



January 30th, 2024 5:00 pm
Pivotal Conference Room
Centreville, MI

- I. **Approval of Agenda** *Welcome & preliminaries: the focus for our meeting. (Sandy)**
- II. **Public Comment** *Guest and Visitors are able to comment, 3 min max per person. (Sandy)*
- III. **Consent Agenda** *Ratification and approval of minutes & non-debatable items (Sandy)***
 - a. November 2023 Check Register pg. 2
 - b. December 2023 Check Register pg. 3
 - c. January 2024 Contracts pg. 9
 - d. November 2023 Meeting Minutes pg. 10
- IV. **Monitoring Reports** *Assuring Executive and Organizational Performance (C. Bullock)*
 - a. **Executive Limitations** *Is the organization operating within the boundaries set by the Board?*
 - i. **V.08 – Compensation and Benefits*** pg. 14
 - ii. **V.05 – Financial Conditions/Activity *** pg. 19
- V. **Performance on Ends** *Is the organization on track with its vision? (C. Bullock)*
 - a. Report on Ends Accomplishments – Subpart 1* pg. 25
 - b. Discussion on Implication of Ends Report- Subpart 4
- VI. **Board Policy Review** *Do our existing policies reflect the board's current values?*
 - a. VI.06 – Board Members Code of Conduct – S. Hall pg. 34
- VII. **Board Work on Ends, Linkage Activities, and Board Education**
 - a. Med Clinic Home Injections – (5 minutes) K-Kirsch
- VIII. **Board Decisions (Motions) Actions only the Board has the authority to make. (S. Hall)**
 - a. Rehmann Billing Company** pg. 36
 - b. Expansion Plan
- IX. **Communications** *Keeping the Board current on significant events and operations.*
 - a. Directors Report December 2023/January 2024 pg. 41
 - b. Strategic Plan Q1 Update pg. 43
 - c. Board Calendar pg. 46
 - d. MMBPIS QTR 4 Appreciation Letter pg. 47
 - e. Board Attendance for 2023 pg. 48
 - f. CAC Meeting Minutes January 8th, 2024 pg. 49
- X. **Board Process Review and Adjourn** *How did we do in using our time, discussing relevant information, and making decisions according to our own policies? What will we do in the next meetings to improve our preparation, debate, and process for decision making? **

*Motion required **Roll Call Vote

Recess Available upon request.

IF YOU ARE UNABLE TO ATTEND, PLEASE CONTACT THE BOARD OFFICE (269-467-1001 x364)
NEXT REGULAR MEETING: FEBRUARY 27th, 2024, PIVOTAL CONFERENCE ROOM

PIVOTAL
Disbursements
November 2023

* Voided Checks

Check/EFT #	Vendor	Date	Amount	Description
64108	XXXXX	11/3/2023	20.00	Client Refund
EFT000000000231	ADAPT INC	11/3/2023	8,931.88	Specialized Residential
EFT000000000260	ADAPT INC	11/10/2023	227.16	Specialized Residential
EFT000000000293	ADAPT INC	11/17/2023	259,249.47	Specialized Residential
EFT000000000261	AGAPE AFC HOME	11/10/2023	15,103.20	Specialized Residential
64103	AIMS LLC	11/3/2023	600.00	Inpatient Physician Fees
64138	AIMS LLC	11/17/2023	200.00	Inpatient Physician Fees
EFT000000000234	AST - AUTISM SPECTRUM THERAPIE	11/3/2023	2,955.64	Autism Provider
EFT000000000270	AST - AUTISM SPECTRUM THERAPIE	11/10/2023	4,728.10	Autism Provider
EFT000000000301	AST - AUTISM SPECTRUM THERAPIE	11/17/2023	3,839.92	Autism Provider
EFT000000000277	AUTISM OF AMERICA LLC	11/10/2023	4,223.62	Autism Provider
EFT000000000308	AUTISM OF AMERICA LLC	11/17/2023	2,812.41	Autism Provider
64134	BEACON MEDICAL GROUP BEHAVIORA	11/17/2023	16.60	Inpatient Physician Fees
EFT000000000259	BEACON SPECIALIZED LIVING SERV	11/10/2023	61,346.25	Specialized Residential
EFT000000000291	BEACON SPECIALIZED LIVING SERV	11/17/2023	23,573.01	Specialized Residential
64122	BLUE CROSS BLUE SHIELD OF MICH	11/17/2023	92,795.78	Employee Benefits
EFT000000000247	BRONSON-ACADIA JOINT VENTURE L	11/3/2023	30,000.00	Inpatient Fees
EFT000000000280	BRONSON-ACADIA JOINT VENTURE L	11/10/2023	17,500.00	Inpatient Fees
EFT000000000242	BROOKSIDE CARE LLC	11/3/2023	3,500.00	Specialized Residential
64095	CENTRAL MANUFACTURING SERVICES	11/3/2023	165.00	Rent Increase
64127	CENTRAL MANUFACTURING SERVICES	11/17/2023	5,665.00	Rent
64130	CENTURYLINK	11/17/2023	163.01	Utilities
64106	CERTASITE LLC	11/3/2023	272.74	Fire Safety
64136	CHASE CARD SERVICES	11/17/2023	16,205.21	Credit Card
64123	CITY OF STURGIS	11/17/2023	1,551.33	Utilities
64094	CITY OF THREE RIVERS	11/3/2023	150.51	Utilities
64098	COMCAST	11/3/2023	154.36	Utilities
64110	COMCAST	11/10/2023	232.80	Utilities
EFT000000000295	COMMUNITY LIVING OPTIONS	11/17/2023	34,599.72	Specialized Residential
64102	COMMUNITY MENTAL HEALTH ASSOC	11/3/2023	11,004.00	FY 23/24 Membership Dues
64107	CONLIN, MCKENNEY & PHILBRICK P	11/3/2023	247.50	Legal Fees
64141	CONLIN, MCKENNEY & PHILBRICK P	11/17/2023	2,293.44	Legal Fees
EFT000000000232	COVERED BRIDGE HEALTHCARE	11/3/2023	80.00	Drug Screening
EFT000000000251	CRETSINGER CARE HOMES LTD	11/10/2023	14,345.25	Specialized Residential
64120	CULTURE BY CHOICE - WTBG	11/10/2023	11,375.00	Staff Communication Assessment
EFT000000000267	DATA GUARDIAN	11/10/2023	79.00	Utilities
EFT000000000281	DEAR COUNTRY AFC	11/10/2023	11,292.16	Specialized Residential
EFT000000000311	DEAR COUNTRY AFC	11/17/2023	2,355.20	Specialized Residential
EFT000000000305	DONALD KITCHEN JR	11/17/2023	25.00	Committee Fee
64139	EVERSTREAM SOLUTIONS LLC	11/17/2023	500.00	Utilities
EFT000000000262	FALCO CORPORATION	11/10/2023	23,131.82	Specialized Residential
64100	FIDELITY SECURITY LIFE	11/3/2023	979.88	Employee Benefits
EFT000000000298	FLATROCK MANOR	11/17/2023	49,087.64	Specialized Residential
EFT000000000254	FOREST VIEW HOSPITAL	11/10/2023	23,276.00	Inpatient Fees
EFT000000000287	FOREST VIEW HOSPITAL	11/17/2023	16,804.00	Inpatient Fees
64124	FRED'S PHARMACY	11/17/2023	577.44	ACT Client Medications
64114	FRONTIER	11/10/2023	487.95	Utilities
EFT000000000233	GAGAN S PC	11/3/2023	15,759.00	Psychiatrist Contract
EFT000000000269	GAGAN S PC	11/10/2023	7,210.00	Psychiatrist Contract
EFT000000000300	GAGAN S PC	11/17/2023	8,240.00	Psychiatrist Contract
64128	GAIL LECOUNT	11/17/2023	44.06	Committee Fee
64104	GENESIS CLUB HOUSE INC	11/3/2023	1,200.00	Directors Seminar 2024
EFT000000000240	GIDDINGS AFC HOME LLC	11/3/2023	12,710.00	Specialized Residential
EFT000000000243	GIDDINGS AFC II	11/3/2023	11,444.89	Specialized Residential
EFT000000000246	GREAT LAKES CLEANING SERVICE	11/3/2023	1,150.00	Janitorial Services
EFT000000000310	GREAT LAKES CLEANING SERVICE	11/17/2023	1,150.00	Janitorial Services
EFT000000000283	GRYPHON PLACE	11/17/2023	995.44	After-Hours Emergency Answering Service
EFT000000000296	HARBOR OAKS HOSPITAL	11/17/2023	6,616.00	Inpatient Fees
64135	HAVENWYCK HOSPITAL	11/17/2023	7,408.80	Inpatient Fees
EFT000000000238	HEART 2 HEART AUTISM CENTER LL	11/3/2023	5,452.35	Autism Provider
EFT000000000273	HEART 2 HEART AUTISM CENTER LL	11/10/2023	3,627.73	Autism Provider
EFT000000000248	HOLLY CERNY	11/3/2023	104.88	Employee Expense Reimbursement
64113	HOSPITAL NETWORK HEALTHCARE SE	11/10/2023	63.66	Biohazard disposal
EFT000000000265	HR ALLIANCE 1 INC	11/10/2023	3,176.40	Fiscal Intermediary

EFT000000000297	HR ALLIANCE 1 INC	11/17/2023	3,846.48	Fiscal Intermediary
EFT000000000276	IMAGINE MEDICAL GROUP P.A.	11/10/2023	18,304.00	Contract Employees
64109	INDIANA MICHIGAN POWER	11/10/2023	277.96	Utilities
64119	INSPIRATION STUDIO DESIGNS	11/10/2023	917.50	Services/Supplies
64140	JENNIFER HENDRICKS	11/17/2023	25.00	Committee Fee
EFT000000000237	JERGENS PIPING CORPORATION	11/3/2023	659.57	Building Maintenance
EFT000000000282	KAYLA ROBERTS	11/10/2023	2,128.00	Emergency Weekend Hours
EFT000000000249	KENDRA BURCH	11/3/2023	180.29	Employee Expense Reimbursement
64131	KONICA MINOLTA	11/17/2023	60.00	Printer/Copier
EFT000000000258	KSS ENTERPRISES	11/10/2023	300.59	Supplies
EFT000000000290	KSS ENTERPRISES	11/17/2023	250.14	Supplies
EFT000000000239	LIFETREE BEHAVIORAL HEALTH	11/3/2023	13,819.97	Autism Provider
EFT000000000274	LIFETREE BEHAVIORAL HEALTH	11/10/2023	12,155.94	Autism Provider
EFT000000000306	LIFETREE BEHAVIORAL HEALTH	11/17/2023	18,292.08	Autism Provider
EFT000000000304	LYDIA MARIE CHAPA	11/17/2023	3,955.00	Wraparound Provider
EFT000000000250	LYNELLE GIRTON-THRASHER	11/3/2023	250.00	Supervision Contract
EFT000000000307	MAPLECREST LLC	11/17/2023	3,183.00	Rent
64125	MICHIGAN COUNCIL #25	11/17/2023	1,051.10	Union Dues
64105	NAVIA BENEFIT SOLUTIONS	11/3/2023	160.00	Employee Benefits
EFT000000000241	NYUMBANI AFC	11/3/2023	22,918.92	Specialized Residential
64121	ON TIME SPORTS	11/10/2023	650.00	School advertising
EFT000000000252	PARMETER AFC	11/10/2023	5,580.00	Specialized Residential
EFT000000000284	PARMETER AFC	11/17/2023	3,255.00	Specialized Residential
EFT000000000294	PETER CHANG ENTERPRISES INC	11/17/2023	12,963.00	PCE Software
EFT000000000244	PHARAOH'S REST HAVEN LLC	11/3/2023	8,410.92	Specialized Residential
EFT000000000285	PINE REST CHRISTIAN MHS	11/17/2023	27,280.00	Inpatient Fees
EFT000000000264	PLEASANT ACRES LLC	11/10/2023	36,237.60	Specialized Residential
EFT000000000268	PLEASANT PINES	11/10/2023	34,264.50	Specialized Residential
EFT000000000309	PROFESSIONAL REHABILITATION SE	11/17/2023	1,792.37	Client Services
64126	QUILL CORPORATION	11/17/2023	69.99	Supplies
EFT000000000255	REHMANN	11/10/2023	23,140.00	Billing Contract, Preliminary Audit
64115	RESIDENTIAL OPPORTUNITIES INC	11/10/2023	15,750.00	Specialized Residential
64133	RESIDENTIAL OPPORTUNITIES INC	11/17/2023	18,640.00	Specialized Residential
EFT000000000236	RILEY PUMPKIN FARM	11/3/2023	450.00	Lawn Care
EFT000000000272	RILEY PUMPKIN FARM	11/10/2023	300.00	Lawn Care
EFT000000000235	RIPPLE EFFECTS AUTISM LEARNING	11/3/2023	26,651.63	Autism Provider
EFT000000000271	RIPPLE EFFECTS AUTISM LEARNING	11/10/2023	45,165.35	Autism Provider
EFT000000000303	RIPPLE EFFECTS AUTISM LEARNING	11/17/2023	25,527.87	Autism Provider
64118	RPG CARD SERVICES	11/10/2023	6,016.45	Gas Cards
64096	SEMCO ENERGY GAS COMPANY	11/3/2023	171.20	Utilities
64112	SOUTHWEST MICHIGAN BEHAVIORAL	11/10/2023	16,134.00	Local Funding Obligation
64101	SPECTRUM COMMUNITY SERVICES	11/3/2023	15,081.60	Specialized Residential
EFT000000000253	ST JO CO TRANSPORTATION AUTHOR	11/10/2023	1,734.00	Transportation
EFT000000000286	ST JO CO UNITED WAY	11/17/2023	130.00	Employee Donations
EFT000000000257	ST JOSEPH COMMUNITY CO-OP INC	11/10/2023	15,167.47	Specialized Residential
EFT000000000289	ST JOSEPH COMMUNITY CO-OP INC	11/17/2023	513.92	External Claims-Clinical
EFT000000000292	STATE OF MICHIGAN	11/17/2023	0.90	State Inpatient Charges for 12/06/22
64137	STRATUS VIDEO LLC	11/17/2023	674.69	Interpreter
EFT000000000256	STUART WILSON, CPA PC	11/10/2023	50,502.34	Fiscal Intermediary
EFT000000000288	STUART WILSON, CPA PC	11/17/2023	7,709.38	Fiscal Intermediary
EFT000000000299	SUPERIOR CARE OF MICHIGAN	11/17/2023	8,660.16	Specialized Residential
EFT000000000245	SYNTHESIS ABA	11/3/2023	1,563.29	Autism Provider
EFT000000000279	SYNTHESIS ABA	11/10/2023	1,968.67	Autism Provider
EFT000000000263	THE MEADOWS	11/10/2023	33,031.46	Specialized Residential
EFT000000000302	THE TM GROUP INC	11/17/2023	500.00	IT
EFT000000000275	THE VESTIGE GROUP LLC	11/10/2023	354.90	Employee Alert Buttons
64111	TWIN COUNTY COMMUNITY PROBATIO	11/10/2023	1,825.00	DRC
EFT000000000266	UNITY GROUP II	11/10/2023	25,790.76	Specialized Residential
64116	UNITY GROUP III	11/10/2023	4,166.40	Specialized Residential
64099	VERIZON WIRELESS	11/3/2023	3,814.83	Employee Cell Phones
64129	VERIZON WIRELESS	11/17/2023	148.08	Employee Cell Phones
64097	WASTE MANAGEMENT OF MICHIGAN	11/3/2023	400.59	Utilities
64132	WAYNE SIMMONS	11/17/2023	26.31	Committee Fee
64117	WEX BANK	11/10/2023	928.32	Shell Gas
EFT000000000278	WMU CENTER FOR DISABILITIES	11/10/2023	1,732.31	Autism Provider
Total Amount of Non-Void Checks & EFTs			<u>1,432,688.01</u>	
Electronic Debit	PAYCOR INC	11/7/2023	2,171.20	Employee Payroll
Electronic Debit	PAYCOR INC	11/9/2023	135.15	Employee Payroll
Electronic Debit	PAYCOR INC	11/9/2023	171,286.84	Employee Payroll
Electronic Debit	PAYCOR INC	11/9/2023	57,833.00	Employee Payroll
Electronic Debit	EMPOWER	11/10/2023	7,654.36	Employee Benefits
Electronic Debit	EMPOWER	11/10/2023	10,912.63	Employee Benefits
Electronic Debit	EMPOWER	11/10/2023	14,624.51	Employee Benefits

