Kwasnik, Ryan Buck, Robin Stites, Cara Arbenowske, and others

The meeting was called to order by Chairperson Tennis at 6:30 p.m. in the Personnel Conference Room “D&E” of the Human Services Building, 5303 S. Cedar Street, Lansing, Michigan.

Approval of the April 6, 2015 Minutes

MOVED BY COMM. MCGRAIN, SUPPORTED BY COMM. ANTHONY, TO APPROVE THE MINUTES OF THE APRIL 6, 2015 MEETING.

THE MOTION CARRIED UNANIMOUSLY. Absent: Commissioner Nolan.

Additions to the Agenda

None.

Chairperson Tennis stated that Action Item No. 3(a) would have to be amended to correct an address stated in the resolution.

Limited Public Comment

Joe Garcia, Executive Director of Cristo Rey Community Center, addressed the positive impact the Ingham Health Plan (IHP) offered on patients. He stated that many people struggled to get by waiting for health care. He had witnessed the IHP option help individuals manage their health issues and have a positive impact in their lives. Mr. Garcia specifically cited the impact the IHP had on the population of North Lansing. He stated that the plan was instrumental in getting people signed up for healthcare and was very well run. Mr. Garcia would like to see the IHP continue.

Monica Kwasnik addressed the Committee about her personal experience with the IHP. Ms. Kwasnik stated that she and her husband were on and off the plan for years. She further stated that the IHP allowed them to not worry about being covered if they were to get sick. She stated that the IHP gave her peace of mind, created value, and a quality of life. She stated that it gave people an opportunity to stay in the community and be productive.

MOVED BY COMM. MAIVILLE, SUPPORTED BY COMM. ANTHONY, TO ADOPT A CONSENT AGENDA OF THE FOLLOWING ACTION ITEMS:

2. Community Mental Health - Resolution Authorizing Ingham County to Enter into the Ingham County Jail Diversion Interagency Agreement
3. Facilities Department
  - b. Resolution Authorizing a Lease Agreement with the Community Mental Health Authority of Clinton, Eaton and Ingham Counties (CMHA-CEI) for the Purpose of Leasing Space from Ingham County at the Forest Community Health Center (FCHC)
4. Health Department
  - a. Resolution to Amend Intelligent Medical Objects, Inc. Service Agreement to Include ICD-10 Medical Term Conversion

THE MOTION CARRIED UNANIMOUSLY. Absent: Commissioner Nolan.

THE MOTION TO APPROVE THE ITEMS ON THE CONSENT AGENDA CARRIED UNANIMOUSLY. Absent: Commissioner Nolan.

3. Facilities Department
  - a. Resolution Authorizing a Contract with Laux Construction, LLC for Renovations at the Ingham County Forest Community Health Center (FCHC)

MOVED BY COMM. MCGRAIN, SUPPORTED BY COMM. MAIVILLE, TO APPROVE THE RESOLUTION TO AUTHORIZE A CONTRACT WITH LAUX CONSTRUCTION, LLC FOR RENOVATIONS AT THE INGHAM COUNTY FOREST COMMUNITY HEALTH CENTER (FCHC).

MOVED BY COMM. ANTHONY, SUPPORTED BY COMM. NAEYAERT, TO AMEND THE RESOLUTION AS FOLLOWS:

THEREFORE BE IT RESOLVED, the Ingham County Board of Commissioners hereby authorizes entering into a contract with Laux Construction, LLC, ~~1535 Jessop Road, Dansville, Michigan 48819~~ **4218 Charlar Dr, Holt, Michigan 48842** to perform renovations at the Ingham County Forest Community Health Center for a total not to exceed cost of \$1,549,900.00 which includes a \$108,000.00 contingency.

THE MOTION CARRIED UNANIMOUSLY. Absent: Commissioner Nolan.

THE MOTION TO APPROVE THE RESOLUTION, AS AMENDED, CARRIED UNANIMOUSLY. Absent: Commissioner Nolan.

1. Discussion Item: IHP Quarterly Report

Scott Lyon, Board Chair of the IHP Corporation, came before the committee to discuss healthcare issues that faced the county and the impact it had on the IHP. He stated that a lot has changed in the world of health insurance with the Medicaid expansion, employee benefits, and the Affordable Care Act (ACA). Mr. Lyon further stated that the ACA had driven a lot of the changes for the way healthcare was financed and delivered. He stated that there was an uncertain future and that would have an impact on the number of uninsured in Ingham County. Mr. Lyon stated that there was an estimated 3,000 people in Ingham County that were without health insurance.

