



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

Board of Directors Meeting Minutes

March 19th, 2026

NLCMHA Traverse City Office

1:00 p.m.

Board Members Present: Christal Frost Anderson, Kim Morely, Ruth Pilon, Mark Nyman, Dean Smallegan, Ben Townsend, Penny Morris, Shawn Kraycs, Ty Wessell, Dave Freedman, Tony Lentych, Mary Marois, Al Cambridge, Greg McMorrow.

Quorum was confirmed.

Others Present: Hilary Rappuhn, Alexandra Coon, Kim Silbor, Jeremiah Williams, Lisa Jones, Lori Stendel, Mark Crane, Melissa Bentgen, Lynda Zeller, Neil Rojas, Becky Brown, Caleb Gomez, Dr. Cummins, Bobbi Hudson, Cindy Peterson, Dawn Galbraith-Kantz, Hannah Driver, Amanda Ritchie, Stephanie Mackin

Virtual Attendees: Aimee Horton Johnson, Alexandra Coon, Angie Schroeder, Ann Ketchum, April Weinrick, Candace Kauska-Dietrich, Cindy Evans, Daniel Mauk, Deb Freed, Elizabeth Totten Erica Longstreet, Erica Smith, Erin Brotherton, Joseph Barkman, Kaitlin Merritt, Kaitlyn Reinink, Kari Barker, Kayla Sklener, Kellee Hoag, Kirstie Maier, Lisa Woodcox, Lynn Pope, Mats Andtbacka, Melissa Trout, Michael Corby, Rob Palmer, Somer Quinlan, Teri Dougherty, Terri Henderson, Tiffany Fewins, Victoria McDonald, Vince Cornellier.

Call to Order: 1:00 p.m. by Board President, Greg McMorrow

Conflict of Interest: None

Timekeeper: Ruth Pilon

Approval of Agenda: Yes, no changes requested.

MOTION: Approval of Agenda

RESULT: ADOPTED [UNANIMOUS]

MOVER: T. Lentych

SECONDER: D. Smallegan

MOTION: Approval of Agenda (Minutes)

RESULT: ADOPTED [UNANIMOUS]

MOVER: M. Marois

SECONDER: D. Freedman

Public Comment: None.

Celebrate Northern Lakes: The Board of Directors and the Leadership Team recognized Facilities Supervisor, Doug Nielsen, for his excellent work across 17 facilities within 6 counties.

Report of Officers:

Recipient Rights Report: Lisa Lashley, Interim Director of the Office of Recipient Rights, presented her report to the Board. The report can be found in the Board packet along with the Annual Report. Compliance remains at 100%.

Chief Executive Officer's Report:

Lynda Zeller, Chief Executive Officer of Northern Lakes, presented highlights from her report to the Board. The full report can be found in the Board packet. The final draft of the Annual Report will be presented for board action today. Distribution will be primarily electronic to minimize cost of printing, however if hard copies are desired please contact the CEOs office and we can provide them.

Lynda provided highlights from the demographic and cost reports and the efficiencies reports. Most cost and demographic count reports are trending similarly to prior months. The charts suggest low efficiency remains a concern in several areas: ACT, Crisis Services, and I/DD Adult. Board members suggested Lynda reach out to other CMHs and NMRE to compare the methods of efficiency tracking used by others.

Lynda distributed letters of gratitude from the Board sent to Chip Johnston, CEO and Donna Nieman, CFO of Centra Wellness; as well as Megan Rooney, CEO of Northcare Network PIHP. Both have been providing countless hours of support to leadership and staff. The support has been invaluable in strengthening fiscal and operational systems at NLCMHA.

Chief Financial Officer's Report: Melissa Bentgen, Chief Financial Officer, provided financial reports for the month of January. These are the same abbreviated reports as have been presented the past several months, and will continue until we have accounts reconciled and ability to run a Trial Balance. The work continues to reconcile accounts with the volunteer support of Donna Nieman at Centra Wellness and from TBD solutions by contract. At the next board meeting Melissa will provide a report on Year To Date expenses on contracts against budget.

The State and NMRE have extended the deadline for our FSR and EQI reports till May 1. Melissa provides weekly updates on progress toward meeting that goal. NMRE continues to provide us with

early capitation payment around the third week of every month, however the amount we are short each month has been slowly but steadily improving.

Committee Reports:

NMRE:

Ms. Pilon shared NMRE and Region 1 are still working closely with information showing that MDHHS still would like to have only 3 Regions instead of 10. Mr. Freedman shared that Ms. Zeller gave a report on our expenditures and it was well received by the other Mental Health Centers.

Executive:

Greg McMorrow, Chair of the Board provided the Executive Committee report. Topics from the Executive Committee meeting included the review of the Annual Report and the Bylaws draft in anticipation of approval at this meeting. The committee also discussed the need for new member orientation soon. It was noted that other board members are willing to help with this orientation if desired.

Finance: Mr. Cambridge shared that the April finance committee meeting will be on a different day than the April Board meeting due to the recipient rights training for Board members happening on April 9 (board meeting day). Mr. Cambridge presented the "Administration of Federal Awards" policy for board for board review and approval decision next month. Mr. Cambridge shared there were new SRS contracts added but contracts staff reported to the committee that we are still with-in budget.

Policy: Mr. Freedman Shared that they have not met. They stand ready to meet once the overall structure of new policy system is ready for review.

Personnel: Ms. Pilon shared that the turnover rate is higher at 31% which came right after the layoffs. Applauding staff for still filling out a survey so we can see the progress we are making. The Climate survey spoke volumes to the integrity of the organization as the survey reflected that staff really enjoy working at NLCMHA. The Average headcount of employees is 314. The new Contract with Paychex saved us \$25,000.00/ year for the next 3 years.

Community Engagement: Ms. Frost Anderson shared Club Cadillac and Traverse House hold impressive amounts of community engagement. The Clubs complete a strategic planning on how to involve the community more within their programs.

Nominations Process: The following Board members will make up the committee: Mr. Cambridge, Ms. Marois, Mr. Smallegan. The unanimous decision of: Greg as Chair, Penny as Secretary, Lynn as Treasury.

Unfinished Business:

- **New Member Orientation:** None.
- **Annual Report Approval :**

MOTION: Formalize the Annual Report by a Board Vote.

RESULT: Motion Carries

MOVER: Kim Morley

SECONDER: Christal Frost Anderson

- **Bylaws Approval:** Annual review of the Bylaws and Lynda had recommendations and took it to leadership and Heider for review of the changes. The updates can be reviewed on Page 6.

MOTION: Approve the updated Bylaws that include legal review

RESULT: Roll Call- Motion Carries

MOVER: Kim Morley

SECONDER: Tony Lentych

Public Comment: None.

Announcements/ Board Member Reports/ Board Association: Ms. Frost Anderson is offering a reentry simulation of someone going from prison to community through Networks Northwest. Get in touch with her if you are interested in checking it out April 15th 10:00 AM.

Next Meeting: April 16th, 2026 – Traverse City

Adjournment: 3:00 p.m.

Respectfully submitted,

Hilary Rappuhn, Executive Administrator

Greg McMorrow, Board Chairperson

Lynn Pope, Secretary