Electronic Debit	TRANSFER TO BUSINESS SELECT CHECKING ACCOUNT	11/10/2023	645.00	Interest Earned
Electronic Debit	OPTUM BANK	11/14/2023	11,357.24	Employee Benefits
Electronic Debit	OPTUM BANK	11/14/2023	56.95	Employee Benefits
Electronic Debit	PAYCOR INC	11/21/2023	170,337.88	Employee Payroll
Electronic Debit	PAYCOR INC	11/21/2023	57,670.36	Employee Payroll
Electronic Debit	OPTUM BANK	11/22/2023	11,434.19	Employee Benefits
Electronic Debit	EMPOWER	11/24/2023	7,071.62	Employee Benefits
Electronic Debit	EMPOWER	11/24/2023	11,050.89	Employee Benefits
Electronic Debit	EMPOWER	11/24/2023	14,244.40	Employee Benefits
Electronic Debit	UNCLAIMED PROPERTY STATE OF MICHIGAN	11/30/2023	66.00	Outstanding Checks to IRS
Electronic Debit	CENTURY BANK ACH FEES	11/30/2023	28.32	ACH Initiation Fees
Total Amount of Electronic Debits			548,580.54	
Total Disbursements			1,981,268.55	

PIVOTAL
Disbursements
December 2023

* Voided Checks

Check/EFT #	Vendor	Date	Amount	
EFT000000000318	ADAPT INC	12/1/2023	96,922.71	Specialized Residential
EFT000000000324	AIMS LLC	12/1/2023	13,200.00	Inpatient Doctor Services
64148	ALLEGAN COUNTY CMH	12/1/2023	15.11	COFR
64161	AMANDA MILLER	12/1/2023	50.00	Board Member
64160	AMERICAN UNITED LIFE INSURANCE	12/1/2023	5,511.38	Employee Benefits
64154	ASCENSION BORGESS HOSPITAL	12/1/2023	6,657.00	Inpatient Doctor Services
EFT000000000329	AST - AUTISM SPECTRUM THERAPIE	12/1/2023	2,592.01	Autism Provider
EFT000000000340	AUTISM OF AMERICA LLC	12/1/2023	6,543.04	Autism Provider
64153	BENJAMIN CARMICHAEL	12/1/2023	63.10	Committee Fee
EFT000000000315	BLESSED HOME AFC	12/1/2023	7,750.00	Specialized Residential
EFT000000000341	BROOKSIDE CARE LLC	12/1/2023	4,000.00	Specialized Residential
EFT000000000347	BRYANN BOOKS	12/1/2023	576.00	Emergency On-Call
EFT000000000348	CAROL NACCARATO	12/1/2023	50.00	Board Member
EFT000000000322	CATHI ABBS	12/1/2023	117.03	Board Member
EFT000000000325	CEDAR CREEK HOSPITAL	12/1/2023	19,350.00	Inpatient Doctor Services
64156	CHRISTINE MAHER	12/1/2023	50.00	Committee Fee
EFT000000000328	DARCI SKRZYNIARZ	12/1/2023	50.00	Board Member
EFT000000000346	DEAR COUNTRY AFC	12/1/2023	3,827.20	Specialized Residential
64149	DELTA DENTAL	12/1/2023	7,340.84	Employee Benefits
EFT000000000321	DOCTORS NEUROPSYCHIATRIC HOSPI	12/1/2023	401,254.00	Inpatient Doctor Services
64147	FARMERS STATE BANK	12/1/2023	13,461.14	Mortgage
EFT000000000314	FOREST VIEW HOSPITAL	12/1/2023	7,406.00	Inpatient Doctor Services
EFT000000000327	GAGAN S PC	12/1/2023	16,686.00	Psychiatrist Contract
EFT000000000344	GREAT LAKES CLEANING SERVICE	12/1/2023	1,840.00	Janitorial Services
64144	GRIFFIN PEST SOLUTIONS	12/1/2023	142.00	Pest Control
EFT000000000336	HEART 2 HEART AUTISM CENTER LL	12/1/2023	7,172.10	Autism Provider
EFT000000000323	HR ALLIANCE 1 INC	12/1/2023	2,526.72	Fiscal Intermediary
EFT000000000339	IMAGINE MEDICAL GROUP P.A.	12/1/2023	15,288.00	Staffing Contract
64163	ISOLVED BENEFIT SERVICES	12/1/2023	630.00	Employee Benefits
EFT000000000334	JERGENS PIPING CORPORATION	12/1/2023	1,622.63	Maintenance/Utilities
EFT000000000335	KARAH DENNELL JOHNSON	12/1/2023	1,050.00	Emergency On-Call
EFT000000000320	KATHERINE DECKER	12/1/2023	119.65	Board Member
64150	KATHY PANGLE	12/1/2023	126.20	Board Member
EFT000000000349	KAYLA ROBERTS	12/1/2023	920.00	Emergency On-Call
64158	KONICA MINOLTA PREMIER FINANCE	12/1/2023	1,875.25	Printers
EFT000000000345	KRISTI MERRILLS PLC	12/1/2023	255.00	Contracted Services
EFT000000000333	LAKEVIEW CUSTOM BUILDERS LLC	12/1/2023	875.00	Contractor/Maintenance
EFT000000000337	LIFETREE BEHAVIORAL HEALTH	12/1/2023	24,508.65	Autism Provider
64162	LRS, LLC	12/1/2023	131.74	Trash Disposal-TR
EFT000000000342	LUIS ROSADO	12/1/2023	65.72	Board Member
EFT000000000350	LYNELLE GIRTON-THRASHER	12/1/2023	250.00	Contracted Services
64145	MICHIGAN GAS UTILITIES	12/1/2023	116.98	Utilities
64155	NAVIA BENEFIT SOLUTIONS	12/1/2023	100.00	Employee Benefits
64159	PETTY CASH - ANNA FARLEY	12/1/2023	189.00	ACT Petty Cash Replenishment
EFT000000000312	PINE REST CHRISTIAN MHS	12/1/2023	10,048.00	Inpatient Doctors Services
64152	PROMEDICA COLDWATER REGIONAL H	12/1/2023	16,050.00	Inpatient Doctors Services
EFT000000000319	RICHARD SHAFFER	12/1/2023	50.00	Board Member
EFT000000000332	RILEY PUMPKIN FARM	12/1/2023	450.00	Lawn Care
EFT000000000331	RIPPLE EFFECTS AUTISM LEARNING	12/1/2023	50,975.76	Autism Provider
64142	SEMCO ENERGY GAS COMPANY	12/1/2023	91.97	Utilities
EFT000000000338	SONA AFC	12/1/2023	1,027.50	Specialized Residential
EFT000000000326	SOUTH BEND PSYCHIATRY	12/1/2023	550.00	Inpatient Doctors Services
64151	SPECTRUM COMMUNITY SERVICES	12/1/2023	19,443.20	Specialized Residential
64143	ST JO CO HUMAN SERVICES COMMIS	12/1/2023	3,500.00	Annual Dues
EFT000000000313	ST JO CO UNITED WAY	12/1/2023	130.00	Employee Donations
EFT000000000317	ST JOSEPH COMMUNITY CO-OP INC	12/1/2023	71,534.17	Specialized Residential
64157	STEAM TEAM HOME SERVICES	12/1/2023	2,060.00	Floor Cleaning
EFT000000000316	STUART WILSON, CPA PC	12/1/2023	19,011.42	Fiscal Intermediary
EFT000000000343	SYNTHESIS ABA	12/1/2023	1,073.14	Autism Provider
EFT000000000330	THE TM GROUP INC	12/1/2023	45.00	IT Support
64146	VILLAGE OF CENTREVILLE	12/1/2023	641.14	Utilities
EFT000000000369	ADAPT INC	12/8/2023	19,421.50	Specialized Residential
EFT000000000370	AGAPE AFC HOME	12/8/2023	14,616.00	Specialized Residential
EFT000000000379	AST - AUTISM SPECTRUM THERAPIE	12/8/2023	1,063.44	Autism Provider

