



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

Board of Directors Meeting Minutes

April 16th, 2026

NLCMHA Traverse City Office

1:00 p.m.

Board Members Present: Al Cambridge, Vince Cornellier, Dave Freedman, Kim Morely, Mary Marois, Penny Morris, Mark Nyman, Ruth Pilon, Lynn Pope, Dean Smallegan, Ben Townsend, Ty Wessell,
Quorum was confirmed.

Others Present: Hilary Rappuhn, Alexandra Coon, Jeremiah Williams, Lisa Lashley, Mark Crane, Melissa Bentgen, Lynda Zeller, Neil Rojas, Dr. Cummins, Stephanie Mackin, Madeline Lewis, Michael Corby, Jordan Byington, Joe Barkman, Erica Longstreet, Ashley Cross, Marsha Brown, Cindy Peterson. Leane Letts, Karen Cass, Erin Smith.

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, Mats Andtbacka, Melissa Trout, Michael Corby, Rob Palmer, Somer Quinlan, Teri Dougherty, Terri Henderson, Tiffany Fewins, Victoria McDonald,

Call to Order: 1:00 p.m. by Board Vice Chair, Penny Morris

Conflict of Interest: None

Timekeeper: Lynn Pope

Approval of Agenda:

MOTION: Approval of Agenda

RESULT: ADOPTED [UNANIMOUS]

MOVED: D. Smallegan

SECONDED: D. Freedman

MOTION: Approval of Minutes of March 19, 2026 with one edit. Under Personnel Committee, Kim Morely gave the report rather than Ruth Pilon as listed.

RESULT: ADOPTED [UNANIMOUS]

MOVED: T. Wessel

SECONDED: M. Nyman

Public Comment: None.

Celebrate Northern Lakes: The Board of Directors and the Leadership Team recognized two areas of NLCMHA: Jeremiah Williams (IT Supervisor), and the CHAT (Behavioral Health Home Team). Leane Letts CPSS, Karen Cass RN, Erin Smith MA, and Season Longoria BSW

Report of Officers:

Recipient Rights Report: Lisa Lashley, Interim Director of the Office of Recipient Rights, presented her report to the Board. The report is included in the Board packet along with the Annual Report. Compliance remains within acceptable range this quarter for timely investigations and summary reporting, even though complaint investigations are currently managed by only two staff members rather than four. Ms. Lashley also provided training to Board members on the Office of Recipient Rights. Additionally, the Office of Recipient Rights is expanding its review of qualitative data obtained through site visits to support future provider contracting decisions. During the earlier recipient rights training, board members requested periodic information about “site visit remediation”.

Chief Executive Officer’s Report:

Lynda Zeller, Chief Executive Officer of Northern Lakes, presented highlights from her written report to the Board. The full report can be found in the Board packet. Highlights noted include:

- Staffing changes: Mark Crane (contracts and facilities manager) retirement, and Alexander Coon leaving while continuing to pursue higher education.
- County Commission Meetings: Lynda will be attending Crawford, Leelanau and Wexford County Commissions in the next several weeks (note: Wexford is now scheduled for May rather than April as it states in the packet).

Key Performance Indicator (KPI) report. This is the report required in the 2023 Enabling Resolution, as Attachment 3. Lynda noted that some of these measures are outdated or would benefit from being updated. Lynda will be forwarding this KPI quarterly report to the County Administrators for their Commissioners as required by the Enabling Agreement, and in that communication will offer to provide feedback on measures she believes could be enhanced to provide more up to date information on the topics in the report. She may suggest a meeting of the administrators later this summer to discuss in more detail.

Efficiency charts were discussed. Areas of particular concern where the direct service time is far lower than benchmark: ACT Team, I/DD Adult, and Crisis Services. The board suggested Lynda and staff consider how these reports could be improved in order to see “direct service time” (separating billable

and non-billable) and time that is spent in other activities (not in direct service). Leadership should also then consider new “target” metrics.

- Lynda commended the leadership and staff handling the blizzard and building closures. There was excellent communication and a lot of quick work to move to telehealth as much as possible to keep from disrupting appointments. This was the first time in more than 10 years that weather related building closures needed to happen.
- -CMHAM —The lawsuits related to PIHP rebids are likely going to be dismissed because of “mootness” (now that the state has pulled the RFP). MDHHS and Department of Management and Budget (DTMB) are signaling that they are going to release another RFP soon. The two northernmost PIHPS and CMHs are preparing for both potential paths forward (with a new RFP, or continuing with NorthCare and NMRE as today).

