



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

Committee of the Whole Meeting Minutes

February 15, 2024

12:30 p.m.

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

Virtual: - Kate Dahlstrom

Absent: Eric Ostergren

Others Present: Brian Martinus, Interim Chief Executive Officer; Stacy Maiville, Executive Secretary; Dean Baldwin, Network Administrator; Jeremiah Williams, IT Supervisor; Kim Silbor, Operations Manager; Mark Crane, Contracts Manager; Brian Newcomb, Director of the Office of Recipient Rights; Sara Houchin, Dave Simpson

Virtual: Jessica Williams, Aimee Horton Johnson, Darryl Washington, Kari Barker, Terri Henderson, Lisa Holmes, Amanda Ritchie, Alyssa Heider, Hilary Rappuhn, Melanie Schopieray, Tiffany Fewins, Lynn Pope, Mark Draeger, Melissa Bentgen, Rob Palmer, Erica Smith, Kellee Hoag, Pamella Petroelje, Abby Schonfeld, Becky Brown, 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, Curt Cummins.

Greg McMorrow called the meeting to order at 12:30 p.m.

Public Comment:

Sara Houchin, NLCMHA Case Manager - Appreciates the organization, her job, and her coworkers. There are a lot of people affected by what is going on, and would like the Board to remember that the staff are doing the best they can with their job. There has been recent publicity, and the staff needs stability. Ms. Houchin stated, "Not all of us are bad; we are doing the best we can to muddle through the mud and to serve the people. We are here, working and trying".

Kate Dahlstrom – Referred the Board to page 24 of the assessment and commended the staff for their work. Ms. Dahlstrom commented that the report frequently mentions that the greatest strength of Northern Lakes is the staff and hopes the staff reads the report and recognizes it.

Office of Recipient Rights Director's Report:

Brian Newcomb, Director of the Office of Recipient Rights, gave the monthly and annual recipient rights report. Currently, there are 59 open investigations, the lowest he has seen. The department is in 100% compliance. There have been 176 complaints since October 2023. Things are going well; they started in-person training at the beginning of the year and is very proud of the staff. Mr. Newcomb explained the complaint sources.

Mr. Newcomb reviewed the numbers in his annual report to the state. The report presented information such as the desired outcomes, training, and data related to recipient rights. Neglect class three is the highest reported complaint, which is most often caused by a staff member falling asleep on the job. Mr. Newcomb explained what class one abuse is and commented that there have been none in the past year. Both Mr. Newcomb and the Interim CEO, Brian Martinus, commended Recipient Rights staff member Lisa Jones for recently becoming CISM certified and how helpful that has been for the agency.

Agency Performance Assessment:

Brian Martinus, the Interim Chief Executive Officer, reviewed the Agency Performance Assessment. The Agency Performance Assessment included data and highlights from several departments. The following topics were addressed in the assessment: finance, efficiencies, service provision, consumer satisfaction, provider satisfaction, compliance, quality, privacy and security, accreditation, human resources, and more.

Mr. Martinus explained the efficiencies and addressed the plan to increase staff efficiencies. He also highlighted several upcoming trainings that staff will attend and the benefits they will bring to the consumers and community. Mr. Martinus noted the improvement in the human resources department, along with praising staff member Dave Simpson and his team for their work in the board-operated homes.

Ms. Marois commended the staff and their work according to the survey. She also mentioned that the Board needs to take the surveys and the feedback seriously.

Chief Executive Officer Report:

Mr. Martinus presented the Chief Executive Officer Report. He commented on the Dashboard report and dates of note. An offer has been made to a candidate for the Center for Mental Wellness. Phase 2 has started, and renovations have begun. The target date for opening is December 2024. The project is currently under budget and has been developing pediatric bed space. North Hope numbers have been attached to the report. The grant is ending in March. Due to being far under the projected intake and below 50% usage rate, when the grant money runs out, North Hope will be closing its doors.

It was requested that the efficiencies be added to the Dashboard report as often as possible.

Chief Financial Report:

Laura Argyle, the Deputy Chief Financial Officer, presented the Chief Financial Officer Report. The report provided a summary of variances and fluctuations, operating expenses and revenue, a statement of net positions and changes, and a statement of revenues and expenses compared to budget. She noted that Medicaid capitation is at a surplus, and Healthy Michigan is in deficit. A concern is that each month, the revenue will be going down. The budget is tracking much closer to available revenue but still anticipates that the amount will potentially go negative in the next month or two. General funds are forecasted to be up and down throughout the year. Ms. Argyle also explained the credit card resolution to be voted on during the Board of Directors meeting. There was a discussion regarding contracts. Some members expressed the desire to approve contracts in advance, and another mentioned leaving it in the hands of staff members and bringing issues up to the Board when necessary.

Meeting Evaluation/Comments:

#1 – We spent our time on the most important governance topics – excellent

#2 – We encouraged diversity of viewpoints – excellent

#3 – Our decisions were made collectively – excellent

#4 – The Board used its time effectively – satisfactory

Reminder for phones off during the meeting.

Agenda Planning- March 21, 2024, in Traverse City

Bylaws discussion

Other/Adjourn: Meeting adjourned at 2:00 p.m.

Respectfully Submitted,

Stacy Maiville, Executive Secretary