EFT000000000384	AUTISM OF AMERICA LLC	12/8/2023	2,506.14	Autism Provider
EFT000000000368	BEACON SPECIALIZED LIVING SERV	12/8/2023	75,788.15	Specialized Residential
EFT000000000385	BROOKSIDE CARE LLC	12/8/2023	4,500.00	Specialized Residential
EFT000000000362	BRYANN BOOKS	12/8/2023	288.00	Emergency On-Call
64171	COMCAST	12/8/2023	407.16	Utilities
EFT000000000364	CRETSINGER CARE HOMES LTD	12/8/2023	13,882.50	Specialized Residential
EFT000000000355	DATA GUARDIAN	12/8/2023	345.00	Utilities
EFT000000000391	DEAR COUNTRY AFC	12/8/2023	1,766.40	Specialized Residential
EFT000000000374	DOCTORS NEUROPSYCHIATRIC HOSPI	12/8/2023	15,363.00	Inpatient Doctor Services
EFT000000000354	ERICA A SAGE	12/8/2023	765.00	OBRA
EFT000000000371	FALCO CORPORATION	12/8/2023	26,477.62	Specialized Residential
64174	FIDELITY SECURITY LIFE	12/8/2023	1,005.92	Employee Benefits
64175	FRONTIER	12/8/2023	487.95	Utilities
EFT000000000356	GAGAN S PC	12/8/2023	8,240.00	Psychiatrist Contract
EFT000000000382	GIDDINGS AFC HOME LLC	12/8/2023	12,300.00	Specialized Residential
EFT000000000387	GIDDINGS AFC II	12/8/2023	11,075.70	Specialized Residential
EFT000000000361	GREAT LAKES CLEANING SERVICE	12/8/2023	2,300.00	Janitorial Services
64169	GRIFFIN PEST SOLUTIONS	12/8/2023	63.00	Pest Control
EFT000000000375	HARBOR OAKS HOSPITAL	12/8/2023	9,924.00	Inpatient Doctor Service
EFT000000000381	HEART 2 HEART AUTISM CENTER LL	12/8/2023	7,405.44	Autism Provider
EFT000000000360	IMAGINE MEDICAL GROUP P.A.	12/8/2023	5,048.00	Staffing Contract
64170	INDIANA MICHIGAN POWER	12/8/2023	322.27	Utilities
64178	INSPIRATION STUDIO DESIGNS	12/8/2023	1,196.46	Service/Supplies
64164	ISOLVED BENEFIT SERVICES	12/8/2023	50.00	Employee Benefits
EFT000000000358	JERGENS PIPING CORPORATION	12/8/2023	7,234.55	Maintenance/Utilities
EFT000000000359	KARAH DENNELL JOHNSON	12/8/2023	800.00	Emergency On-Call
EFT000000000363	KAYLA ROBERTS	12/8/2023	1,381.00	Emergency On-Call
EFT000000000353	KSS ENTERPRISES	12/8/2023	534.20	Supplies
64179	LRS, LLC	12/8/2023	130.23	Trash Disposal-TR
64165	MICHIGAN COUNCIL #25	12/8/2023	1,051.10	Union Dues
EFT000000000383	NYUMBANI AFC	12/8/2023	20,700.96	Specialized Residential
EFT000000000365	PARMETER AFC	12/8/2023	9,029.70	Specialized Residential
EFT000000000389	PHARAOH'S REST HAVEN LLC	12/8/2023	8,139.60	Specialized Residential
EFT000000000373	PLEASANT ACRES LLC	12/8/2023	39,005.75	Specialized Residential
EFT000000000378	PLEASANT PINES	12/8/2023	33,207.90	Specialized Residential
EFT000000000388	PROFESSIONAL REHABILITATION SE	12/8/2023	1,582.10	Client Services
EFT000000000357	RILEY PUMPKIN FARM	12/8/2023	1,077.00	Snow/Ice Removal
EFT000000000380	RIPPLE EFFECTS AUTISM LEARNING	12/8/2023	24,533.70	Autism Provider
64166	SEMCO ENERGY GAS COMPANY	12/8/2023	296.89	Utilities
64176	SPECTRUM COMMUNITY SERVICES	12/8/2023	47.50	Specialized Residential
EFT000000000351	ST JO CO UNITED WAY	12/8/2023	130.00	Employee Donations
EFT000000000352	ST JOSEPH COMMUNITY CO-OP INC	12/8/2023	412.50	Supported Employment Payment
EFT000000000367	ST JOSEPH COMMUNITY CO-OP INC	12/8/2023	10,783.32	Specialized Residential
64168	STATE OF MICHIGAN	12/8/2023	4,000.00	MRS Cash Match
EFT000000000366	STUART WILSON, CPA PC	12/8/2023	9,760.94	Fiscal Intermediary
EFT000000000377	SUPERIOR CARE OF MICHIGAN	12/8/2023	8,380.80	Specialized Residential
64177	SUSAN PATTISON	12/8/2023	750.00	Contracted Services
EFT000000000390	SYNTHESIS ABA	12/8/2023	1,583.59	Autism Provider
EFT000000000372	THE MEADOWS	12/8/2023	30,672.07	Specialized Residential
64172	TWIN COUNTY COMMUNITY PROBATIO	12/8/2023	2,425.00	DRC Payment
EFT000000000376	UNITY GROUP II	12/8/2023	24,958.80	Specialized Residential
64173	VERIZON WIRELESS	12/8/2023	3,914.97	Utilities
64167	WASTE MANAGEMENT OF MICHIGAN	12/8/2023	400.59	Utilities
EFT000000000386	WMU CENTER FOR DISABILITIES	12/8/2023	1,712.05	Doctor Services
64191	ALTERNATIVE CHOICES	12/15/2023	2,006.92	CLS
EFT000000000403	AST - AUTISM SPECTRUM THERAPIE	12/15/2023	13,246.21	Autism Provider
EFT000000000409	AUTISM OF AMERICA LLC	12/15/2023	2,371.66	Autism Provider
EFT000000000396	BEACON SPECIALIZED LIVING SERV	12/15/2023	10,980.00	Specialized Residential
EFT000000000412	BRONSON-ACADIA JOINT VENTURE L	12/15/2023	25,000.00	Inpatient Doctor Services
EFT000000000410	BROOKSIDE CARE LLC	12/15/2023	6,000.00	Specialized Residential
64180	CITY OF STURGIS	12/15/2023	1,513.87	Utilities
EFT000000000398	COMMUNITY LIVING OPTIONS	12/15/2023	29,997.12	Specialized Residential
EFT000000000413	DEAR COUNTRY AFC	12/15/2023	3,468.40	Specialized Residential
EFT000000000399	DOCTORS NEUROPSYCHIATRIC HOSPI	12/15/2023	9,704.00	Inpatient Doctor Services
EFT000000000414	EMILY VERSTEEG	12/15/2023	33.19	Employee Expense Reimbursement
64190	EVERSTREAM SOLUTIONS LLC	12/15/2023	500.00	Utilities
EFT000000000402	GAGAN S PC	12/15/2023	8,240.00	Psychiatrist Contract
EFT000000000411	GREAT LAKES CLEANING SERVICE	12/15/2023	1,150.00	Janitorial Services
64182	GRIFFIN PEST SOLUTIONS	12/15/2023	52.00	Pest Control
EFT000000000392	GRYPHON PLACE	12/15/2023	962.98	After-Hours Emergency Answering Service
EFT000000000400	HR ALLIANCE 1 INC	12/15/2023	3,480.96	Fiscal Intermediary
64192	ISABEL DETWILER	12/15/2023	400.00	Emergency On-Call
EFT000000000407	KARAH DENNELL JOHNSON	12/15/2023	56.59	Emergency On-Call
EFT000000000393	KENDRICK STATIONERS INC	12/15/2023	686.00	Supplies
64186	KONICA MINOLTA	12/15/2023	60.00	Printers

EFT000000000405	LAKESIDE CUSTOM BUILDERS LLC	12/15/2023	300.00	Contractor/Maintenance
EFT000000000408	LIFETREE BEHAVIORAL HEALTH	12/15/2023	31,093.87	Autism Provider
EFT000000000406	LYDIA MARIE CHAPA	12/15/2023	6,790.00	Contracted Services
64187	RESIDENTIAL OPPORTUNITIES INC	12/15/2023	34,950.00	Specialized Residential
EFT000000000404	RIPPLE EFFECTS AUTISM LEARNING	12/15/2023	23,801.18	Autism Provider
EFT000000000395	ST JOSEPH COMMUNITY CO-OP INC	12/15/2023	10,718.95	Specialized Residential
64181	STATE OF MICHIGAN	12/15/2023	18,537.00	MRS Cash Match
EFT000000000397	STATE OF MICHIGAN	12/15/2023	6,894.10	State Inpatient
64188	STRATUS VIDEO LLC	12/15/2023	391.14	Interpreter
EFT000000000394	STUART WILSON, CPA PC	12/15/2023	11,565.54	Fiscal Intermediary
64184	TC APPLIANCE	12/15/2023	100.00	Maintenance
64183	THREE RIVERS AREA CHAMBER OF C	12/15/2023	1,996.00	Clinical Supervisors Training
EFT000000000401	TINA BULLARD	12/15/2023	25.00	Committee Fee
64185	VERIZON WIRELESS	12/15/2023	199.67	Utilities
EFT000000000415	WENDY LUDWIG	12/15/2023	20.13	Employee Expense Reimbursement
64189	WEX BANK	12/15/2023	1,024.02	Shell Gas
EFT000000000424	ADAPT INC	12/22/2023	261,047.35	Specialized Residential
EFT000000000429	AIMS LLC	12/22/2023	800.00	Inpatient Doctor Services
64197	ALLEGAN COUNTY CMH	12/22/2023	14.72	COFR
64202	ALTERNATIVE CHOICES	12/22/2023	2,206.08	CLS
EFT000000000438	AUTISM OF AMERICA LLC	12/22/2023	3,312.12	Autism Provider
64194	CENTRAL MANUFACTURING SERVICES	12/22/2023	5,665.00	TR Rent
64198	CENTURYLINK	12/22/2023	142.09	Utilities
64201	CLUBHOUSE MICHIGAN	12/22/2023	250.00	Dues
64199	DELTA DENTAL	12/22/2023	7,812.52	Employee Benefits
64204	ELEOS HEALTH INC	12/22/2023	20,000.00	AI Documentation Assistant Program
EFT000000000428	FLATROCK MANOR	12/22/2023	60,957.36	Specialized Residential
64193	FRED'S PHARMACY	12/22/2023	574.02	Client Pharmacy
EFT000000000430	GAGAN S PC	12/22/2023	7,725.00	Psychiatrist Contract
EFT000000000440	GREAT LAKES CLEANING SERVICE	12/22/2023	1,150.00	Janitorial Services
64200	HAVENWYCK HOSPITAL	12/22/2023	11,113.20	Inpatient Doctor Service
EFT000000000434	HEART 2 HEART AUTISM CENTER LL	12/22/2023	7,911.84	Autism Provider
EFT000000000420	HILLSDALE COMMUNITY HEALTH	12/22/2023	2,844.00	Inpatient Doctor Service
EFT000000000436	IMAGINE MEDICAL GROUP P.A.	12/22/2023	8,856.00	Staffing Contract
64205	JOSLYNN NEWBERRY	12/22/2023	68.88	Employee Expense Reimbursement
EFT000000000433	KARAH DENNELL JOHNSON	12/22/2023	819.65	Emergency On-Call
EFT000000000423	KONICA MINOLTA BUSINESS SOLUTI	12/22/2023	60.00	Printers
EFT000000000422	KSS ENTERPRISES	12/22/2023	104.63	Supplies
64203	LAUREN CAVALLI	12/22/2023	1,125.00	Contracted Services
EFT000000000432	LYDIA MARIE CHAPA	12/22/2023	1,750.00	Contracted Services
EFT000000000437	MAPLECREST LLC	12/22/2023	3,183.00	Rent-Sturgis
EFT000000000416	PARMETER AFC	12/22/2023	495.69	Specialized Residential
EFT000000000425	PETER CHANG ENTERPRISES INC	12/22/2023	12,943.74	PCE System
EFT000000000419	REHMANN	12/22/2023	12,784.85	Billing Contract/Support
EFT000000000431	RIPPLE EFFECTS AUTISM LEARNING	12/22/2023	21,462.35	Autism Provider
EFT000000000435	SONA AFC	12/22/2023	1,027.50	Specialized Residential
EFT000000000427	SPECTRUM COMMUNITY SERVICES	12/22/2023	18,816.00	Specialized Residential
EFT000000000418	ST JO CO TRANSPORTATION AUTHOR	12/22/2023	1,374.00	Transportation
EFT000000000417	ST JO CO UNITED WAY	12/22/2023	130.00	Employee Donations
EFT000000000421	ST JOSEPH COMMUNITY CO-OP INC	12/22/2023	10,723.26	Specialized Residential
64195	STATE OF MICHIGAN	12/22/2023	180.00	2024 MiDEAL
EFT000000000439	SYNTHESIS ABA	12/22/2023	2,314.19	Autism Provider
EFT000000000426	THE MEADOWS	12/22/2023	1,286.94	Specialized Residential
64196	VILLAGE OF CENTREVILLE	12/22/2023	644.53	Utilities

Total Amount of Non-Void Checks & EFTs

2,117,195.97

Electronic Debit	PAYCOR INC	12/7/2023	2,196.40	Employee Payroll
Electronic Debit	PAYCOR INC	12/7/2023	171,992.23	Employee Payroll
Electronic Debit	PAYCOR INC	12/7/2023	59,594.43	Employee Payroll
Electronic Debit	EMPOWER	12/7/2023	7,322.58	Employee Benefits
Electronic Debit	EMPOWER	12/7/2023	10,594.76	Employee Benefits
Electronic Debit	EMPOWER	12/7/2023	14,561.80	Employee Benefits
Electronic Debit	OPTUM BANK	12/7/2023	11,605.05	Employee Benefits
Electronic Debit	TRANSFER TO BUSINESS SELECT ACCOUNT	12/8/2023	663.20	Interest Earned
Electronic Debit	TRANSFER TO BUSINESS SELECT ACCOUNT	12/12/2023	192.30	Interest Earned
Electronic Debit	PAYCOR INC	12/20/2023	176,481.49	Employee Payroll
Electronic Debit	PAYCOR INC	12/20/2023	59,493.37	Employee Payroll
Electronic Debit	EMPOWER	12/21/2023	7,515.42	Employee Benefits
Electronic Debit	EMPOWER	12/21/2023	10,956.59	Employee Benefits
Electronic Debit	EMPOWER	12/21/2023	14,741.50	Employee Benefits
Electronic Debit	OPTUM BANK	12/21/2023	11,434.19	Employee Benefits
Electronic Debit	CHASE CREDIT CARD EPAY	12/21/2023	17,470.43	Credit Card
Electronic Debit	TRANSFER TO BUSINESS SELECT ACCOUNT	12/28/2023	192.30	Interest Earned
Electronic Debit	CENTURY BANK ACH FEES	12/29/2023	22.72	ACH Initiation Fees

