

# Improving Outcomes Conference

May 14-15, 2026

Grand Traverse Resort  
Acme, MI

Pre-Conference Institute  
May 13, 2026, 2:00 – 4:00 p.m.



# Conference Information & Registration

## Conference Format:

This conference is fully in-person. No virtual/hybrid options are available.

## Conference Location:

Grand Traverse Resort - [100 Grand Traverse Village Blvd, Acme, MI 49610](#)

## Conference Registration:

Main Conference Registration: Registration fee covers access to conference materials, all keynote sessions, workshops, two breakfasts, one lunch, and refreshment breaks.

Pre-Conference Institute: This optional institute can be purchased separately or as part of a bundle. It includes materials and a refreshment break.

## Conference Rates:

	Member	Non-Member
Main Conference	\$360	\$405
Pre-Conference & Main Conference	\$390	\$440
Thursday Only	\$260	\$290
Friday Only	\$110	\$135
Pre-Conference Only	\$45	\$65

Conference Registration Deadline: **Wednesday, May 6, 2026, at noon**

*\*Onsite Registration will be available but will incur a \$40 Same-Day Registration Fee\**

## Payment Information:

- Payment must be received at the time of registration. No checks or ACH will be accepted. No exceptions to this policy.
- **No Shows** will be billed the **full** amount.

**If you are unable to attend, substitutions are permitted up to the start of the conference.**

**Cancellations:** To receive a full refund, minus a \$25 administrative fee, please email your cancellation request to [smetcalf@cmham.org](mailto:smetcalf@cmham.org) at least seven business days before the conference. Unfortunately, cancellations received within seven business days of the event are **non-refundable**.

**Questions about registration?** Contact [smetcalf@cmham.org](mailto:smetcalf@cmham.org) for assistance.

# Agenda

## Wednesday, May 13, 2026

1:00 – 5:00 p.m.

**Early Conference Registration** (*CC Lobby*)

2:30 – 5 p.m.

**Pre-Conference Institute: “Practical Project Management”** (*Michigan AB*)

- *Diana Bundschuh, Technology Consultant, TBD Solutions*

Most of us have experienced one of two extremes: projects that stall endlessly due to a lack of structure, or initiatives so over-managed they become bogged down by tools, templates and meetings. This pre-conference institute cuts through both traps to focus on what actually works. Participants will gain practical project management tips, effective meeting facilitation techniques, and adaptable approaches for moving work forward without needing formal authority or a project management title. Designed for real-world settings, this session emphasizes pragmatism over process and equips you with strategies to help projects reach the finish line, even in complex or constrained organizational environments.

## Thursday, May 14, 2026

7:30 a.m. – 4:00 p.m.

**Conference Registration Open** (*Michigan Prefunction*)

8:00 – 9:00 a.m.

**Breakfast** (*Michigan ABCD*)

9:00 – 10:15 a.m.



**Conference Welcome and Introductions** (*Michigan ABCD*)

**Keynote: What’s Going on in Lansing** (*Roy E Wilbanks Ballroom*)

- *Alan Bolter, Incoming Chief Executive Officer and Current Associate Director, CMHA*

Hear about the latest happenings with the Michigan Legislature. Gain insights into the current and upcoming fiscal year budget landscape, the status of the PIHP procurement process, and key policy issues affecting the public mental health system. We’ll also explore how recent political shifts in Lansing are shaping the legislative process and highlight the major issues lawmakers are expected to address in the months ahead. This session will provide an in-depth update on legislative and budget matters impacting the CMH system, along with strategies for members to effectively advance our advocacy message moving forward.

10:15 – 10:30 a.m.

**Refreshment Break** (*Michigan Prefunction*)

10:30 – 11:45 a.m.

## Concurrent Workshops

### **1. Finance: Payer updates and changes, 2026 Final Rule, changes to 25 modifier, ICD-10-CM requirements, guidelines and more**

- *Pamela Pully, CPC, CPMA AAPC Fellow, Owner, Professional Insurance Consultants*

Update your billing, coding, payer rules and requirements. Follow all AMA/CPT modifiers and guidelines. Updates will be given. Learn how rules and guidelines for different payers affect your billing, coding and compliance. Learn how errors in ICD-10-CM codes will affect your revenue. Learn the paybacks happening in BH and how to avoid.