Mr. Lyon indicated that he wanted an open dialogue with the commissioners regarding the future of the IHP.

Mr. Lyon gave an overview of the IHP Corporation.

Mr. Lyon explained the IHP would continue to offer a basic health care plan. He stated that the ACA and Medicaid expansion had not covered everyone. He stated that their goal was to assist people through outreach and enrollment, to help people with complex medical needs navigate the system, to work with others to coordinate care, and provide supplemental services.

Bruce Bragg, Acting Associate Director of the Institute for Health Policy, College of Human Medicine at Michigan State University, addressed the Committee on the IHP Corporation.

Mr. Bragg gave a history of IHP Corporation.

Mr. Bragg stated that the IHP currently had approximately a \$10,000,000 fund balance.

Mr. Bragg stated that the IHP would lose its historical source of income. He further stated that the loss of income was the reason for the Millage Proposal in 2012 and the renewal of the Millage in 2014.

Mr. Bragg stated that the IHP de-enrolled all of its members, going from approximately 11,000 to zero. He stated that the IHP, currently, had just above 1,000 enrollees. He further stated that the financial reserves would be used to fund the plan going forward. Mr. Bragg explained that the best model was to use a combination of the fund balance and Millage money to maximize benefits of the people that remain uninsured and needed coverage.

Commissioner Banas questioned Mr. Bragg and Mr. Lyon on how the IHP intended to build enrollment back up. She asked for more information and background regarding the mass disenrollment. Commissioner Banas asked where all the former enrollees had gone.

Mr. Lyon answered that IHP had de-enrolled the entire group so they would acquire full health care coverage, if possible. He estimated that 100 individuals per month are reenrolling with the IHP. He stated that these persons could be former enrollees returning or, alternatively, could be new individuals to the Plan. He explained that IHP was utilizing social media, outreach and enrollment centers, advertisements, and hospital emergency rooms to reach the uninsured.

Commissioner Maiville asked how many of the three thousand uninsured individuals, under the millage language, would be eligible for the IHP.

Mr. Lyon indicated that all three thousand would be eligible.

Commissioner Maiville asked if there would be discussion on the quarterly report for the IHP.

Commissioner Naeyaert wanted to know how long the time frame was from de-enrollment to re-enrollment.

Mr. Lyon answered that it was an immediate transition.

Commissioner Naeyaert inquired why the currently estimated 3,000 uninsured residents of Ingham County could be enrolled in the Healthy Michigan Plan or the Affordable Care Act.

Mr. Lyon stated that the 3,000 uninsured were “working uninsureds” or did not have permanent residency status and therefore would not qualify for either option.

Chairperson Tennis explained that with the ACA and Medicaid, there would be a gap for people who did not qualify.

Commissioner Banas asked Mr. Lyon and Mr. Bragg how difficult it was to reach out to uninsured individuals.

Mr. Bragg stated that these were the most challenging folks in the system to reach and very difficult to find. He further stated that convincing the uninsured individuals to seek preventative care would be difficult. Mr. Lyon stated the IHP was the source of care of last resort.

Chairperson Tennis stated that hospitals were interested in the IHP because uninsured individuals were most likely to end up in their emergency rooms.

Commissioner Banas asked Mr. Lyon and Mr. Brag if the IHP’s information management systems would connect to the hospitals.

Mr. Lyon answered that all the systems were connected and that the IHP was in the process of rebuilding their information management systems. He further stated that case management would help patients get them away from visits to the emergency room.

Commissioner Anthony thanked the gentlemen for pulling together the demographic data for the Board. She noted that the majority of current members utilizing the plan were Hispanic, between the ages of 31-40, and lived in South Lansing. She asked what some of the outreach efforts were being done to reach these populations.

Mr. Lyon stated that the outreach agents were multi-lingual and that their sole goal was to find the uninsured individuals in that community. He further stated that these individuals usually did not show up on the radar until they were in desperate need of services.

Mr. Bragg indicated that there was a lot done in conjunction with the Ingham County Health Department.

Commission Naeyaert stated that many residents in her area of the county needed services that the IHP could offer. She asked what efforts were made to contact the rural residents of her district.

Mr. Bragg asked for suggestions from Commissioner Naeyaert on how to reach these residents. He stated that they relied on those rural residents' points of care and that once they were discovered to be uninsured, every effort was made to enroll them in the IHP.