Total Amount of Electronic Debits

577,030.76

Total Disbursements

2,694,226.73

Contracts for Board Meeting 1/30/24

6

Clinical Contracts						
Provider Direct	Staff Responsible	Type of Service	Annual Budget Per Diem Cost	Explanation	Contract Dates	Board Approved
Greater Heights AFC	J. Cupp	Specialized Residential	H2016: \$245 T1020: \$91.67	Specialized Residential	11/30/23-9/30-24	
Care from the Heart	J. Cupp	Specialized Residential	H2016: \$245 T1020: \$91.67	Specialized Residential	11/30/23-9/30-24	
Flatrock-Pierson	J. Cupp	Specialized Residential	H2015: \$5.62 T1017: \$77.25	Specialized Residential	12/4/23-9/30/24	
ROI-Osterhout AFC	J. Cupp	Specialized Residential	H2016: \$700 T1020: \$250	ABA Specialized Residential	12/4/23-9/30/24	
Isabel Detwiler	J. Cupp	On Call	\$400 -24hr shift \$250- 15hr shift \$150- 9 hr shift Current IRS mileage	Afterhours On Call	12/5/23-9/30/24	
Brandi Belcher	J. Cupp	Backup UM	\$50 per hour- max 10hr per week	Backup UM	1/4/24-9/30/24	
Non-Clinical Contract						
Provider Direct	Staff Responsible	Type of Service	Annual Budget Per Diem Cost	Explanation	Contract Dates	Board Approved
Roslund Prestage & Company	C. Bullock	Certified Public Accountant	2023: \$325-\$150 per hour 2024: \$350-\$175 per hour	Consulting	2023/2024	



**MEETING MINUTES OF NOVEMBER 28, 2023
PIVOTAL CONFERENCE ROOM**

OFFICERS

PRESENT: Sandra Hall- Chair, Kathy Pangle- Vice Chair, Kay Decker- Secretary

MEMBERS

PRESENT: Cathi Abbs, Darci Skrzyniarz, Carol Naccarato, Rick Shaffer, Luis Rosado, Amanda Miller

MEMBERS

ABSENT: Damon Knapp, Elisabeth Roberts, Stacy Linihan

VISITORS:

Alan Bolter – CMHA Update and information

MINUTES

CALL TO ORDER

Hall, Chair called the meeting to order at 5:00pm

APPROVAL OF AGENDA

Adding E. under Boarding Decisions MOU for housing development

A MOTION WAS MADE BY PANGLE, SUPPORTED BY ABBS, TO APPROVE THE AGENDA WITH ADDING MOU UNDER BOARD DECISIONS. ALL IN FAVOR/NON OPPOSED. MOTION CARRIED

GUEST, VISITORS, & PUBLIC COMMENTS

Alan Bolter Associate Director of Community Mental Health Association presentation

CONSENT AGENDA

Check Register October \$2,217,977.67

Contracts November 2023

Board Meeting Minutes October 2023

A MOTION WAS MADE BY ROSADO, SUPPORTED BY PANGLE, TO APPROVE THE CONSENT AGENDA. ROLL CALL VOTE. ALL IN FAVOR/NON OPPOSED. MOTION CARRIED

EXECUTIVE LIMITATIONS

V.06 Emergency CEO Succession

Bullock, CEO would still like to have his number 1 and number 2 back up as Jarrett Cupp and Kathleen Morrill.

5:34 Darci Skrzyniarz arrived

V.03 Treatment of Staff

Originally asked to be done quarterly, Bullock, CEO, would like to send exit interview as they occur and not report the same information quarterly. The Board verbally agreed.

Staff Satisfaction Survey score of 4.2, 84% Staff Satisfaction Workgroup which is staff ran will present to employees their solutions from the feedback on the Survey

Culture by Choice. All Staff have taken it and most have met one on one with the owners/workers to go over their assessment. Management team will be required to share their communication styles to All Staff.

V.05 Financial Condition/Activities

Bullock, CEO went over Preliminary Financials. Fiscal year ended September 30th still accruing. Auditors were here Monday, had nothing but nice things to say.

Bullock, CEO reported Assets of \$8.1 million. Unrestricted Net Position \$4.9 million. And overall nothing alarming. We still have providers claims that are still coming.

A MOTION WAS MADE BY SHAFFER, SUPPORTED BY DECKER, TO APPROVE V.06 EMERGENCY CEO SUCCESSION, V.03 TREATMENT OF STAFF, AND V.05 FINANCIAL CONDITION AND ACTIVITIES. ALL IN FAVOR/NON OPPOSED. MOTION CARRIED.

PERFORMANCE ON ENDS

- A. Reports on Ends Accomplishments- Subpart 4
 - a. Provided evidence-based practices we provide at our agency
 - b. Provided Flyers of services and treatment option as well as groups
 - c. Ways to advertise through the schools

- B. Discussion on Implication on Ends Report- N/A

A MOTION WAS MADE BY PANGLE, SUPPORTED BY DECKER, TO APPROVE REPORTS ON ENDS ACCOMPLISHMENTS-SUBPART 4. ALL IN FAVOR/NONE OPPOSED. MOTION CARRIED

BOARD POLICY REVIEW

A. III.05- Monitoring CEO Performance

- a. Presented by Kay Decker

B. VI.02- Global Governance Style

- a. Presented by Rick Shaffer

BOARD WORK ON ENDS, LINKAGE ACTIVITIES, AND BOARD EDUCATION

- A. Sturgis Police Liaison Information
- B. Three Rivers Police Liaison Position
- C. Board Compliance
 - a. Presented by Jarrett Cupp
- D. Recipient Rights annual report
 - a. Presented by Michael Sidener

A MOTION WAS MADE BY PANGLE, SUPPORTED BY DECKER, TO ACCEPT THE RECIPIENT RIGHTS ANNUAL REPORT. ALL IN FAVOR/NON OPPOSED. MOTION CARRIED.

BOARD DECISIONS (MOTIONS) ACTIONS

- A. 2024 Board Calendar

A MOTION WAS MADE BY SHAFFER, SUPPORTED BY DECKER TO ACCEPT THE 2024 BOARD CALENDAR. ALL IN FAVOR/NON OPPOSED. MOTION CARRIED.

- B. Tuition Reimbursement CEO
 - a. \$5,000 per year
 - b. 2 year required service

A MOTION WAS MADE BY ABBS, SUPPORTED BY SKRZYNIARZ TO ACCEPT TUITION REIMBURSEMENT FOR THE CEO IN THE AMOUNT OF \$5,000 PER YEAR WITH A 2 YEAR REQUIRED SERVICE. ALL IN FAVOR/NON OPPOSED. MOTION CARRIED.

- C. ELEOS
 - a. Augmented Intelligence.
 - b. Scribe: Pulls out evidence base practices during the therapy session and creates notes. Does not record.
 - c. Based on 30 users with a 1 time implementation cost of \$20,000 and a yearly fee \$42,840

A MOTION WAS MADE BY ROSADO, SUPPORTED BY DECKER, TO ACCEPT A ONE TIME IMPLEMENTATION FEE OF \$20,000 AND A YEARLY FEE OF \$42,840. ROLL CALL VOTE. ALL IN FAVOR/NON OPPOSED. MOTION CARRIED.

D. CEO 60 day Signing Authority

A MOTION WAS MADE BY ABBS, SUPPORTED BY DECKER, TO ACCEPT THE CEO 60 DAY SIGNING AUTHORITY. ALL IN FAVOR/NON OPPOSED. MOTION CARRIED

E. MOU

- a. St. Joseph Street Lofts Limited Dividend Housing Association L.P They don't need money from us. Part of the grant to receive funds is to have services onsite. We could provide Peer Recovery coach and case management. We will provide services on site depending on their IPOS treatment plan. Will follow the CCBHC rules, ability to pay, wont charge extra because we are going onsite. It will be dependent on what the client needs. Do not have to receive services to live there.

A MOTION WAS MADE BY SHAFFER, SUPPORTED BY SKRZYNIARZ TO ACCEPT THE MOU FOR THE ST. JOSEPH STREET LOFTS LIMITED DIVIDEND HOUSING ASSOCIATION L.P. ALL IN FAVOR/NON OPPOSED. MOTION CARRIED

COMMUNICATIONS

- A. Net Cost Audit
- B. J. Niblock Certificate of Appreciation
- C. Representative Carra Press Release
- D. MMBPIS Report Q3
- E. Affinity House October 2023 minutes
- F. Affinity House 3 year Accreditation

BOARD PROCESS REVIEW AND ADJOURNMENT

A MOTION WAS MADE BY PANGLE, SUPPORTED BY ROSADO, TO ADJOURN THE MEETING. ALL IN FAVOR/NONE OPPOSED. MOTION CARRIED.

MEETING ADJOURNED AT 6:56PM

Signature_____

Kay Decker, Secretary

Date



BOARD POLICY V.08

AREA:	Governance		
POLICY TYPE:	Executive Limitations	PAGE:	1 of 1
POLICY TITLE:	COMPENSATION AND BENEFITS	EFFECTIVE:	09/28/2022
		REVIEWED:	1/30/2024

POLICY:

With respect to employment, compensation, and benefits to employees, consultants, contract workers and volunteers, the CEO will not cause or allow jeopardy to fiscal integrity or to public image.

The CEO will not

1. Change the CEO's own compensation and benefits, except as his or her benefits are consistent with a package for all other employees.

Executive Officer Response: I have not changed any benefits for myself that were not outlined in my contract. I have asked for the same tuition reimbursement that staff receive, and was granted on 11/28/2023 during the normal board meeting.

2. Promise or imply permanent or guaranteed employment.

Executive Officer Response: There have been no promises of permanent or guaranteed employment.

3. Establish current compensation and benefits that deviate materially from the geographic or professional market for the skills employed.

Executive Officer Response: Please see attachments for CEO Salary Survey, & Management and Union hiring scales. We do not yet have 2023 Salary guides, the current information is based upon Salary Survey's done by CMHAM yearly.

4. Create obligations over a longer term than revenues can be safely projected, in no event longer than one year and in all events subject to losses in revenue.

Executive Officer Response: Contracts are normally dated for one fiscal year. There are a few exceptions such as our leases for our two sites in Three Rivers and Sturgis. My contract is also an exception. I have a two-year contract with the board. However, all aforementioned contracts have ways to no longer continue if there were issues with the ability to continue services.

5. Establish or change pension benefits to cause unpredictable or inequitable situations, including those that:

Executive Officer Response: Our pension benefits have not been changed.

- A. Incur unfunded liabilities.

Executive Officer Response: No unfunded liabilities exist.

- B. Provide less than some basic level of benefits to all full-time employees, though differential benefits to encourage longevity are not prohibited.

Executive Officer Response: Union contract and Union Employee Handbook clearly states union benefits while Management Handbook clearly states management benefits. Union/Management benefits are prorated if an employee works 30+ hours or less than 40 hours.

- C. Treat the CEO differently from other key employees.

Executive Officer Response: I believe that I am held accountable for the same things that I expect from my employees. I do not allow myself preferential treatment with regards to benefits and compensation.

