



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

Board of Directors Meeting Minutes

December 21, 2023

2:15 p.m.

Board Members Present: Ben Townsend, Greg McMorrow, Mary Marois, Al Cambridge, Kate Dahlstrom, Ruth Pilon, Tom Bratton, Ty Wessell, Dean Smallegan, Penny Morris, Sherry Powers, Dave Freedman, Carol Blake

Virtual: Pam Babcock, Eric Ostergren - advance notice

Absent: Tony Lentych - advance notice

Others Present: Brian Martinus, Interim Chief Executive Officer; Stacy Maiville, Executive Secretary; Dean Baldwin, Network Administrator; Darryl Washington, Chief Operations Officer for Northern Health Care Management; Jeremiah Williams; IT Supervisor, Kim Silbor; Operations Manager; Nancy Stevenson, Chief Operations Officer, Mark Crane; Contracts Manager, Kari Barker Director of Quality and Compliance, Brian Newcomb Director of the Office of Recipient Rights, Curt Cummins, Medical Director

Virtual –Jessica Williams, Aimee Horton Johnson, Terri Henderson, Lisa Holmes, Chris Biggar, Amanda Ritchie, Alyssa Heider, Hilary Rappuhn, Melanie Schopieray, Tiffany Fewins, Lynn Pope, Mark Draeger, Melissa Bentgen, Kasie Morse, Rob Palmer, Deb Freed, Erica Smith, Kellee Hoag, Pamella Petroelje, Abby Schonfeld, Becky Brown, Deb Freed, Ann Ketchum, Teresa Cooper, Robert Sheehan, Neil Rojas, Amanda Taylor, Lisa Jones, Rob Veale, Laura Argyle, Nancy Stevenson, Kasie Morse, Melissa Trout, Jennifer Wisnieski, Travis Merz, Jan Pytlowany

Call to Order: Mr. Ben Townsend called the meeting to order at 2:15 p.m.

Timekeeper: Sherry

Approval of the Agenda:

The following items were requested to be added to the agenda under governance policies and assessment:

- Discussion of a finance and program services committee.
- Nancy Stevenson’s comment.
- Eight items listed by Ms. Dahlstrom along with the discussion of creating an Executive Committee and a discussion to consider modifying the governance model to a model that considers performance metrics.

MOTION:	Accept the agenda as amended
RESULT:	ADOPTED. [UNANIMOUS]
MOVER:	G. McMorrow
SECONDER	D. Freedman

Conflict of Interest Declaration: None.

MOTION:	Accept the Committee of the Whole minutes
RESULT:	ADOPTED. [UNANIMOUS]
MOVER:	T. Wessell
SECONDER	P. Morris

The Board of Directors' minutes were removed as part of Ms. Dahlstrom's list. Mr. Cambridge moved to review the minutes after the discussion.

Citizen Comment:

1. Allison Zimpfer, Leelanau County and Courtney Wiggins, Grand Traverse County- The two spoke about their experience with a friend receiving services. Feels there are barriers and systemic issues that impede a person from receiving the services they need. They expressed a desire for a massive shift on both the service delivery level and the institutional level. Would like to see more training for those in law enforcement when encountering a person with a mental illness. They expressed the need for paid navigator positions to assist people in securing benefits, maintaining housing, and safely transitioning consumers home from the hospital.
2. Pam Harris Kaiser, Grand Traverse County – Concerned about what is happening and not happening at NLCMHA. She is concerned that Kate is being disenfranchised. I would like to see Ms. Dahlstrom put on a committee and ask the Board and Chairman to put her on a committee. Ms. Kaiser also expressed concern that 1.8 million dollars has been given as a grant for a crisis residential unit, and the money will run out. She stated that there are not enough beds for children. She is also concerned about the Carver model being unyielding. Wants financial oversight. Urges the Board to find another model and is worried that the welcoming center is not open 24 hours.
3. John Despelder, Grand Traverse County – Felt like the CCBHC presentation left an issue hanging, in particular the mobile response teams. Interested in how law enforcement interfaces with Community Mental Health. Encourages the Board to explore ways of Integrating the services of law enforcement with Community Mental Health.
4. TJ Andrews, GT Commissioner – Reflected on a recent Board of Commissioners meeting that included many community partners. Ms. Andrews expressed appreciation for the work service providers do and feels that the positive work of the agency is sometimes getting lost in all the negativity.
5. Dr. Andrea Hentschel, Roscommon County- Wanted to introduce herself as Executive Director of Arc. Dr. Hentschel stated that she would like to see that the case managers are following up. She opened a case in July, and still has not heard back. Appreciates the good work the agency is doing, but really would like a call back from CMH and has heard that others have had the same experience.