Commission Naeyaert stated that she would like to see every effort made to reach the entire population of the county.

Commission Banas suggested a two generation strategy to reach the residents. She suggested that families be contacted through their children's schools and day cares. She also suggested that the IHP develop a good social media outreach plan to attract the underserved population of residents in their twenties and Veterans.

There was a discussion of the quarterly report.

Commissioner McGrain stated that the original de-enrollment was a shock and the Board was caught off guard by this. He asked Mr. Lyon and Mr. Bragg about the second quarter data.

Mr. Bragg answered that they did not have second quarter numbers. He stated that there were many variables and it would be difficult to predict at this time.

Mr. Lyon committed to an open book policy with the Board for the future of IHP.

Mr. Bragg stated that the Board's perspective and knowledge was welcomed.

Chairperson Tennis recapped the discussion on the IHP

4. Health Department

b. Presentation: Health in all Policies - Linda Vail

Linda Vail, Health Officer, gave a presentation on the Health in All Policies initiative.

Commissioner Banas asked Ms. Vail for examples of how other cities, like Seattle, utilized Health in all Policies.

Ms. Vail answered that the Commissioners of King County in Seattle integrated Health in all Policies into their strategic planning and budgeting process. She stated that to implement a Health in all Policies would be more about Ingham County government making policy decisions.

Commissioner McGrain asked what would trigger a referral of a Health in All Policies issue to the decision-making body.

Ms. Vail indicated that the process was yet to be determined by the Board of Commissioners.

Commissioner Anthony asked if Ingham County had an interdepartmental team to establish Health in all Policies.

Ms. Vail stated that there was not a team in place and that Board of Commissioners would make that decision.

4. Health Department

- c. Presentation: Overview of Proposed Strategic Initiatives from the Health Department -  
Linda Vail

Ms. Vail gave a presentation on Proposed Strategic Initiatives from the Health Department.

Commissioner McGrain thanked Ms. Vail for the increased communication with the Board of Commissioners.

There was a discussion about the issue of housing.

Commissioner McGrain inquired about the Health Care Quality Index national certification for the local hospitals.

Ms. Vail stated that it started with the Health Department and then it would influence hospitals.

Commissioner McGrain asked Ms. Vail if the county could assist the Health Department with immunization rates.

Ms. Vail stated that she needed to look into how much the county could affect policy with respect to immunization.

Commissioner McGrain asked if the Board of Health had any involvement with the issue of medical marijuana in the county.

Mr. Vail indicated that the Health Department was not involved with this issue in any way.

Commissioner Anthony asked if the Health Surveillance Data Book would be replacing the Healthy Capital Community Book.

Ms. Vail stated that the Health Surveillance Book would augment it, however they were two different things

Commissioner Naeyaert stated that she was amazed and impressed at how much the Health Department did in the community. She asked what services or arrangements existed for the aging population.

Ms. Vail stated that she preferred to look at this issue and others by considering what the five year trend would be. She further stated that public health did not change dramatically over a year, but that a five year period provided better data.

Commissioner Banas asked how the Health Department worked with IHP.

Ms. Vail provided several examples. She further stated that approximately 40% of IHP members were seen by Health Department clinics.

5. Controller's Office - Discussion Item: Resolution Updating Various Fees for County Services

Mr. Cypher stated that this was the first step in the county's annual fee renewal process. He further stated that the Human Services related fees would generate a little over \$12,000 in additional revenue. Mr. Cypher indicated that the Environmental Health fees were omitted from this report as they were still under review by Maximus.

Commissioner Banas asked what caused the new fees for Head Start CPR and First Aide.

Debbie Edokpolo, Health Department, stated that this was not a new fee, but rather it was formerly included in another fee and was now being charged separately.

Chairperson Tennis stated that the fees being charged by the county were as close as possible to the actual cost to the county.

Announcements

Commissioner McGrain announced that he attended the tour of the Volunteers of America and offered a pamphlet of information to the commissioners.

Commissioner Banas announced that last week, she attended the Power of We Raising of America event sponsored by the Health Department. She stated that the Raising of America would be a public broadcasting series featuring the struggles of children in the face of poverty.

Public Comment

None.

Adjournment

The meeting was adjourned at 8:39 p.m.