UNION HIRING SCALE

EFFECTIVE DATE 10/01/2023

Position Description	Minimum Degree/ License Required	Minimum Experience Preferred	Minimum	Maximum
OFFICE STAFF				
Accounting Assistant/Access/ Support/ Medical Records/Receptionist	High School or Equivalent	1 year job related	17.41	22.48
Accountant	Bachelor Degreee or Equivalent	2 years job related	23.58	30.49
PARAPROFESSIONAL				
Paraprofessional/Peer Supports/ SED Instructor/Aide	High School or Equivalent	None	16.84	21.29
PROFESSIONAL				
Medical Assistant	Associates Degree	2 years job related	17.06	22.70
LPN	Associates Degree	2 years job related	22.70	28.66
Registered Nurse	RN License	2 years job related	24.82	32.11
Case Mgt/Suppo Coord/ ACT Adv	Bachelor or Master in unrelated field not eligible for QMHP or QIDP	2 years job related	16.54	21.35
Case Mgt/Supp Coord/ACT Assessment Worker	BA or BSW licensure eligible for QMHP or QIDP	2 years job related	20.57	26.60
Mental Health Clinician Case Mgt/Supp coord/ACT Adv	MA or MSW licensure eligible for QMHP or QIDP	2 years job related	27.81	36.00
Mental Health Clinician Case Mgt/Supp coord/ACT Adv	MA or MSW Fully Licensed	2 years job related	32.90	41.19
Other				
Janitorial	High School or Equivalent	None	16.28	20.35

CMHAM 2022 Salary Survey

Minimum	Maximum
16.31	21.02
23.27	30.70
16.49	21.40
17.45	22.32
22.44	29.54
25.75	33.54
16.49	21.40
21.59	28.31
26.24	36.10
26.24	36.10
14.27	19.18

Management Salary Scale 10/1/2023

	CMHAM Salary Survey Minimum Requirement	Minimum	Maximum
Clinical Director	Master's	\$38.55	\$51.40
Clubhouse Supervisor	Bachelor's	\$26.70	\$33.73
Deputy Director (COO)	Master's	\$48.28	\$55.00
Director of Corporate Compliance	Bachelor's	\$35.96	\$53.94
Director of Financial Services (CFO)	Bachelor's	\$42.75	\$55.42
Director of Human Resources	Bachelor's	\$41.68	\$53.37
Director of Information Systems	Bachelor's	\$37.75	\$56.61
Director of QI/UM	Bachelor's	\$34.74	\$53.94
Executive/Administrative Assistant	H.S. or GED	\$19.96	\$29.93
Office Manager	Associates	\$22.41	\$34.62
Recipient Rights Officer	Bachelor's	\$28.76	\$43.15

CMHAM Salary Survey 2022

Minimum	Maximum
\$39.53	\$51.97
\$23.01	\$30.77
\$41.79	\$53.48
\$31.33	\$43.79
\$40.92	\$54.92
\$37.30	\$48.62
\$38.63	\$50.32
\$34.06	\$44.60
\$20.89	\$28.55
\$20.89	\$28.55
\$26.56	\$35.57

EXECUTIVE DIRECTOR- CMHAM 2022 SURVEY
BUDGETS FROM 13 MILLION TO 30 MILLION – 7 CMHSP'S

AVERAGE ANNUAL SALARY	\$ 143,922
MINIMUM ANNUAL SALARY	\$ 125,395
MAXIMUM ANNUAL SALARY	\$ 165,000
AVERAGE SALARY OF ALL CMH EXECUTIVE DIRECTORS	\$ 158,570



BOARD POLICY V.05

AREA:	Governance		
POLICY TYPE:	Executive Limitations	PAGE:	1 of 2
POLICY TITLE:	FINANCIAL CONDITIONS/ACTIVITIES (JAN 2024)	EFFECTIVE:	09/28/2022
		REVIEWED:	09/28/2022

POLICY:

With respect to the actual, ongoing financial condition and activities, the CEO will not cause or allow the development of fiscal jeopardy or material deviation of actual expenditures from board priorities established in Ends policies.

The CEO will not

1. Expend more funds than have been received in the fiscal year to date, with the exception of federal, state, and local required services.

Executive Officer Response: Current deficit from Medicaid is currently \$1.5 million. Increased usage of inpatient hospitalization and Specialized Residentials are making up most of the expenditures in this category. We are actively reviewing all services to ensure that all are medically necessary, and least restrictive to our consumers. We currently have a surplus of CCBHC funds around just over \$400k. Our local funds do not show correct yet on this statement as we are still waiting to reconcile the due to/due from SWMBH and this will be the final entry needed for FY 23. And will fix our financials going forward in FY 24.

2. Use any long-term reserves.

Executive Officer Response- No long-term reserves have been expended.

3. Allow payroll and debts to be settled in an untimely manner.

Executive Officer Response- All debts have been settled in a timely manner.

4. Allow tax payments or other government ordered payments or filings to be overdue or inaccurately filed.

Executive Officer Response- Tax payments are paid for and through Paycor as an automatic process. W2's are completed and available for staff as of 1/18/2024.

5. Make a single purchase or commitment of greater than \$20,000. Splitting orders to avoid this limit is not acceptable.

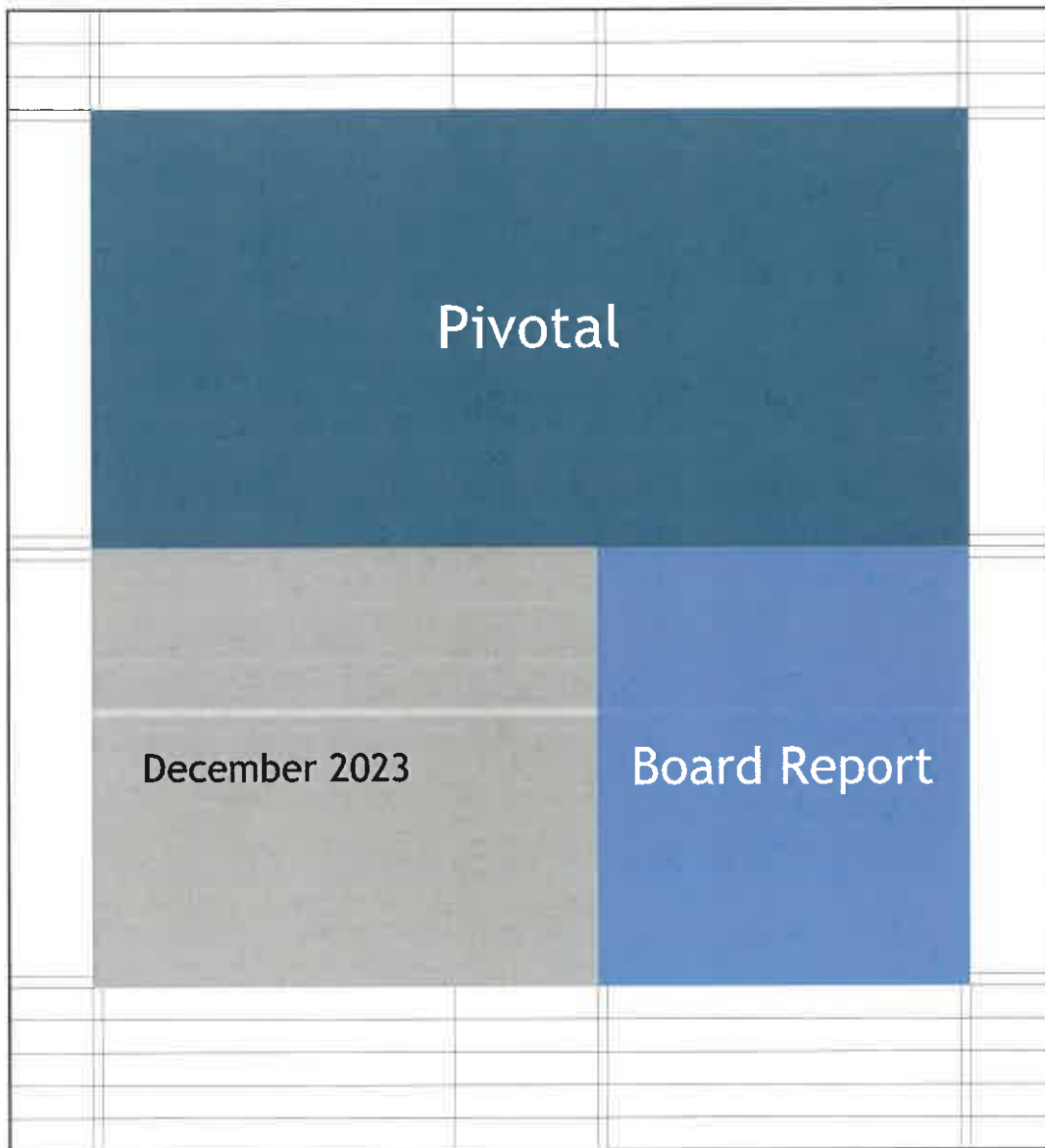
Executive Officer Response- No purchases greater than \$20,000 occurred.

6. Acquire, encumber or dispose of real estate.

Executive Officer Response- No real estate transactions have taken place.

7. Allow receivables to be unpursued after a reasonable grace period.

Executive Officer Response- Policies of uncollected funds are being followed and adhered to. Should the board wish to aggressively pursue collections such as collection agencies, I will do so. But current practices to bill repeatedly for 6 months, and if not able/or does not pay, the bill is then written off.



Pivotal			
Statement of Position			
Proprietary Funds			
December 31, 2023			
	Operating Fund	Balance September 30 2023	Favorable (Unfavorable)
ASSETS			
Cash position	\$ 2,853,300	\$ 2,015,398	\$ 837,902
Investments	1,414,069	1,389,636	24,433
Receivables:			
Accounts receivable	92,231	84,380	7,851
Due from State of Michigan	23,833	13,374	10,459
Due from SWMBH	2,139,930	456,490	1,683,440
Due from other governments	64,317	64,317	-
Prepaid items	73,447	177,320	(103,873)
Capital assets not being depreciated	-	-	-
Capital assets being depreciated, net	2,236,896	2,128,989	107,907
Total assets	8,898,023	6,329,904	2,568,119
LIABILITIES			
Accounts payable	3,149,402	2,218,126	931,276
Due to MDHHS	36,754	175,028	(138,274)
Due to SWMBH	1,000,000	-	1,000,000
Accrued liabilities	274,813	145,562	129,251
Unearned revenue	42,099	41,749	350
Long-term debt:			
Due within one year	-	-	-
Due in more than one year	859,528	894,370	(34,842)
Lease liability	581,958	489,626	92,332
Accrued sick and vacation	173,939	173,939	(0)
Total liabilities	6,118,493	4,138,400	1,980,093
NET POSITION			
Net investment in capital assets	1,377,368	1,234,619	1,234,619
Unrestricted	1,402,162	928,398	473,764
Total net position	\$ 2,779,530	\$ 2,163,017	\$ 616,513

Pivotal				
Statement of Activities				
October 1, 2023 through December 31, 2023				
	Operating Fund	Projected Total Activities	Prior Year Total Activities	Favorable (Unfavorable)
Operating revenue				
SWMBH Funding				
Medicaid capitation	\$ 4,481,171	\$ 17,924,684	\$17,310,793	\$ 613,891
Medicaid capitation - Settlement	1,501,278	6,005,112	-	6,005,112
MIHealth Link	-	-	-	-
MIHealth Link - Settlement	-	-	-	-
Healthy Michigan Plan	602,409	2,409,636	3,397,534	(987,898)
Healthy Michigan Plan - Settlement	47,895	191,580	-	191,580
CCBHC prepayment	811,775	3,247,100	3,017,272	229,828
CCBHC - Settlement	303,731	1,214,924	-	1,214,924
SUD Block Grant	-	-	78,969	(78,969)
Federal & State Sources				
State general fund	260,640	1,042,560	792,561	249,999
State general fund - Settlement	138,167	552,668	-	552,668
Federal and state grants	194,354	777,416	991,959	(214,543)
Local revenue				
County appropriation	64,317	257,268	257,268	-
Client fees	95,359	381,436	162,396	219,040
Performance Based Incentive Program	-	-	133,017	(133,017)
Rent revenue	2,160	8,640	9,610	(970)
Other revenue	27,901	111,604	83,017	28,587
Total operating revenue	8,531,157	34,124,628	26,234,395	7,890,233
Operating expenses				
Administration	983,425	3,933,700	3,632,313	301,387
Internal Services	1,429,435	5,717,740	5,166,384	(551,356)
Provider claims	5,266,081	21,064,324	16,773,164	(4,291,160)
Grant expenses	149,112	596,448	789,092	192,644
Vehicles	7,128	28,512	34,771	6,259
Facilities	107,950	431,800	556,822	125,022
Total operating expenses	7,943,131	31,772,524	26,952,546	(4,217,203)
Change in net position	588,026	2,352,104	(718,151)	3,070,255
Net position, beginning of year	2,191,504	2,191,504	2,881,168	
Net position, end of year	\$ 2,779,530	\$ 4,543,608	\$ 2,163,017	

Pivotal				
Statement of Activities				
Budget to Actual - October 1, 2023 through December 31, 2023				
	Original Budget	YTD Budget	YTD Actual	Over (Under) Budget
Operating revenue				
SWMBH Funding				
Medicaid capitation	\$ 12,517,716	\$ 3,129,429	\$ 4,481,171	\$ 1,351,742
Medicaid capitation - Settlement	-	-	1,501,278	1,501,278
MIHealth Link	-	-	-	-
MIHealth Link - Settlement	-	-	-	-
Healthy Michigan Plan	2,733,523	683,381	602,409	(80,972)
Healthy Michigan Plan - Settlement	-	-	47,895	47,895
CCBHC prepayment	9,867,475	2,466,869	811,775	(1,655,094)
CCBHC - Settlement	-	-	303,731	303,731
SUD Block Grant	78,968	19,742	-	(19,742)
Federal & State Sources		-		
State general fund	1,042,561	260,640	260,640	(0)
State general fund - Settlement	-	-	138,167	138,167
Federal and state grants	1,359,938	339,985	194,354	(145,631)
Local revenue		-		
County appropriation - St Joseph County	257,268	64,317	64,317	-
Client fees	149,200	37,300	95,359	58,059
Performance Based Incentive Program	-	-	-	-
Rent revenue	9,960	2,490	2,160	(330)
Other revenue	40,000	10,000	27,901	17,901
Total operating revenue	28,056,609	7,014,152	8,531,157	1,517,005
Operating expenses				
Administration	4,100,791	1,025,198	983,425	(41,773)
Internal Services	5,538,105	1,384,526	1,429,435	44,909
Provider claims	16,386,575	4,096,644	5,266,081	1,169,437
Grant expenses	1,359,938	339,985	149,112	(190,873)
Vehicles	30,000	7,500	7,128	(372)
Facilities	641,200	160,300	107,950	(52,350)
Total operating expenses	28,056,609	7,014,152	7,943,131	928,979
Change in net position	-	-	588,026	588,026
Net position, beginning of year	2,191,504	2,191,504	2,191,504	-
Net position, end of year	\$ 2,191,504	\$ 2,191,504	\$ 2,779,530	\$ 588,026



BOARD POLICY IV.01

AREA:	Governance		
POLICY TYPE:	Ends Statements	PAGE:	1 of 1
POLICY TITLE:	ENDS FOR INDIVIDUALS SERVED	EFFECTIVE:	09/2022
		REVIEWED:	11/28/23

MEGA END STATEMENT

Children, adults, and families in St. Joseph County will have access to quality behavioral health services that are trauma informed, person centered and results in improved quality of life.