6. Claire Survack, Grand Traverse County – Recently retired from Munson Psychiatric. Ms. Survack stated that she was stunned by the lack of services. Believes many people will benefit from inpatient residential beds, especially for teens. Encourages early prevention.
7. Carl Ketchum – Grand Traverse County – Applaud the Board for the changes they have recently made. Mr. Ketchum quoted Ralph Waldo Emerson. He concluded that he would like to see the Board break out of the consistency and make changes and improvements.
8. Carol Sheper, Grand Traverse County – Ran into someone recently whose son waited at Munson in the hallway for days for a bed. Pleaded to get more beds for those needed.
9. Kate Dahlstrom – Grand Traverse County, parent advocate - Son suffers from a serious mental illness. She spoke about the groups she is involved with and feels the Board doesn't understand that she wears many hats.
10. Penny Morris – Grand Traverse County – Has a grandchild who has SED. He had many doors slammed in his face despite his need for help. Wasn't finally given help until he committed a felony. There is a need to catch mental illness upstream before they fall in. Thanked the staff and community for participating and helping. Sees the agency and Board changing in a positive direction.

Chief Executive Officer's Report:

Brian Martinus, Interim Chief Executive Officer gave the CEO Report. Commented on upcoming dates of note. The agency is working towards finding a solution to replace Protocall. There is a possibility of an option like it in the Center of Mental Wellness. Mr. Martinus plans to collaborate with community partners such as CFS and colleges to make this happen. Stated that proper planning and logistics is essential for success. Hopes to see the initial audit results given to the NMRE Board in January 2024.

Mr. Freedman commented that at a recent community meeting, Northern Lakes Community Mental Health was spoken about in high regard for their efforts of collaboration and coordination of care. Mr. Martinus replied that the agency has been making great progress in rebuilding and strengthening its relationship with local law enforcement and community partners. After the new year, there will be a meeting with the Sheriff's departments from all six counties to develop collaborative ways to tackle issues across all six counties.

Chief Financial Officer's Report-

Laura Argyle gave an update regarding the financial report. Stated the 2.10 administrative cost monitoring reporting is no longer relevant since the data within it has not been required by MDHHS since 2021. It is not possible to put together that policy any longer, and it would need to be rescinded and revised. Additionally, there is not a financial report for October because the agency is one month into the fiscal year, and if the information was presented now, it would be incomplete. January's report will reflect the October and November results, February will bring the first quarter, and so forth.

The Board expressed frustration that there is not currently a finance report. Ms. Argyle explained that the CFO services began less than 45 days ago. The firm is combing through the financials and to translate the data into meaningful information, they first need to get a comprehensive understanding of the agency's financials. She assured the Board that there have been no interruptions of accounting or the agency function, and they hold that as a priority.

Mr. Cambridge brought up the concept of a standing Finance Committee and would like the ad hoc committee to meet with the Rehmann representatives. Emphasized that they are particularly interested in the contract information.

Northern Michigan Regional Entity Report: Recent NMRE updates were briefly discussed.

December Monitoring Report: The Board was given policies 2.6 Community Resources and 3.1 Board Job Description as homework.

Assurance Of Organizational Performance:

MOTION:	Receive the findings of policy 2.0 Global Executive Limitations at 90% in compliance.
RESULT:	ADOPTED. [UNANIMOUS]
MOVER:	S. Powers
SECONDER:	R. Pilon

A. Receipt of Board Monitoring Report & CEO Response to Monitoring Report.
The Board was reminded that they all need to complete their monitoring reports.

MOTION:	Receive the findings of policy 3.2 Governance Style at 36% in compliance.
RESULT:	ADOPTED. [UNANIMOUS]
MOVER:	S. Powers
SECONDER:	G. McMorrow

MOTION	Receive the findings of policy 3.4 Annual Workplan at 73% compliance.
RESULT:	ADOPTED. [UNANIMOUS]
MOVER:	T. Wessell
SECONDER	S. Powers

Governance Policies Discussion and Assessment:

- A. Board Chair Discussion on Bylaws & Policy**
The recent Ad Hoc Bylaws committee was postponed. The Chair reassured the Board that they will be briefed of all the progress and recommendations of the committee.
- B.** There was discussion about establishing a permanent committee regarding finance, it was clarified that at this time, the Board can only establish an ad hoc committee. When it is possible, the Board may change the ad hoc committee to a standing committee. Mr. Freedman withdrew his suggestion of a program committee. It was

requested to the Board to email Mr. Cambridge and Mr. Freedman any suggestions they may have for the Ad Hoc Finance Committee by the second week of January 2024.