## **MAY 4, 2015 HUMAN SERVICES AGENDA STAFF REVIEW SUMMARY**

### **ACTION ITEMS:**

**The Deputy Controller is recommending approval of the following resolutions**

2. *Health Department*

a. *Resolution to Amend the Collaborative Agreement with the Capital Area United Way*

This resolution authorizes an amendment to the Agreement with the Capital Area United Way to coordinate the Behavioral Risk Factor & Social Capital Survey (BRF&SC Survey). \$38,051 is included in the 2015 budget to support this amendment through September 30, 2015.

b. *Resolution to Enter into a Direct Billing Agreement with Equian, LLC for the Treatment of Unaccompanied Minors*

This resolution authorizes entry into a direct billing agreement with Equian, LLC, for the provision of medical services to unaccompanied alien children. Ingham County will be reimbursed by Equian LLC at 100% of Medicare rate and for any codes not reimbursable under CMS schedules, 80% of Usual & Customary rates. The agreement period is June 1, 2015 through May 31, 2016 and will automatically renew annually unless terminated by either party.

c. *Resolution to Authorize the Purchase of Patient Self-Serve Kiosks for Adult Health Services*

This resolution authorizes the purchase of two patient self-serve kiosks through OTech, Inc. The kiosks will be piloted at Cedar Community Health Center's Adult Health Services with the following goals: to increase efficiency of our response to continued changes in health care delivery and to better utilize staff to meet these changing needs. The cost to purchase two kiosks is \$14,000 with an annual maintenance fee of \$2,028 per kiosk. The purchase of patient self-serve kiosks was initially approved through the FY 2014 CIP budget for \$16,000. Only \$400 of that amount was used in FY14; \$15,600 was carried over into FY15 for the purchase of kiosks.

d. *Resolution to Authorize a Subcontract Agreement with Redhead Design*

This resolution authorizes an agreement with Redhead Design Studio to update the Healthy Start Project's website, its design, and other marketing materials, including brochures, photos, and posters. The period of the agreement will be April 1, 2015 through May 31, 2015 for an amount up to \$9,000.

e. *Resolution to Authorize a Software and Service Agreement with Simbiote Development for a Patient Management System*

This resolution authorizes a software and service agreement with Simbiote Development for CareSentry patient management software system. The total cost for 22 CareSentry licenses and 64 hours of setup and training through Simbiote Development is \$41,900 with an annual maintenance fee of \$5,225. This cost will be covered through the PCMH recognition funds awarded to the Health Department through Health Resources and Services Administration.

**OTHER ITEMS:**

1. Interviews
  - a. *Housing Commission*
  - b. *Capital Area District Library Board*
  
2. Health Department
  - f. *Introduction - Environmental Health Director Rod McNeil*

## MEMORANDUM

**To:** Human Services Committee  
Finance Committee

**From:** Linda S. Vail, MPA, Health Officer

**Date:** April 15, 2015

**Subject:** Resolution to Amend the Collaborative Agreement with the Capital Area United Way

Ingham County has had a collaborative agreement with the Capital Area United Way (CAUW) since 2005. Under this agreement, the CAUW administers funds to support the Community Indicators Project, a core component of the Ingham County Health Department's (ICHD) strategy for informing the community about health status. The Department, along with Barry-Eaton District Health Department (BEDHD), Mid-Michigan District Health Department (MMDHD) and CAUW all contribute funds to the Community Indicators Project. A significant aspect of this project is the administration of the Behavioral Risk Factor & Social Capital Survey (BRF&SC survey). This survey of the adult population of Ingham, Eaton, and Clinton counties is an important source of data on health behaviors, outcomes, healthcare status and other matters of health and wellness.

The current agreement expired on September 30, 2014. I am requesting authorization to amend the contract to extend the agreement through September 30, 2015. The amount of the amendment is \$38,051. Funds for this project were anticipated in our 2015 budget. This amount is the same as the previous year.

This year, with support from the Michigan Department of Health & Human Services (MDHHS), the BRF&SC survey will include seven additional questions related to binge drinking behavior. These questions will allow us to determine what kind, how many, and where drinks were consumed, as well as if the person operated a motor vehicle during or after the binge drinking episode. In return for the opportunity to collect this additional information, we agree to share our data with the Alcohol/Substance Abuse Epidemiology Program in the Lifecourse Epidemiology & Genomics Division of MDHHS.

The BRF&SC Survey allows us to continue monitoring the health and well-being of our residents and to utilize the resources of our department more effectively.