Sub End Statements:

1. Individuals will have access to care (1/30/2024 Report):

Executive Officer Response:

Locations:

Currently, Pivotal have three locations to serve our clients.

Centreville: The primary office for Pivotal house the majority of services for the community. Wraparound, Case Management both Adult and Children's, ACT, Outpatient Therapy, Medical Clinic, Psych. Services, Clubhouse, Administration (Customer Service, Recipient Rights, ARC), Access, Prevention, 31N, Mobile Crisis, Police Liaisons, SUD Prevention, Women's Support Specialty, SUD Case Management, Peer Support Services, Recovery Coaches, Family Support Coaches, Homebased, and Supported Employment.

Sturgis: Sturgis can do Outpatient Therapy, Co-Occurring as well as Children's Therapy. We currently have a telehealth Access Clinician that can complete intakes in the Sturgis location. We will be opening additional intakes in this location depending on need. We currently also have Women's Support Specialty and SUD case management at this location, they split their time currently between Three Rivers and Sturgis depending on client need. There is room for expansion at this location, however, availability of clinicians willing to work in this location is limited.

Three Rivers: Three Rivers hosts SUD Outpatient, IOP, Prevention, SUD Case management, and Women's Support Specialty. This location also has the ability to complete telehealth intakes and also assists with overflow from Twin Counties Probation Center clients needing intakes and therapy.

MMBPIS Data: (Calendar Year 2022)

INDICATOR	FY 23 (IN PERCENTAGES)					State Standard	Over (Under)
	Q1	Q2	Q3	Q4	Year Avg		
1a - Child Screening	100.00	100.00	100.00	100.00	100.00	95.00	5.00
1b - Adult Screening	98.08	100.00	98.31	98.28	98.67	95.00	3.67
2 - New Persons -14 day	58.74	55.68	60.35	64.71	59.87	N/A	
2a - MI Children -14 day	64.46	55.40	59.48	67.80	61.79	N/A	
2b - MI Adults -14 day	49.12	49.65	52.73	54.61	51.53	N/A	
2c - DD Children -14 day	50.00	66.67	84.62	100.00	75.32	N/A	
2d - DD Adults - 14 days	66.67	71.43	75.00	100.00	78.28	N/A	
3 - New persons service 14 days	85.59	87.29	87.96	88.89	87.43	N/A	
3a - MI Children 14 day First Service	95.87	94.00	93.46	95.45	94.70	N/A	
3b - MI Adults 14 day First Service	92.62	91.91	92.73	91.80	92.27	N/A	
3c - DD Children 14 day First Service	71.43	100.00	100.00	100.00	92.86	N/A	
3d - DD Adults 14 day First Service	100.00	100.00	100.00	100.00	100.00	N/A	
4a(1) - Child D/C Follow-up 7 days	100.00	100.00	100.00	100.00	100.00	95.00	5.00
4a(2) - Adult D/C Follow-up 7 days	95.83	95.24	100.00	100.00	97.77	95.00	2.77
5 - % of F2F assessments resulting in Denial	2.11	2.61	0.00	1.94	1.67	N/A	
6 - % of Second Opinions Requested - Service Start	7.17	6.05	2.32	5.26	5.20	N/A	
10a - Child readmission to hospital within 30 days of D/C	10.00	0.00	0.00	0.00	2.50	15.00	(12.50)
10b - Adult Readmission to hospital within 30 days of D/C	2.30	6.67	12.00	13.95	8.73	15.00	(6.27)

Starting in FY 24, I will have a comparison year after year on how we are progressing. I noticed that when compiling this year's report, the previous report was only based on Q4's data as it was the most up to date, but I think showing a comparison of the entire year, and then averaging it is a better way to look at the overall "health" of the agency.

Intake data for FY 23

The below graph shows all demographics for FY 23 and the number of appointments kept, rescheduled, or cancelled by staff/client. For the record, staff only cancel appointments due to sickness, or if a person has been hospitalized, the appointment gets cancelled until they are discharged.

Year REASON	2022				2023										Total	
	October	November	December	Total	January	February	March	April	May	June	July	August	September	Total		
Appointment Kept	130	139	127	396	123	127	157	110	141	140	140	150	102	1,190	1,586	
Canceled by Client	37	32	20	89	30	28	34	27	29	18	19	31	20	236	325	
Canceled by Staff	6	5	7	18	10	16	1	8	1		5	3	3	47	65	
No Show	40	44	44	128	41	38	54	33	54	48	35	39	30	372	500	
Rescheduled by Client	19	25	30	74	14	20	13	16	23	24	13	19	14	156	230	
Rescheduled by Staff	8	26	35	69	14	20	6	9	19	19	35	22	6	150	219	
Scheduled	3			3								3	5	8	11	
Total	243	271	263	777	232	249	265	203	267	249	247	267	180	2,159	2,936	

MMBPIS Indicator 1a Preadmission Screening Children

State Standard – 95 % Pivotal Score 100%

All Children had a preadmission screen within 3 hours of screening request. We have achieved 100% in this standard.

MMBPIS Indicator 1b Preadmission Screening Adults

State Standard – N/A % PIVOTAL Score 98.67 %

In FY 23 we screened 230 adults for preadmission screening. Of those 230, 3 fell out of the 3-hour time frame.

- Reasons for out of compliance
 - Client eloped from the ER after first request for screening and was not brought back until after time frame expired.
 - ER called for client to be screened for admission before the client was medically cleared. Time from first call was entered and not the medically cleared call time frame.
 - ER/Call Center Agency unable to reach on-call clinician in a timely manner.

MMBPIS Indicator 2b -Request to Intake MI Adults

State Standard –N/A PIVOTAL Score 51.53%

This is a standard that has still not been defined. The current expectation is that once an intake is requested, an intake appointment is scheduled and completed within 14 days. Things that can prevent this from happening are as follows:

1. Client cancels appointments or decides that they no longer need services.
2. Client no shows appointment. Once a client no shows we make follow up calls to reengage the client to follow through with Intake.
3. Client requests a service date that is outside of the 2-week period. We do offer time periods that fall within the 14 days. These are documented for proof. These used to be considered exceptions, but the state is no longer allowing those to count/be removed.
4. A client could be hospitalized, jailed, or otherwise out of the area during the intake timeframe.

MMBPIS Indicator 2a(b) - Request to Intake MI Children

State Standard –N/A PIVOTAL Score 61.79%

This is a standard that has still not been defined. The current expectation is that once an intake is requested, an intake appointment is scheduled and completed within 14 days. Things that can prevent this from happening are as follows:

1. Parents of Children cancel appointments or decide that they no longer need services.
2. Client no shows appointment. Once a client no shows we do follow up calls to try and reengage the client to follow through with Intake.

3. Parents of Children request a service date that is outside of the 2-week period. Once again, this is documented in the file, but is no longer considered an exception.
4. A client could be hospitalized, jailed, or otherwise out of the area during the intake time period.

MMBPIS Indicator 2a(c) - Request to Intake IDD Adults
State Standard –N/A PIVOTAL Score 78.28%

This is a standard that has not yet been defined. The current expectation is that once an intake is requested, one is scheduled and completed within 14 days. Things that can prevent this from happening are as follows:

1. A client or client's guardian cancels appointments or decides that they no longer need services.
2. A client or clients guardian no shows appointment. Once a client no shows we do follow up calls to try and reengage the client to follow through with Intake.
3. A client or client's guardian requests a service date that is outside of the 2-week period. We do offer time periods that fall within the 14 days. These are documented for proof. These used to be considered exceptions, but the state is no longer allowing those to count/be removed.
4. A client could be hospitalized, jailed, or otherwise out of the area during the intake timeframe.

MMBPIS Indicator 2c - Request to Intake IDD Children
State Standard –N/A PIVOTAL Score 75.32 %

This is a standard that has not yet been defined. The current expectation is that once an intake is requested, one is had in the agency within 14 days. Things that can prevent this from happening are as follows:

1. Parents of Children cancel appointments or decide that they no longer need services.
2. Client no shows appointment. Once a client no shows we do follow up calls to try and reengage the client to follow through with Intake.
3. Parents of Children request a service date that is outside of the 2-week period. Once again, this is documented in the file, but is no longer considered an exception.
4. A client could be hospitalized, jailed, or otherwise out of the area during the intake time period.

MMBPIS Indicator 3a – First Service MI Adults
State Standard –N/A PIVOTAL Score 92.27%

This is a standard that has not yet been defined. The current expectation is that once an intake has been completed, a first service appointment is completed within 14 days. Things that can prevent this from happening are as follows:

1. We offer same day 1st service/preplan appointments. Which eliminates the need for a pre-plan

- appointment prior to treatment planning.
2. The client decides that they no longer need services.
3. Client no shows appointment. Once a client no shows we make follow up calls to reengage the client to follow through with 1st service appointments.
4. Client requests a service date that is outside of the 2-week period.
5. Client could be hospitalized, jailed, or otherwise out of the area during the 1st service time period.

MMBPIS Indicator 3b – First Service MI Children

State Standard –N/A PIVOTAL Score 94.70%

This is a standard that has not yet been defined. The current expectation is that once an intake has been completed, a first service appointment is completed within 14 days. Things that can prevent this from happening are as follows:

1. We offer same day 1st service/Pre-plan appointments. Which removes the need for an additional appointment prior to treatment planning.
2. Client no shows appointment. Once a client no shows we do follow up calls to try and reengage the client to follow through with 1st Service appointment.
3. Parents of Children request a service date that is outside of the 2-week period. Once again, this is documented in the file, but is no longer considered an exception.
4. A client could be hospitalized, jailed, or otherwise out of the area during the intake time period.

MMBPIS Indicator 3d- First Service IDD Adults

State Standard –N/A PIVOTAL Score 100%

This is a standard that has not yet been defined. The current expectation is that once an intake has been completed, a first service appointment is completed within 14 days. We have achieved 100% in this standard.

MMBPIS Indicator 3c – First Service IDD Children

State Standard –N/A PIVOTAL Score 100%

This is a standard that has not yet been defined. The current expectation is that once an intake has been completed, a first service appointment is completed within 14 days. We have achieved 100% in this standard.

MMBPIS Indicator 4a(a) – IP Follow Up Children

State Standard –95% PIVOTAL Score 100%

The standard of care is that when a client discharges from a psychiatric inpatient unit, a follow-up care appointment is completed within 7 days. We have achieved 100% in this standard.

MMBPIS Indicator 4a(b) – IP Follow Up Adults

State Standard –95% PIVOTAL Score 97.77%

The standard of care is that when a client discharges from a psychiatric inpatient unit an appointment for follow-up care is made within 7 days. We were higher than the state average, however some things that may cause us to not meet this standard are:

A client is admitted to the hospital within the 7 days post discharge, client was not open to us and did not want to follow up but was scheduled as required by the discharge planners of the hospitals.

Intake/Disposition:**Intake Disposition**

Disposition	2022				2023										Total
	October	November	December	Total	January	February	March	April	May	June	July	August	September	Total	
Eligible	124	133	118	375	113	118	145	102	138	134	134	144	99	1127	
Eligible but declined services	3			3	2	1	3	3	1	3				14	
Not Eligible/Referred Elsewhere	4	8	9	21	8	7	5	3			4	7	5	44	
Total	131	141	127	399	123	126	153	108	139	141	141	149	105	1185	

Intakes have been consistently increasing from year to year. In FY 21 we had 840 intake appointments for the year, in FY 22 we had 2,425. In FY 23 we had 2,936. That is 117% increase in intake appointments from FY 22.