### **2. Information Technology (IT): From Insight to Impact: Real World Applications of AOT Data in Clinical & Business Operations**

- *Trevor Whitehead, MSW, Data Analyst, Wayne State University Center for Behavioral Health and Justice*

This workshop explores practical strategies for harnessing Assisted Outpatient Treatment (AOT) data to drive meaningful improvements in clinical practice and business decision-making. Participants will dive into a real-life case study demonstrating the integration of AOT data into a healthcare organization's operations, highlighting the data infrastructure, implementation of standards for day-to-day data management, and effective, ethical use of data.

### **3. Provider Network/Quality: Fiscal Management Services (FMS) Contracting and Processes**

- *Gina Kim, B.S., Provider Network Specialist, HealthWest*
- *Anissa Goodno, LBSW, Provider Network Specialist, HealthWest*
- *Pam Kimble, LMSW, LBA, BCBA, Director of Quality Insurance, HealthWest*
- *Jackie Harrar, MBA, Manager of Provider Network, HealthWest*

This session will offer viewing an addition to the pre-contracting assessment tool, an overview of the FMS agreement, the Self Determination flow, and current audit findings. Attendees will learn how HealthWest continues to work towards improving our process within our agency and with providers.

11:45 a.m. – 12:45 p.m.

## Lunch

12:45 – 1:45 p.m.



**Keynote: “Justice Impacted Voices Transforming Behavioral Health”**  
(Michigan ABCD)

- *Ken Briggs, Chief of Pretrial and Justice Services*
- *Paul Schankin Jr., Oakland County’s Crisis Response Team*
- *Thomas Hunter, Oakland County’s Crisis Response Team*

This session highlights how justice impacted individuals in recovery can become powerful leaders within behavioral health, substance use disorder, and crisis response systems. Through lived experience, recovery, and frontline service, this presentation will explore workforce development, racial disparities, and innovative strategies for integrating justice impacted individuals into leadership roles that strengthen systems of care and improve community outcomes.

2:00 – 3:00 p.m.

**Concurrent Workshops**

**4. Finance: Procurement Standards**

- *Christina Schaub, CPA, Partner, Roslund, Prestage & Company, P.C*
- *Trevor Kapp, CPA, Manager, Roslund, Prestage & Company, P.C*
- *Chris Lowe, CPA, Senior Auditor, Roslund, Prestage & Company, P.C*

This presentation will walk through the procurement standards outlined in 2 CFR 200.

**5. Information Technology (IT): Michigan State Police Security – Tabletop Exercise**

- *Brandon Smith, Cybersecurity Intelligence Analyst, Michigan State Police*

This interactive session will walk through a simulated ransomware attack, exposing gaps in organizations incident response plan (IRP), disaster recovery plan (DRP) and business continuity plan (BCP).

**6. Provider Network: CMH Rate Restructuring to Support Employment Services and Outcomes: Results of Evaluation**

- *Lisa Mills, PhD, MSW, Consultant, Moving To A Different Drum LLC*
- *Emilia Gutierrez, MSW, Chief Executive Officer, Do-All, Inc*

This workshop will provide an overview of the history of the CMH Rate Restructuring initiative (2015-2026) to advance competitive integrated employment outcomes. Strategies for restructuring rates, payment methodologies and provider contracts will be discussed along with outcomes resulting from the initiative. Hear from a provider that went through rate restructuring with their CMH and used the opportunity to transform their organization.

**7. Quality: From Consent to Disclosure: Applying CFR Part 2 in Real Life**

- *Devon Hernandez, BA, MBA, Director of Corporate Compliance and Risk Mgt, West Michigan Community Mental Health*
- *Jodi Garrow, Customer Engagement Coordinator, West Michigan Community Mental Health*

The workshop will provide clarification on who is covered under 42 CFR Part 2 as a provider. It will also cover which consumers/patients are protected by the regulation. You will learn how to apply the rule in your day to day work as a healthcare professional. Also bringing to light, what should be monitored and in place as safe guards in your organization.

3:00 – 3:15 p.m.

#### **Refreshment Break**

3:15 – 4:15 p.m.

#### **Concurrent Workshops**

##### **8. Finance: CMH Systems – Questions, Answers and Current Issues**

- *Neil Marchand, Attorney, Miller Johnson*
- *Carol Mills, MPA, MBA, Executive Director, Newaygo County Mental Health*

This will be a panel discussion with Neil Marchand, Esq. and Carol Mills. Participants are asked to submit questions regarding areas of CMH operations and financing that they would like to have facilitated discussions around.