I recommend that the Board of Commissioners adopt the resolution.

c: Eric Thelen w/attachment  
Joel Murr w/attachment

Introduced by the Human Services and Finance Committees of the:

**INGHAM COUNTY BOARD OF COMMISSIONERS**

**RESOLUTION TO AMEND THE COLLABORATIVE AGREEMENT WITH  
THE CAPITAL AREA UNITED WAY**

WHEREAS, the Behavioral Risk Factor & Social Capital Survey (BRF&SC Survey) measures a number of health indicators and quality of life indices including: chronic diseases, cigarette and alcohol use, obesity and physical activity, neighborhood safety, and safe walking routes; and

WHEREAS, information from the BRF&SC Survey is used to gauge the number of uninsured and access to care is central to the Board of Commissioners' goal of promoting access to care; and

WHEREAS, this year, with the support of Michigan Department of Health & Human Services (MDHHS), we will collect additional information to better inform our binge drinking prevention activities; and

WHEREAS, data from the BRF&SC Survey is central to the Community Indicators Project, a core component of the department's strategy for informing the community about health status; and

WHEREAS, Ingham County and the Capital Area United Way executed a collaborative agreement in 2005, wherein the United Way arranges for consulting and contractual services in support of the Community Indicators Project; and

WHEREAS, the collaborative agreement was originally authorized in Resolution #05-148 and amended in Resolutions #06-205, #07-154, #08-239, #09-197, #10-023, #11-399, #13-16 and 14-226 and collaborative activities have continued since the agreement's inception; and

WHEREAS, under this agreement the Capital Area United Way (CAUW) has coordinated funding from Barry-Eaton District Health Department, Mid-Michigan District Health Department, and Ingham County Health Department to administer the BRF&SC Survey; and

WHEREAS, this resolution will authorize an amendment to the agreement with CAUW and enable data collection to continue; and

WHEREAS, the amendment shall extend the agreement through September 30, 2015; and

WHEREAS, the amount of the amended contract shall remain the same, up-to \$38,051 and the funds to support this collaboration are included in the Health Department's 2015 budget; and

WHEREAS, the Health Officer has recommended that Ingham County Health Department continue its collaborative agreement with the Capital Area United Way.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes an amendment to the agreement with the Capital Area United Way in an amount not to exceed \$38,051 to coordinate the Behavioral Risk Factor & Social Capital Survey through September 30, 2015.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign any necessary contract documents on behalf of the County after approval as to form by the County Attorney.

## MEMORANDUM

**To:** Human Services Committee  
Finance Committee

**From:** Linda S. Vail, MPA, Health Officer

**Date:** April 20, 2015

**Subject:** Resolution to Authorize Entering into a Direct Billing Agreement with Equian, LLC for the Treatment of Unaccompanied Minors

Attached is a resolution to authorize the County to enter into a direct billing agreement with Equian, LLC, for the provision of medical services to unaccompanied alien children. The Health Department provided care to 109 unaccompanied minors through the Community Health Centers (CHCs) from the period January 1, 2014 through March 31, of 2015; the CHCs continue to provide health services to unaccompanied minors.

The Office of Refugee Resettlement (ORR), a division of the Department of Health and Human Services, is charged with the care of children who have arrived in the country with no parent or legal guardian (unaccompanied minors) through the Unaccompanied Alien Children's Program. The Unaccompanied Alien Children's Program was previously administered by the Veterans Administration. The Veterans Administration is no longer administering this program, so the ORR has engaged Equian, LLC to administer the provision of quality health care.

Equian, on behalf of the ORR has requested that the Health Department, as a previously participating medical provider of health services for unaccompanied alien minors, sign a new direct bill agreement in order to continue to participate in the program.

I recommend that the Ingham County Board of Commissioners authorize the agreement with Equian, LLC in order to continue billing for the health care services provided to unaccompanied minors through the Community Health Centers.

c: Eric Thelen w/attachment  
Barbara Watts Mastin w/attachment

Introduced by the Human Services and Finance Committees of the:

**INGHAM COUNTY BOARD OF COMMISSIONERS**

**RESOLUTION TO ENTER INTO A DIRECT BILLING AGREEMENT WITH EQUIAN, LLC  
FOR THE TREATMENT OF UNACCOMPANIED MINORS**

WHEREAS, the Office of Refugee Resettlement (ORR), a division of the Department of Health and Human Services, is charged with the care of children who have arrived to the country with no parent or legal guardian (unaccompanied minors) through the Unaccompanied Alien Children's Program; and