The graph above shows those clients who showed to the intake appointment, and had an assessment completed, those who qualified, didn't qualify (2.19%), or were not eligible (3.72%). Less than 6 percent of people seeking services did not receive them for one of the two reasons listed above.

CCBHC:

The challenges of CCBHC implementation are numerous, but the benefits to our clients and community vastly outweigh any frustrations with implementation. All insurances are accepted, which has improved access to care, we also accept anyone regardless of severity, which has greatly increased the access to care within the organization. CCBHC encompasses more than what CMH normally is involved with, for example, we call on all hospital discharges to ensure that the client is ok and taken care of regardless of the reasoning they were in the hospital, i.e., a client went in for Bronchitis, we would still call and make sure they had their follow up appointments etc. from our Nurse Care manager. CCBHC also opens an alternative funding stream to allow us to create satellite locations that allow us to be able to see clients in their own communities, eliminating transportation barriers that have plagued us for many years. Expansion of access to care allows us to truly be a community resource that we have needed for so many years. CCBHC also allows us to be able to do creative things to be of benefit to the community. As noted with plans to have an on-call Psychiatrist 24/7 at both hospitals to be able to see all clients. We are also looking to have a fully functioning mobile crisis program in St. Joseph County with a hopeful starting date of 3/1/2024.

Diversion:

If client does not meet criteria for hospitalization and ER doc and client are in agreement, client, ER doc and Pivotal staff complete safety plan.

Hospitalization:


For a client not currently open- Pivotal staff schedules intake appointment, first available appointment within 7 days as part of safety plan and assess need for psychiatric evaluation needed prior to treatment planning at intake and schedule accordingly, but no later than 14 days.

For open client- Pivotal staff notifies primary clinician of client being in the ER for psychiatric purposes. Clinician should follow procedure laid out in ER follow up policy: Clinician will reach out to client within 24-48 hours, schedule hospital diversion appointment within 7 days and a follow up med appointment if open to med clinic within 14 days. If not open to med clinic client is usually referred to med clinic for psych evaluation.

Medicaid Network Adequacy:

SWMBH provided us with a SWMBH network adequacy report that breaks down SWMBHS capacity to serve clients within the 8 CMH's in the region. It is further broken down by each CMH's capacity to serve their individual communities. The results are as follows:

SWMBH Provider Network:

Service	MDHHS Standard Ratio	Providers Required to Meet Standard <i>(based on 154,148 adult enrollees)</i>	SWMBH Providers	SWMBH Ratio <i>(rounded to 1000; Goal to be under MDHHS standard)</i>	SWMBH Status	Opportunities for Improvement
Assertive Community Treatment (ACT)	30,000:1	6	10	15,000:1	Standard met	No
Psychosocial Rehabilitation (Clubhouse)	45,000:1	4	3	52,000:1	Standard not met	Yes 
Opioid Treatment Programs (Methadone Programs)	35,000:1	5	5	31,000:1	Standard met	No

Pivotal currently meets the Standard Ratio in all categories.

SWMBH Provider Network:

Service	MDHHS Standard Ratio	Providers Required to Meet Standard (based on 88,528 under-18 enrollees)	SWMBH FTEs	SWMBH Ratio (rounded to 1000; Goal to be under MDHHS standard ratio)	SWMBH Status	Opportunities for Improvement
Home-based	2,000:1	45	33	2,700:1	Standard not met	Yes
Home-based January staff additions	2,000:1	45	35	2,500:1	Standard not met	Yes
Wraparound	5,000:1	18	28	3,200:1	Standard met	No

Pivotal did not meet the standard for either Home-Based or Wraparound. In regard to the wraparound provider, we do not currently have a need for more wraparound workers, but we constantly evaluate need and internal provider status. While we do not meet the standard, we are currently meeting the needs of the clients we are currently serving. If there was an additional need, and no staff to fill these positions, we would post or contract those positions to provide the necessary services.

SWMBH Provider Network:

Service	MDHHS Standard Ratio	Beds Required to Meet Standard	SWMBH Beds	SWMBH Ratio (Goal to be at or above MDHHS standard ratio)	SWMBH Status
Adult Crisis Residential	16 beds per 500,000 population	5	28	91 beds per 500,000 population	Standard met
Pediatric Crisis Residential	8-12 beds per 500,000 population	2	30	170 beds per 500,000 population	Standard met

Pivotal currently meets the Standard Ratio in all categories.

Source Document: Working Draft-SWMBH FY 24 Network Adequacy Analysis & Opps for

Improvement 12.22.22.pdf

2. Individuals served will demonstrate improved functioning (TBD)
3. Individuals served will demonstrate improved quality of life (TBD)
4. Individuals will have access to a variety of effective treatment options (TBD)



BOARD POLICY VI.06

AREA:	Governance		
POLICY TYPE:	Governance Process	PAGE:	1 of 1
POLICY TITLE:	BOARD MEMBERS CODE OF CONDUCT	EFFECTIVE:	09/28/2022
		REVIEWED:	1/30/2024

POLICY:

The board commits itself and its members to ethical, businesslike, and lawful conduct, including proper use of authority and appropriate decorum when acting as board members.

1. Board members must have loyalty to the ownership, unconflicted by loyalties to staff, other organizations, and any personal interest as a consumer.
2. Board members must avoid conflict of interest with respect to their fiduciary responsibility.
 - A. There will be no self-dealing or business by a member with the organization. Members will annually disclose their involvements with other organizations, with vendors, or any associations that might be or might reasonably be seen as being a conflict.
 - B. When the board is to decide upon an issue, about which a board member has an unavoidable conflict of interest, that member shall absent herself or himself without comment from not only the vote, but also from the deliberation.
 - C. Board members will not use their board position to obtain employment in the organization for themselves, family members, or close associates. Should a board member apply for employment, he or she must first resign from the board.
3. Board members may not attempt to exercise individual authority over the organization.
 - A. Board members' interaction with the CEO or with staff must recognize the lack of authority vested in individuals except when explicitly board authorized.
 - B. Board members' interaction with public, press or other entities must recognize the same limitation and the inability of any board member to speak for the board except to repeat explicitly stated board decisions.

- C. Except for participation in board deliberation about whether the CEO has achieved any reasonable interpretation of board policy, members will not express individual judgments of performance of employees of the CEO.
- 4. Board members will respect the confidentiality appropriate to issues of a sensitive nature.
- 5. Board members will be properly prepared for board deliberation. Board members will support the legitimacy and authority of board decisions, irrespective of the member's personal position on the issue.

January 11, 2024

Mr. Cameron Bullock
Chief Executive Officer
677 E Main St,
Centreville, MI 49032

Engagement Letter for Reimbursement, Billing and Coding Services

We are pleased to confirm our understanding of the reimbursement, billing and coding consultation services we are to provide to the **Community Mental Health and Substance Use of St. Joseph County** ("St. Joe CMH"). Rehmann Robson agrees that Amy Rottman, Richard L. Carpenter and Lisa Waldron, will be the primary resource for consulting services with secondary support from additional Rehmann associates as necessary for efficient and effective completion of requested projects. This agreement will commence on January 1, 2024 and continue until June 30, 2024, after which it will continue month-to-month until terminated by either party with a 90-day written notice or in accordance with Attachment A.

Scope

Billing/Claims/Credentialling Services

Rehmann Robson will assume responsibility for the following functions:

- Claims adjudication
- 1st and 3rd Party Billing
- Revenue cycle management, including AR management
- Credentialing

Financial Reporting/CCBHC/Standard Cost Allocation Consulting

Rehmann Robson will provided consulting services including updates to the Financial Reporting templates on an as needed bases at the request of the CEO or CFO.

Engagement Fees

Billing/Claims/Credentialling Services

Rehmann will provide the on going billing, claims, and credentialing services for a flat monthly fee of \$22,000, which will be billed at the beginning of each month.

Financial Reporting/CCBHC/Standard Cost Allocation Consulting

Rehmann will provide the consulting services for actual hours provided, billed monthly at the proposed hourly rates below, plus actual out of pocket expenses.

Staff Level	Hourly Rate
Principal	\$600
Senior Manager	\$455
Manager	\$385
Senior	\$305
Staff	\$240

The flat fee and hourly rates above will increase 5%, rounded up to the nearest \$5 increment, on January 1, 2025 and another 5%, respectively each January 1, thereafter.

Other Terms

Attachment A represents our standard terms and conditions for providing outsourcing and consulting services and is incorporated into this agreement by reference.

We appreciate the opportunity to be of service to **Community Mental Health and Substance Use of St. Joseph County** and believe this letter accurately summarizes the significant terms of the engagement. If you have any questions, please let us know. If you agree with the terms of our engagement as described in this letter, please sign and return it to us.

ACKNOWLEDGEMENT:

For: **Community Mental Health and Substance Use of St. Joseph County**

By: _____
Mr. Cameron Bullock
Its: Chief Executive Officer

Dated: _____

For purposes of these terms, "we", "us" and "our" shall refer to Rehmann Robson, LLC, and "CMH" and "you" shall refer to Community Mental Health & Substance Abuse Services of St. Joseph County.

ADDITIONAL SERVICES - The CMH may request that we perform additional services not addressed in this engagement letter. If this occurs, we will communicate with CMH management regarding the scope of the additional services and the estimated fees. We also may issue a change order form, or a separate engagement letter covering the additional services. In the absence of any other written communication from us documenting such additional services, additional services will be billable at our then standard hourly rates, plus actual out of pocket expenses.

BILLING POLICIES - In accordance with our policies, work may be suspended if the CMH's account becomes 30 days or more overdue and will not be resumed until the account is paid in full or we have a definitive payment agreement approved by our firm administrator in Saginaw, Michigan. We may, at our sole discretion, determine that a prepayment of up to 6 months of anticipated fees is required to continue services.

If we elect to terminate our services for nonpayment, our engagement will be deemed to have been completed even if we have not provided all expected deliverables. The CMH will be obligated to compensate us for all time expended and to reimburse us for all out-of-pocket expenditures through the date of termination.

Our terms and conditions impose a late charge of 1.5% per month, which is an annual percentage rate of 18%. Balances not paid within 30 days of the receipt of invoice are past due and a late charge of 1.5% will be applied to the entire past due amount.

Rehmann now charges a 3% convenience fee on credit card payments.

NO THIRD PARTY BENEFICIARY; ENTIRE AGREEMENT - This engagement has been entered into solely between the CMH and Rehmann, and no third-party beneficiaries are created hereby. The terms and conditions herein represent the entire understanding regarding the services covered by this engagement, supersede all other communications between the parties, whether oral or in writing, concerning such services and shall be binding on and inure to the benefit of the parties and their respective successors and assigns.

STAFFING, SPECIALISTS AND SUBCONTRACTORS - Notwithstanding any restrictions expressly included in the engagement letter, Rehmann reserves the right to utilize the resources necessary to most efficiently and effectively provide the services agreed to by the parties. This includes the discretion to decide the most appropriate level of staff for each task, as well as the discretion to use a specialist and/or subcontractors. At no time will any Rehmann employee be considered an employee of the CMH or be considered to be filling a CMH position. Any reference to or attachment of CMH position lists or job descriptions, illustrations of organizational structure, and/or illustration and description of hierarchy within this agreement are for the sole purpose of describing the type and scope of services to be provided under this agreement, and in no way represent a commitment or guarantee, expressed or implied, of the number, qualifications, or experience of staff to be provided or assigned in whole or in part to the provision of services.

TERMINATION OF SERVICES - We reserve the right to suspend or terminate services for reasonable cause, which includes without limitation, failure to pay our invoices on a timely basis or failure to provide adequate information necessary for successful performance of our services. Our engagement will be deemed to be completed upon the earlier of our written notification of termination or the termination of the agreement by the CMH or the natural expiration of this agreement. The CMH is obligated to compensate us for the time expended to that point and to reimburse us for all out-of-pocket expenditures through the date of termination.

The CMH acknowledges our right to withdraw and terminate our relationship at any time, including, but not limited to, for example, instances where, in our sole judgment, we can no longer rely on the integrity of CMH management, or CMH management fails to reasonably support our efforts to perform the engagement in accordance with what we believe is necessary to comply with law, regulation, policy of

the CMH, or other best practices of CMHs in the State of Michigan. Our right to terminate is subject to our right to payment for our charges incurred to the date of termination.

WORK SPACE - For those Rehmann personnel that need workspace onsite to most efficiently and effectively perform the tasks and services described in the engagement letter, the CMH shall provide reasonable onsite work space, meeting space, and access to conference rooms, including all furniture and equipment. The CMH understands that Rehmann's performance is dependent on the CMH's timely and effective satisfaction of its own activities and responsibilities in connection with this engagement, as well as timely decisions and approvals by CMH personnel. Inefficiency created by CMH personnel resulting in time wasted by Rehmann employees will be documented and considered billable at our hourly rates.