##### **9. Information Technology (IT): More Things You Didn't Know You Could do with SharePoint, Power BI, and Power Automate**

- *Greg Lietzow, BS, Senior Programmer Analyst, Bay Arenac Behavioral Health Authority*
- *Stacie Knobel, MS, Electronic Clinical Record Administrator, West Michigan Community Mental Health*

Discover practical ways to get more value from the Microsoft Power Platform. We'll look at how Power BI, SharePoint, Microsoft Lists, Power Automate, and Power Apps can work together to simplify processes, improve visibility, and support modern collaboration.

Whether you're building simple workflows, or exploring data models and alerts, this session highlights approachable, flexible uses of the platform that any organization can benefit from. You'll leave with straightforward ideas you can apply right away to make your everyday work easier and more connected.

##### **10. Provider Network: Redbook Training**

- *Joseph "Chip" Johnston, LMSW, Executive Director, Centra Wellness Network*

This workshop is an overview of the CMHSP responsibilities, citing Mental Health Code, Administrative Rules, Attorney General Opinions, and legal precedence.

## 11. Quality: Organizing and Coordinating Quality Monitoring Review Audits

- Elizabeth Schlott, BSW, QIDP, Quality and Privacy Coordinator, Integrated Services of Kalamazoo
- Sheila Hibbs, MA, LPC, CHC, Administrator of Operations, Integrated Services of Kalamazoo

This workshop will provide an overview of effective strategies for organizing and coordinating quality monitoring reviews for contract agency providers and internal programs. Participants will see our process of how aligning monitoring activities with state and regulatory requirements and ensuring inter-rater reliability.

Key topics will include reviewing applicable standards from the State of Michigan, CMHA, LARA, and CCBHC; utilizing standardized monitoring tools in collaboration with the PIHP; and coordinating the scheduling and implementation of provider reviews. The workshop will also provide our process documenting and tracking Plans for Improvement (PFIs) to ensure compliance and support continuous quality improvement.

Additionally, participants will explore best practices for scheduling and delivering provider trainings, including onboarding for new providers and annual update trainings to reinforce regulatory expectations and quality standards.

## Friday, May 15, 2026

8:00– 9:00 a.m.

### Breakfast

9:00 – 10:00 a.m.



Keynote: “Advancing Technology First: Transforming Support for People with IDD in Michigan” (Ballroom)

- Dennis Bolt, Retired IDD Executive

When considering an individual’s needs, through a person centric process, we should determine any role for technology as a means to offer support that enhance independent living and personal dignity before defaulting to paid staffing as a primary solution. This workshop offers to introduce the concept of Tech First, provide descriptions of possible solutions to consider, review the experiences of other states that have adopted this approach and suggest opportunities to introduce Tech First as a statewide initiative here in Michigan.

10:00 – 10:30 a.m.

### Refreshment Break to Allow for Hotel Checkout

10:30 – 11:45 a.m.

### Concurrent Workshops

### **12. Finance: Managing General Funds**

- Carol Mills, MBA, MPA, Chief Executive Officer, Newaygo County Mental Health

This presentation provides an overview of Michigan Community Mental Health Services Programs' (CMHSP) responsibilities in managing limited General Fund (GF) resources. It explains what General Funds are, how they differ from Medicaid, and the statutory priorities governing their use under the Michigan Mental Health Code. Key topics include mandated and priority services, eligibility requirements, management of indigent and spend-down populations, and strategies for minimizing financial risk and exposure. The presentation emphasizes prudent resource allocation, maintaining compliance, and ensuring the sustainability of essential mental health services amid funding limitations.

### **13. Information Technology (IT): How to Make I.T. Count**

- Joseph Balberde, Chief Information Officer, North County CMH
- Diana Bundschuh, MS, Technology Consultant, TBD Solutions

Behavioral health organizations operate in mission critical, high stress environments where technology can either enable better care or become another barrier. Technology only truly "counts" when it clearly advances the organization's mission. This session explores how to make IT count by shifting it from a cost center to a strategic enabler, intentionally aligning technology decisions with clinical workflows, regulatory and contract requirements, and organizational strategy. Attendees will learn practical, real-world approaches to prioritize investments, communicate IT value to leadership, and ensure technology efforts directly support access to care, workforce effectiveness, operational efficiency, service quality, and long-term sustainability—especially in resource constrained environments facing growing demand.