WHEREAS, the Unaccompanied Alien Children's Program was previously administered by the Veterans Administration; and

WHEREAS, the Veterans Administration is no longer administering this program, so the ORR has engaged Equian, LLC to administer the provision of quality health care to unaccompanied alien children; and

WHEREAS, the Health Department has provided care to 109 unaccompanied minors through the Community Health Centers from the period January 1, 2014 through March 31, of 2015 and continues to provide health services to unaccompanied minors; and

WHEREAS, Equian, on behalf of the ORR has requested that the Health Department, as a previously participating medical provider of health services for unaccompanied alien minors, sign a new direct bill agreement in order to continue participation in the program; and

WHEREAS, the Ingham Community Health Center Board has reviewed and supports entering a direct billing agreement with Equian, LLC for the health care services provided to unaccompanied minors through the Community Health Centers; and

WHEREAS, the Health Officer recommends that the Board of Commissioners authorize entering into a direct billing agreement with Equian, LLC for the health care services provided to unaccompanied minors through the Community Health Centers.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes entering into an agreement with Equian, LLC in order to continue billing for the health care services provided to unaccompanied minors through the Community Health Centers.

BE IT FURTHER RESOLVED, Ingham County will be reimbursed by Equian LLC at 100% of Medicare rate and for any codes not reimbursable under CMS schedules, 80% of Usual & Customary rates.

BE IT FURTHER RESOLVED, that the agreement period is June 1, 2015 through May 31 2016 and will automatically renew on an annual basis unless terminated by either party.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign any necessary contract documents on behalf of the County after approval as to form by the County Attorney.

## MEMORANDUM

**To:** Human Services Committee  
Finance Committee

**From:** Linda S. Vail, MPA, Health Officer

**Date:** April 20, 2015

**Subject:** Resolution to Authorize the Purchase of Patient Self-Serve Kiosks for Adult Health Services

Attached is a resolution to authorize the purchase of two patient self-serve kiosks through OTech, Inc. The kiosks will be piloted at Cedar Community Health Center's Adult Health Services with the following goals: to increase efficiency of our response to continued changes in health care delivery and to better utilize staff to meet these changing needs.

The self-serve kiosks will allow patients to swipe an ID card or type their name to check in for their appointment. It also provides patients way-finding information to navigate through the health center and allows patients to update their information and make co-pays or outstanding balance payments. Utilization of the kiosks enables greater staff efficiencies within the health centers. With the kiosk option, front-end staff will be more available to provide eligibility determination assistance to patients. As the billing process continues to become more complex, determining a patient's eligibility for Medicaid and other available services within the health center has become crucial for efficient and correct billing.

The purchase of patient self-serve kiosks was initially approved through the FY 2014 CIP budget for \$16,000. Only \$400 of that amount was used in FY14; \$15,600 was carried over into FY15 for the purchase of kiosks.

Three kiosk products were reviewed. The OTech, Inc. kiosks have a direct real time interface with NextGen, and therefore do not require a software interface. The cost for two OTech, Inc. kiosks is \$14,000, including hardware, software, set up, and training. OTech, Inc. also charges annual maintenance fees of \$2,028 per kiosk. Ongoing maintenance fees will be funded by health center revenues collected via improved billing efficiency and collection rates enabled by the kiosks.

I recommend that the Ingham County Board of Commissioners authorize the purchase of two patient self-serve kiosks from OTech, Inc. for Adult Health Services.

c: Eric Thelen, w/ attachment  
Barbara Watts Mastin, w/attachment



Introduced by the Human Services and Finance Committees of the:

**INGHAM COUNTY BOARD OF COMMISSIONERS**

**RESOLUTION TO AUTHORIZE THE PURCHASE OF PATIENT SELF-SERVE KIOSKS  
FOR ADULT HEALTH SERVICES**

WHEREAS, the Health Department would like to purchase two patient self-serve kiosks to pilot at Cedar Community Health Center's Adult Health Services; and

WHEREAS, patient self-serve kiosks support increased efficiency to respond to continued changes in health care delivery and better utilize staff time to meet these changing needs; and

WHEREAS, the total cost of two kiosks through OTech, Inc. are \$7,000 each, for a total of \$14,000, including hardware, software, set up and training; and

WHEREAS, the OTech, Inc. kiosks will also have an annual maintenance fee of \$2,028 per year per kiosk; and

WHEREAS, \$15,600 is included in the FY 2015 CIP budget for the purchase of patient self-serve kiosks; and

WHEREAS, the Ingham Community Health Center Board has reviewed and supports the purchase of two patient kiosks through OTech, Inc.; and

WHEREAS, the Health Officer recommends the Board of Commissioners authorize the purchase of the kiosks through OTech, Inc.