MOTION	Establish an Ad Hoc Finance Committee
RESULT:	ADOPTED. [UNANIMOUS]
MOVER:	D. Freedman
SECONDER	A. Cambridge

C. Nancy Stevenson’s comment: Mr. Freedman told the Board members that they need to take the comments of Ms. Stevenson’s seriously and think about the statements she made last month.

D. Ms. Dahlstrom’s items: Believes the agency needs a standing Finance and Executive Committee. Ms. Marois stated that it would be appropriate to refer that suggestion to the Bylaws Committee. Mr. Cambridge cautioned the Board that they need to be careful about appointing an Executive Committee and any authority given to that committee. Ms. Dahlstrom spoke about the governance model and expressed her dislike of the Carver Model. Would like to see the agency explore the option of CCBHC. She referenced the performance indicators in the revised Enabling Agreement and stated she would like to see a committee put together to review the performance indicators. Ms. Marois stated that she would like to see a model that has understandable and fair policies. The disagreement is how do we get there. These issues will be addressed as the Board develops the Bylaws.

Mr. Cambridge mentioned that he would like the Board to go on record and say that they would like to get rid of the Carver model.

MOTION	Get rid of the Carver Model
RESULT:	ADOPTED. [UNANIMOUS]
MOVER:	K. Dahlstrom
SECONDER	M. Marois

The Chair went through Ms. Dahlstrom’s list of items. She stated that she would like to set up a procedure for adding items to the agenda. There was much discussion regarding how Board members are appointed to committees. Mr. Cambridge mentioned that it has been the practice of the Board not to approve committee appointments unless there are objections from Board members. It was also clarified that there is no standing Policy Committee at this time.

The Board was reminded of the proper way to file a grievance with the Chair; it was mentioned that recently, a member did not follow the proper process.

Mr. Townsend clarified that he has not placed a certain Board member on any committee because they were under investigation for a breach by the previous Board Chair. He explained that he did not bring

this issue up because he wanted to bring the Board together and did not want to expose the issue publicly.

Ms. Dahlstrom explained that she sent an email to her people with Hope Network to tell them that Joanie was about to be replaced to make sure they knew. She stated that she did have a conversation with the previous chairperson about that email. Mr. Townsend responded that is not what he was told when he consulted with legal and the previous chairman. He commented that he did not bring the topic up with Ms. Dahlstrom because he did not want to pursue the matter any further.

Citizen Comment:

John Despelder – Deconstructed what he has just heard/ learned. Believes that the conversation was offensive. Stated “You stepped in it buddy”.

Claire Survack – In shock and appalled by what has happened to here today. Commented that there is a lack of respect.

Carlton Ketchum – Commented “Just when I thought this Board was making progress.... You stepped in it.”

Eric Ostergren Board Member – There are many issues the Board needs to work through. Agrees that the Board needs to address the issue of the Carver Model. There needs to be a working set of rules that people understand.

Judy Barrett – Take a minute to look at best practices. Suggested to have a committee to do some study.

Announcements/Board Member Reports/Board Association:

Mr. Wessell commented, “Merry Christmas to the hard-working staff”.

Ms. Morris clarified that the Welcoming Center hours have been shortened due to recent safety incidents that endangered the staff. When the Welcoming Center was developed, it did not keep staff safety in mind. Because of the recent incidents, the police recommended the Center shorten its hours. The new Wellness Center will eventually fulfill that need, until then, the Mobile Crisis Unit is available for those in crisis during those hours.

Ms. Dahlstrom commented on the recent NLCMH staff breakfast she attended. She recalled the five Fs Cindy Petersen spoke about during the breakfast and commended Ms. Petersen on her work. Faith, family, friends, furry friends, and fun.

Ms. Marois would like to hear future feedback from Mr. Martinus about the Mobile Crisis. Would like to know how long people wait for a response.

Mr. Townsend said he has nothing but respect for those around the table and will do everything he can to bring the six counties together. Consumers come first, staff a close second. The Board needs to lift up the staff members. Frustrated that there was not a meeting on Tuesday to discuss the Bylaws.

Mr. Smallegan moved to adjourn at 4:39 p.m. The next meeting is on January 18, 2024 in Cadillac.

Respectfully Submitted,

Ben Townsend, Chairperson

Sherry Powers, Board Secretary

Stacy Maiville, Executive Secretary
