



Administrative Office, 105 Hall Street, Suite A, Traverse City, MI 49684

**Committee of the Whole Meeting
Minutes**

October 19, 2023

12:30 PM

Board Members Present: Ben Townsend, Greg McMorrow, Mary Marois, Al Cambridge, Pam Babcock, Kate Dahlstrom, Ruth Pilon, Tom Bratton, Carol Blake, Ty Wessell, Dean Smallegan, Penny Morris, and Tony Lentych, Eric Ostergren

Virtual: David Freedman

Absent: Sherry Powers

Others Present: Brian Martinus, Interim Chief Executive Officer; Stacy Maiville, Executive Secretary; Dean Baldwin, Network Administrator; Brian Newcomb, Director of Recipient Rights; Darryl Washington, Chief Operations Officer for Northern Health Care Management; Dan Mauk, Chief Information Officer; Jeremiah Williams; IT Supervisor, Kim Silbor; Operations Manager

Virtual –Curtis Cummins, Medical Director; Jessica Williams, Performance Improvement Specialist; Aimee Horton Johnson, Office Administrator; Terri Henderson, Service Information Specialist; Lisa Holmes, Clinical Review Manager; Chris Biggar, Finance Manager; Amanda Ritchie, Improvements Coordinator, Deb Freed, Public Relations; Alyssa Heider, Recipient Rights Specialist; Hilary Rappuhn, Project Coordinator; Melanie Schopieray, Customer Service Specialist - Quality Improvement & Compliance; Tiffany Fewins, Administrative Assistant; Jeremiah Williams, Information Technology Supervisor; Kari Barker, QI Compliance Director; Lynn Pope, Angie Griffis, Andrew Waite, Rob Palmer, Kevin Hartley, Kaitlyn Reinink, Mardi Link, Melissa Bentgen, Jan, Lauren Barnard, Cindy Petersen, Pam Petroelje, Christina Hasty, Part R, Julie Lanczki, Kiley Fields, Andrew Weiss, Jessica Hedges, Angie S., Carlton Ketchum, Candace Kauska-Dietrich, Deb Freed,

Ben Townsend called the meeting to order at 12:30 p.m.

Public Comment: Rob Hentschel, Chairman of Grand Traverse Board of County Commissioners. Mr. Hentschel reflected on recent unsettling events that have happened within Northern Lakes. He stated that incidents are a more significantly failures of oversight, leadership and governance and have roots from the Carver model style of governance. Mr. Hentschel encouraged the Board to choose a traditional board model. He emphasized the Board's duty to protect, direct, and serve the organization and community's best interests. Believes Northern Lakes would be best served by a traditional model, with committees to look closer at items. Made clear that there have been no votes regarding his comments, but members of Board of Commissioners have expressed support of the items he shared.

Office of Recipient Rights Director's Report:

Brian Newcomb, Director of the Office of Recipient Rights, gave his monthly report on recipient rights. There are currently 74 open investigations. The department is at 100% compliance. At the last RRAC meeting he pointed out where the agency was 3 years ago and where they are now and the improvement that has occurred. Site visits have already begun for FY 24. In person training will begin in Jan. 2024.

There was dialogue between members of the Board and Mr. Newcomb around the accessibility of filing complaints, the department's substation rate, and what information regarding complaints is available to the public or Board.

Children with Serious Emotional Disturbance – A presentation was given to the Board about children with serious emotional disturbance by staff members, Melissa Trout, Erika Solomonson, Abby Sconfield. The presentation gave an overview of services offered to children and the intake process.

If a child meets criteria the initial intake is scheduled within 14 days. The team has 28 days to get a treatment plan going, most of the time the team can achieve this sooner.

Types of services include: Outpatient child and family therapy, home based therapy, Infant mental health, wraparound, child psychiatry, case management, dialectal behavioral therapy (DBT-A), parent supports and youth peer support, and multi system therapy (MST). There is a waiver available to those children who do not have Medicaid but need services a fit the criteria of the waiver.

Discussion on Policy Governance – The Board continued their discussion about choosing their governance model.

Many Board members raised concern that they were not given enough education about the different types of governance models. It was expressed that the Board needs to know what the other governance models are before making a decision or coming to a vote. Ms. Morris suggested putting off the vote for the governance model until the Board has more information. It was also suggested for the attorney to be involved and consulted during the decision-making process. It was mentioned that whatever model the Board chooses will impact the hiring of a CEO. It was also stated that the agenda structure is frustrating and does not allow for the Board handle issues that need to be addressed. Mr. Cambridge expressed that the Board needs to operate with a policy governance model. It does not have to be the Carver Model, but it would be in the best interest of the agency to have a policy governance model in place. Ms. Dahlstrom commented that she would like a model where the CEO is free to give input and have a better partnership with the Board.

Mr. Freedman urged the Board to look at their committee structure along with the governance models as soon as possible. He commented that the fiduciary role should be a focus of the Board along with their other responsibilities.

It was brought to the attention of the Board that the new by-laws have are in the process of being developed by the county administrators and Ms. Sarah Bannon. Multiple Board members expressed that they were not aware of this happening. Mr. Townsend reminded the Board that developing by-laws is part of the new Enabling Agreement. It was expressed that the administrators should not be the ones making the by-laws for the Board, as they may not be knowledgeable enough of what the agency needs or how the Board operates. It was stated that Board members would like to be more involved in the by-laws process and an attorney present. Mr. Wessell stated that it is time for the Board to see the by-laws draft and become involved.

Mr. Freedman encouraged the Board to take a step back and look at their goals. Make it simple and as timely as possible. Mr. Bratton supported Mr. Freedman's comment and reminded the Board that the reason why the NMRE stepped in is because the Board messed up. "When you point a finger at someone, there are always three fingers pointing back at you".

Mr. Martinus asked Board members to encourage their county administrators to get the dispute resolution committee wrapped up.

Mr. Cambridge encouraged the Board to learn from the past. To write down the things that have happened so they can use that as a learning process moving forward. He asked Board members to email their responses to Ben.

Ms. Babcock would like someone to ask Haider if all that is happening with the policies and by-laws are aligned with the authority.

Distribute Individual and Board Self-Assessments - The individual and Board Self-Assessments were given to the Board for completion. These will be due to the Executive Secretary at or before the November Board Meeting. The NLD will review the results during the January NLD meeting and report their findings to the Board at the January Board meeting.

Agenda Planning:

Next meeting is November 16, 2023 in Cadillac.

- Discussion on Protocol answering service.

Other/Adjourn: Meeting adjourned at 2:12 p.m.

Respectfully Submitted,

Stacy Maiville

Executive Secretary

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