THEREFORE BE IT RESOLVED, that the Board of Commissioners authorizes the purchase of two patient self-serve kiosks through OTech, Inc. for the cost of \$7,000 each, for a total of \$14,000, including hardware, software, set up and training.

BE IT FURTHER RESOLVED, that the purchase be paid through the \$15,600 FY 2015 CIP funds allocated for the purchase of patient kiosks.

BE IT FURTHER RESOLVED, that the ongoing maintenance fees of \$2,028 per year per kiosk be charged to health center revenues collected through the kiosks.

BE IT FURTHER RESOLVED, that the Controller/Administrator is authorized to make any necessary budget adjustments consistent with this resolution.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign any necessary contract documents on behalf of the County after approval as to form by the County Attorney.

**MEMORANDUM**

**To:** Human Services Committee  
Finance Committee

**From:** Linda S. Vail, MPA, Health Officer

**Date:** April 27, 2015

**Subject:** Resolution to Authorize a Subcontract Agreement with Redhead Design

Resolution #14-413 authorized a grant agreement from the U.S. Department of Health and Human Services (HHS) Division of Health Resources and Services Administration (HRSA) in support of the Healthy Start Project. The Health Department was awarded an amount of up to \$532,933 for the period September 1, 2014 through May 31, 2015.

The Healthy Start Project is designed to reduce infant mortality/disparities for African Americans living in Ingham County, Michigan. Healthy Start will address disparities in perinatal health outcomes through direct services, perinatal system coordination, and community mobilization.

Updates and revisions to the photos, posters, and website design are essential to continue to share adequate and up-to-date information with our community partners, program participants, and other stakeholders. The attached resolution requests authorization of a subcontract agreement between the Ingham County Health Department and Redhead Design to complete the following scope of work:

1. Website copy and form edits
2. Website calendar addition
3. Website PDF upload functionality
4. Addition of "For Moms" / "For Dads" pages
5. Addition of social media links
6. Flyer redevelopment
7. Bill-sized mailer Word template
8. Additional photos
9. Google analytic integration
10. Project management

I recommend that the Board of Commissioners authorize the attached resolution

c: Eric Thelen w/attachment  
Regina Traylor w/attachment  
Debbie Edokpolo w/attachment  
Stephanie Strickling, w/attachment

Introduced by the Human Services and Finance Committees of the:

**INGHAM COUNTY BOARD OF COMMISSIONERS**

**RESOLUTION TO AUTHORIZE A SUBCONTRACT AGREEMENT WITH REDHEAD DESIGN**

WHEREAS, Resolution #14-413 previously authorized a grant agreement from the U.S. Department of Health and Human Services (HHS) Division of Health Resources and Services Administration (HRSA) in support of the Healthy Start Project; and

WHEREAS, The Health Department was awarded an amount of up to \$532,933 for the period September 1, 2014 through May 31, 2015; and

WHEREAS, the Healthy Start Project's goal is to improve perinatal outcomes, promote women's health and eliminate racial disparities in Ingham County, Michigan utilizing a collective impact framework; and

WHEREAS, African-American women bear an undue disease burden with disproportionately high rates of infant mortality, with rates of 17.8 per 1,000 live births, as compared to the white infant mortality rates of 8.0 per 1,000 live births; and

WHEREAS, Resolution #13-350 authorized a subcontract agreement with Redhead Design Studio for the period of June 1, 2013 through May 31, 2014 for an amount up to \$22,567; and

WHEREAS, updates and revisions to the photos, posters, and website design are essential to continue to share adequate and up-to-date information with our community partners, program participants, and other stakeholders.

THEREFORE BE IT RESOLVED, that the Board of Commissioners authorizes a subcontract agreement with Redhead Design Studio to update the Healthy Start Project's website, its design, and other marketing materials, including brochures, photos, and posters.