### **14. Provider Network: An overview of the Michigan Freedom of Information Act (FOIA) - Via Zoom**

- Thomas Quasarano, MA, JD, LL.M., Assistant Attorney General, Department of Attorney General

A section by section review of the FOIA to understand the core purpose of the act and the public's rights and the public body's obligations under the act.

### **15. Quality: Toyota Kata: Creating a Culture of Continuous Quality Improvement**

- Pam Kimble, LMSW, LBA, BCBA, Director of Quality Assurance, HealthWest

Toyota Kata is a structured way to create a culture of continuous learning and improvement at all levels in an agency. The practice is grounded in

two fundamental routines: the improvement Kata and the Coaching Kata. Attendees will be introduced to the Toyota Kata process and will learn how Kata has been applied at HealthWest. They will be encouraged to consider how Toyota Kata could be used to empower employees to work toward positive change and quality improvement in all areas of their own behavioral healthcare agency.

11:45 a.m.

**Conference Adjourns**

# Hotel Information

**Location:** Grand Traverse Resort – [100 Grand Traverse Village Blvd, Acme, MI 49610](#)

**Check-In Time:** 4 p.m.

**Check-Out Time:** 11 a.m.

**Parking:** Complimentary self-overnight parking and day parking are available for all attendees. Valet parking is an additional expense for attendees.

**Wi-Fi:** Complimentary Wireless Internet is available in all guest rooms and meeting spaces.

**Grand Traverse Resort Cancellation Policy:** If a guest does not cancel a reservation within 72 hours before the guest's check-in date, then the hotel may charge the credit card for one night's room fee plus any applicable taxes.

**Reservations:** The cutoff date for the discounted room rate is April 13<sup>th</sup>. Please call the reservations line at 616-534-6001 to reserve a hotel room if after the cutoff date.

Hotel Link: [CLICK HERE](#)

**Overflow Hotel:** Residence Inn Marriott Traverse City, Approx 4 miles/10 minute drive. The deadline is April 28<sup>th</sup>.

Hotel Link: [CLICK HERE](#)

# Committee Members

**Thank you to the conference committee members for their invaluable contributions to the development of the program!**

Alexis Shapiro, Northcare Network  
Greg Lietzow, Bay Arenac Behavioral Health  
Manny Singla, Detroit Wayne Integrated Health Network  
Stacie Knobel, West Michigan Community Mental Health  
Stefanie Miller, North Country Community Mental Health  
Bethany Sherfinski, West Michigan Community Mental Health  
Carly Hysell, HealthWest  
Allison Nicholson, Centra Wellness Network  
Jeffrey Labun, Newaygo County Mental Health  
Joseph Balberde, North Country CMH Authority  
Michele Perry, Bay Arenac Behavioral Health  
Traci Sassak, Network180  
Adrienne McKinney, Network180  
Elizabeth Schlott, Integrated Services of Kalamazoo  
Pam Kimble, HealthWest  
Katreena Hite, Northcare Network  
Levi Zagorski, Huron Behavioral Health  
Mehgan McNeil, Network180  
Shaina McKinnon, Community Mental Health Authority of Clinton, Eaton, and Ingham Counties  
Taylor Hirschman, Gratiot Integrated Health Network  
Tiffany Kiper, North Country Community Mental Health  
Chris VanWagoner, Northern Michigan Regional Entity  
Cristina Mosella, Macomb County Community Mental Health  
Danielle Robel, West Michigan Community Mental Health  
Don Avery, Network180  
Erin Lewis, Genesee Health System  
Jackie Farrar, HealthWest  
Jamie Stout-Shirkey, Genesee Health System  
Jarrett Cupp, Pivotal  
Kim Gunsell, Huron Behavioral Health  
Philip "PJ" Hoffman, LifeWays  
Stephanie Gunsell, Bay Arenac Behavioral Health  
Tara Steele, Lapeer County Community Mental Health  
Diana Bundschuh, TBD Solutions  
Sandy Kerrigan, TBD Solutions  
Sarah Metcalf, Community Mental Health Association of Michigan