Chief Financial Officer’s Report: Melissa Bentgen, Interim Chief Financial Officer, shared with the board that Medicaid and Health Michigan capitations are slightly above what was budgeted and General Fund revenue is exactly what was budgeted. Medicaid, Healthy Michigan and General Fund expenses are all slightly overspent, Personnel expenses are under budget. Cashflow is still moving in a positive direction month to month and we are close to completing the FY25 reporting to the state.

Service Area Presentation ; Behavioral Health and justice: Dr. Cummins, Joe Barkman, Michael Corby, Jordan Byington and Erica Longstreet presented a PowerPoint on Crisis and Access Center. The PowerPoint is included in the Board packet.

Committee Reports:

NMRE:

Ms. Pilon shared highlights from the most recent NMRE board meeting. One item of note is there is new legislation moving forward regarding Insurance claims not being denied or modified by AI. She also noted that MDHHS accepted the NMRE strategy. Also, for the second time in the past 12 months MDHHS did not make the Public Ac 2 payment (For SUD services). In January. It is unclear why as no official communication was given to the PIHP or counties as far as we are aware.

Executive:

Ms. Morris, Vice Chair of the Board, shared on behalf of Mr. McMorrow that the executive committee met on 4.09.26 and there are no items to update other than those already on the agenda.

Finance: Mr. Cambridge noted that full financial reports have not been received recently, though they are expected by the next meeting. Contract spending remains over budget, and steps are being taken to address the issue. Ms. Bentgen is working to bring back several financial reports that were previously part of the regular reporting cycle. Lynda will be meeting with staff to address high-cost placements that are putting pressure on the budget. We are monitoring the general fund due to excessive spending. A

SAMHSA audit was completed with no concerns reported, and the next finance meeting will be held at ROOC.

RRAC Committee: A. Cambridge reported that RRAC committee interviewed a new potential member. The rest of the Recipient Rights Report can be found in the Board Packet.

MOTION: Nominate to approve Sammy Pase III as a member for RRAC

RESULT: [UNANIMOUS] Motion Carries

MOVED: A. Cambridge

SECONDED: M. Marois

Policy: Mr. Freedman Shared that they have not met. Will be meeting in May.

Personnel: Will Meet on May 15th in Traverse City at 10:00 a.m.

Community Engagement: Penny Morris shared they have not met yet.

Nominations Process: Ms. Marois reported on behalf of the committee including Mr. Cambridge, Ms. Marois, Mr. Smallegan. The committee recommended the following slate of officers: Greg McMorrow as Chair, Penny Morris as vice chair, Lynn Swope as secretary.

Three calls for nominations on the floor by Ms. Morris, Nominations closed.

MOTION: - To elect the slate of officers as presented by the nominations committee

RESULT: [UNANIMOUS] Motion Carries

MOVED: D. Freedman

SECONDED: K. Morley

Unfinished Business:

- **Board Retreat**
 - September or October – Executive Committee will come back with ideas and dates. It is recommended that instead of one event we have four simultaneous events at each of the offices, with board members present to assist with feedback process.
- **Policy – Administrative Federal Grants**-this policy was presented last month by the Finance Committee for approval at today's meeting.

MOTION: - To Approve the Policy “Administration of Federal Grants”

RESULT: [UNANIMOUS] Motion Carries

MOVER: A. Cambridge

SECONDER: D. Freedman

Public Comment: Marsha Brown – Success story about a NLCMHA consumer in one of our board operated homes.

Announcements/ Board Member Reports/ Board Association:

- CMHAM summer conference June 8-10. Three board members expressed interest in attending: M. Marois, D. Freedman and L Swope. Hilary will reach out to CMHAM to find out process for naming one of our board members as the voting delegate.

Next Meeting: May 21, 2026 In Houghton Lake

Adjournment: 3:00 p.m.

Respectfully submitted,

Hilary Rappuhn, Executive Administrator

Greg McMorrow, Board Chairperson

Lynn Pope, Secretary