BE IT FURTHER RESOLVED, the period of the subcontract agreement shall be April 1, 2015 through May 31, 2015 for an amount up to \$9,000.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign any necessary contract documents on behalf of the County after approval as to form by the County Attorney.

## MEMORANDUM

**To:** Human Services Committee  
Finance Committee

**From:** Linda S. Vail, MPA, Health Officer

**Date:** April 20, 2015

**Subject:** Resolution to Authorize a Software and Service Agreement with Simbiote Development for a Patient Management System

Attached is a resolution to authorize the Health Department to enter into a software and service agreement with Simbiote Development for CareSentry patient management software system.

Ingham Community Health Centers are moving toward achieving Stage 2 of Meaningful Use standards and Patient Centered Medical Home (PCMH) recognition across all health center sites. Implementing population management by July 1<sup>st</sup> is a key factor in meeting these goals for 2015. The current electronic Patient Management/Electronic Health Record software utilized in the Community Health Centers (NextGen) lacks many key features necessary to manage patient populations across providers and systems. Additional software is needed to meet the increased demand for and complexity of patient management.

Three patient management systems were reviewed. Simbiote Development's CareSentry product was selected because it was more robust than the other two products and only a third of the cost. Simbiote is a partner of NextGen and does not require additional costs for a software interface to operate.

The total cost for 22 CareSentry licenses and 64 hours of setup and training through Simbiote Development is \$41,900 with an annual maintenance fee of \$5,225. This cost will be covered through the PCMH recognition funds awarded to the Health Department through Health Resources and Services Administration.

I recommend that the Ingham County Board of Commissioners authorize the Health Department to enter a software license and services agreement with Simbiote Development for the CareSentry patient management system.

c: Eric Thelen, w/ attachment  
Barbara Watts Mastin, w/attachment

Introduced by the Human Services and Finance Committees of the:

**INGHAM COUNTY BOARD OF COMMISSIONERS**

**RESOLUTION TO AUTHORIZE A SOFTWARE AND SERVICE AGREEMENT WITH SIMBIOTE DEVELOPMENT FOR A PATIENT MANAGEMENT SYSTEM**

WHEREAS, through Resolution #14-393 the County accepted a \$91,483 increase to the Health Department's FY 2015 Health Center Program base award from the U.S. Department of Health and Human Services Health Resources and Services Administration for its recognition as a Patient Centered Medical Home; and

WHEREAS, the award was to support continued Patient Centered Medical Home activities and enhancements within the Community Health Centers; and

WHEREAS, Ingham Community Health Centers are moving toward achieving Stage 2 of Meaningful Data Use standards and Patient Centered Medical Home (PCMH) recognition across all health center sites; and

WHEREAS, the current electronic Patient Management/Electronic Health Record software utilized in the Community Health Centers (NextGen) lacks many key features necessary to manage patient populations across providers and systems; and

WHEREAS, additional software is needed to meet the increased demand for and complexity of patient management to support PCMH and Meaningful Use standards; and

WHEREAS, the Health Department reviewed three patient management systems and found Simbiote Development's CareSentry product to be more robust than the other products at a third of the cost; and

WHEREAS, the total cost for 22 CareSentry licenses and 64 hours of setup and training through Simbiote Development is \$41,900 with an annual maintenance fee of \$5,225; and

WHEREAS, the cost of the CareSentry system will be covered through the PCMH recognition funds awarded to the Health Department through Health Resources and Services Administration; and

WHEREAS, the Ingham Community Health Center Board has reviewed and supports entering into a software license and services agreement with Simbiote Development for the CareSentry patient management system; and

WHEREAS, the Health Officer recommends the Board of Commissioners authorize a software license and services agreement with Simbiote Development for the CareSentry patient management system.

THEREFORE BE IT RESOLVED, that the Board of Commissioners authorizes entering into a software license and services agreement with Simbiote Development for the CareSentry patient management system.

BE IT FURTHER RESOLVED, that the agreement includes 22 CareSentry licenses, 64 hours of setup, and training through Simbiote Development for a total cost of \$41,900 with an annual maintenance fee of \$5,225, which shall automatically renew annually.

BE IT FURTHER RESOLVED, the cost of the CareSentry system will be covered through the PCMH recognition funds awarded to the Health Department through Health Resources and Services Administration.

BE IT FURTHER RESOLVED, that the Ingham County Controller/Administrator is authorized to make budget adjustments as necessary.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign any necessary contract documents on behalf of the county after approval as to form by the County Attorney.