TECHNOLOGY AND SUPPLIES - The CMH shall provide Rehmann equipment and staff access to and be responsible for costs related to technology resources, software, licenses, equipment, supplies and consumables necessary to perform the tasks performed under this engagement to the extent that these items are necessary to adhere to the processes and controls established by the CMH. These items include but may not be limited to CMH owned and maintained, hardwired and/or wireless networks, internet access, VPN access software, email addresses, licenses/usernames/passwords for CMH owned software, local printers, local phones, printer paper, check stock, and other supplies and resources. CMH will maintain proper licenses and adequate Technology support for all items identified in this section. This does not include costs and expenses related to our technology.

EMAIL - The CMH acknowledges that (a) Rehmann, the CMH and others, if any, participating in this engagement may correspond or convey documentation via Internet email unless the CMH expressly requests otherwise, (b) no party has control over the performance, reliability, availability, or security of Internet email, and (c) Rehmann shall not be liable for any loss, damage, expense, harm or inconvenience resulting from the loss, delay, interception, corruption, or alteration of any Internet email.

STANDARDS, LAWS AND REGULATIONS - It is understood that the financial consulting and outsourcing services provided by us will, collectively, be considered our informal views or advice rendered on a good-faith basis and should not be considered an absolute guarantee as to the CMH's compliance with generally accepted accounting principles, federal or state laws, contracts, or as to matters that may be accepted or found by a court of law. Accordingly, our advice, recommendations, and decisions will represent our professional, unbiased views based on the data we are able to obtain within a reasonable timeframe, using our best efforts.

ERRORS, FRAUD AND ILLEGAL ACTS - The services to be rendered by us cannot be relied on to detect or prevent errors, fraud, or illegal acts that may exist. However, we will inform you of any material errors and of any evidence or information that comes to our attention that may indicate that fraud may have occurred. We will report to you any evidence or information that comes to our attention during the performance of our services regarding potential illegal acts (including regulatory violations) that may have occurred, unless they are clearly inconsequential. The CMH agrees to maintain and cover Rehmann, its affiliates, partners and employees under its theft and fraud insurance. The CMH agrees that Rehmann will not be responsible for any loss not recoverable from the CMH's insurance company whether or not the loss is determined to be directly or indirectly a result of this engagement.

COMPLIANCE WITH SSARS - The CMH may request financial information to be prepared by us in the normal course of our engagement. This information may qualify as "financial statements" as described by the AICPA Statements on Standards for Accounting and Review Services (SSARS). No report will accompany these financial statements and the CMH agrees that each page will include a statement (or "legend") that clearly indicates that no assurance is provided.

OPINIONS ON FINANCIAL STATEMENTS, INTERNAL CONTROLS AND COMPLIANCE - The purpose of this engagement is not to perform an audit in any form or capacity, as such, we have no responsibility to express an opinion, or any other form of assurance on any aspects of the CMH's activities, including financial statements, internal controls, or compliance. We will not audit any financial statements, forecasts,

financial data nor independently verify or express an opinion or any form of assurance on the financial data at the CMH and thus, our work product will be subject to the validity and completeness of the underlying data available at the CMH. We have no responsibility to identify and communicate significant deficiencies or material weaknesses in internal controls as part of our services.

FREEDOM OF INFORMATION ACT (FOIA) - The CMH retains all responsibility related to requests made for information under FOIA and will maintain an individual responsible for collecting, coordinating, and responding to all FOIA requests. Documents and work products produced and maintained in Rehmann owned locations and software or maintained on Rehmann owned equipment are and remain the property of Rehmann until transmitted to the CMH in electronic or physical form. Documents or work product transmitted to the CMH may or may not be subject to FOIA under the Accountant-Client privilege recognized by Michigan Law. To the extent we are requested or required to participate in the gathering of documents to be provided in response to a FOIA request, our efforts in complying with such requests will be deemed billable to the CMH as a separate engagement. We shall be entitled to reasonable compensation for our time and reimbursement for our expenses, including attorney fees, in complying with this request.

CLAIMS - Because there are inherent difficulties in recalling or preserving information as the period after an engagement increases, the CMH agrees that, notwithstanding any applicable statute of limitations, any claim based on this engagement must be filed within 6 months after the action giving rise to the claim, unless the CMH has previously provided us with a written notice of a specific defect in our services that forms the basis of the claim.

THIRD PARTY PROCEEDINGS - As a result of our prior, current or future services to the CMH, we might be requested to provide information or documents to a third party in a legal, administrative, arbitration or similar proceeding in which we are not a party. If this occurs, our efforts in complying with such requests will be deemed billable to the CMH as a separate engagement. We shall be entitled to reasonable compensation for our time and reasonable reimbursement for our expenses (including attorney fees and legal costs) in complying with this request. For all requests, we will observe the confidentiality requirements of our profession and will notify CMH management promptly of the request. If anyone requests or subpoenas any information or materials related to this engagement which is in our custody or control, we will inform CMH management. Should the CMH request us to take any legal action to seek protection against disclosure of such information or materials, the CMH will either retain and pay for legal counsel to represent us, or will indemnify us for all costs and expenses, including attorney's fees and legal expenses.

LIABILITY, INDEMNIFICATION AND HOLD HARMLESS - The parties agree that our maximum liability for any negligent errors or omissions committed by us in the performance of this engagement will be limited to the amount of our fees paid by the CMH for the most recent 6 month period of this engagement.

The CMH shall indemnify and hold harmless Rehmann, its affiliates, partners and employees from and against any damages, payments, losses, costs or expenses (including attorneys' fees and legal costs) paid or incurred by Rehmann, its affiliates, partners, and employees at any time and in any way i) relating to claims by any CMH employees or former employees; ii) attributable to misrepresentations by the CMH; or, iii) arising out of or relating to the services under this engagement, including without limitation, claims that would be typically covered by directors and officers liability insurance. This paragraph shall survive the termination of this engagement for any reason.

Notwithstanding anything to the contrary, Rehmann's maximum aggregate liability under this agreement (regardless of form of action, whether in contract, tort, negligence or otherwise), shall be limited to the fees paid by the CMH to Rehmann for the portion of the 6 months during the term of this engagement in which the latest event, act, or omission occurs which gives rise to such liability. In no event shall Rehmann be liable for consequential, incidental, special or punitive loss, damage or expense (including, without limitation, lost profits,

opportunity costs, etc.), even if we have been advised of their possible existence. This provision shall survive the termination of this engagement for any reason. We shall indemnify you for any damages or losses related to our gross negligence and willful misconduct

OFFERS OF EMPLOYMENT - The CMH agrees not to solicit Rehmann staff with offers of employment. A placement fee will apply for each Rehmann employee, hired in any capacity during and for 24 months following the termination of this engagement. The fee will be equal to one year's total compensation for the employee hired.

PROMOTIONAL MATERIALS - The CMH consents to Rehmann's use of the CMH name and a factual description of the services performed by Rehmann under this agreement in Rehmann's advertising and promotional materials and other proposal opportunities.

FORCE MAJEURE - Neither party shall be liable to the other for damages caused by an interruption of this engagement where such interruption is due to war, rebellion, or insurrection, acts of God, fire, governmental statute, judicial or agency order or regulation prohibiting the performance of this Agreement, labor disputes, or for other causes beyond the reasonable control of either party.

TRANSITION OF SERVICES - Depending on the nature of services provided, Rehmann may need to participate or facilitate the transition of services provided under this agreement to an employee of the CMH or another service provider. Rehmann agrees to actively participate to promote a smooth transition process assuming the CMH's account is not delinquent. The CMH is responsible for proper planning for all aspects of the transition process, including hiring of any employees or procurement of alternate service providers in a timeframe sufficient to allow for the transition process to be complete by the end of the contract period. If the transition period extends past the contract period, Rehmann will continue to participate in the transition process but at the then current standard hourly rates. Rehmann is not responsible for any cost incurred by the CMH for the employee or alternate service provider to whom tasks/responsibility is being transferred. If the employee or alternate service provider is for any reason unwilling or unable to participate in the transition process, in a manner sufficient to facilitate a smooth transition, Rehmann in its sole discretion, may withdraw from participation in the transition process, and the CMH will be responsible to work with the employee or alternate service provider to facilitate any transition. In situations where Rehmann introduces an employee to the CMH resulting in a hire, the CMH agrees to pay 30% of the total first year compensation of the employee.

MISCELLANEOUS - The terms of this engagement shall be construed under the laws of the State of Michigan. The waiver by either party of any provision of this engagement shall not operate or be construed as a waiver of any subsequent breach. If any provision herein is in conflict with any applicable statute or rule of law, or is otherwise rendered unenforceable, such offending provision shall be null and void only to the extent of such conflict or unenforceability, but shall be deemed separate from and shall not invalidate any other provision herein.

WAIVER OF JURY TRIAL - The CMH hereby waives its right to a trial by jury for any and all disputes arising under this engagement.

ARBITRATION - Any dispute or controversy arising out of or relating to this engagement/contract, shall be submitted to arbitration following the Commercial Arbitration rules then in effect of the American Arbitration Association. The parties shall mutually agree on the arbitrator. In the event they are unable to agree, there shall be three arbitrators, with each party choosing its own and the third arbitrator chosen by the two selected by the parties. The arbitrator(s) may grant injunctive or other relief. The decision of the arbitrator(s) will be final, conclusive and binding on the parties. Judgment may be entered based on the arbitrator's decision in any court having jurisdiction. Rehmann and the CMH will each pay one-half of the arbitrator's cost and expenses. The prevailing party shall be entitled to an award for all costs and expenses, including reasonable attorney's fees, incurred by it in enforcing this contract.

SWMBH FY 2024 Budget

	MLR	Managed Care Admin
Total SWMBH	103.7%	10.0%
SWMBH Central	111.6%	2.6%
CMH Participants	103.4%	7.4%
Barry	178.9%	0.0%
Berrien	93.3%	7.6%
Pines	100.5%	10.3%
Summit Pointe	84.5%	13.3%
Woodlands	111.7%	7.4%
ISK	114.5%	6.4%
Pivotal	93.0%	7.0%
Van Buren	101.4%	9.6%

Directors Report December 2023 & January 2024

Administrative

- New Board member Orientation with Amanda – Rick Volunteered to be her mentor.
- The Holiday Company Dinner was a success, thank you to all the board members that were able to attend. It truly is appreciated.
- Attended Creating a Positive Workplace Culture training.
- Attended Array Physicians meet and greet with Three Rivers and Sturgis. They are doing some more data collection and will present a proposal for cost. More information to come.
- Met with TBD solutions to discuss CCBHC requirements and to gather information for the state of Michigan.
- Attended MDHHS CCBHC PIHP meeting.
- Met with Three rivers schools Superintendent.
- Attended CMHA Directors Forum Planning Committee
- Covered Bridge Executive Meeting
- Attended Branch/St Joe Partner meeting
- Met with DHHS to review standing for DFA (donated funds agreement) contract we have for our Medicaid Consumers.
- Met with SWMBH Ops Comm
- Met with CMHA to discuss redesigning the MDHHS segment of the Directors forum. (Ongoing workgroup I am on)
- Met with CMHA for discussions on Rural development implementations of MDHHS policies and how to overcome challenges associated with those mandates
- Volunteered to sit on a CMHA Administrative Efficiency Advisory Group, as part of Michigan's Health Endowment Fund
- Attended a meeting with the Chief of Police group to discuss the Children's Advocacy Center to give an update.
- Attended meeting with Culture by choice with their Director. We received the final for our Agency and tips and Tricks, getting a meeting set up with the director to discuss how to implement in our agency. Attached is that report.
- Met with Sturgis Police department
- Met with Three Rivers Hospital to discuss ongoing partnership.
- Met with Beacon Community Health Needs Assessment team as one of their board members helping to develop Beacon's Community Needs Assessment.
- Met with Richard Carpenter to discuss billing company and how the first year went.
- Attended Corporate Compliance Committee
- Attended HSC Executive Committee.
- Met with Judge Tomlinson
- Met with Three Rivers Beacon Health System. They are asking me to sit on an advisory board to be able to help with the community impact portion of their business model. This would be able to allow us to help shape coordination of services better across St. Joseph.
- Attended a Medical Surge Tabletop Exercise for Regions 5,6,7,8

Clinical

- Mobile Crisis
 - Also worked on the Mobile Crisis roll out with coordination efforts with Undersheriff Bingaman. Some minor changes to the policy will be needed but other than that, I think we have a solid foundation to start from thanks to Sandy, Skyler, Kathleen, and Grae.
- Eleos kick off meeting, hoping to be live no later than April 1st. With vacations on both sides, we were unable to set up a meeting to get started prior to January.
 - Working with them to help provide staff background education on the safety and security measures that are in place for the new technology.
- Met with the employee Satisfaction workgroup: we are probably one or two meetings away from being at a happy spot from the survey. One of the big changes is the All Staff meetings are now every quarter and not every month, this allows more time for patients, and more things will be handled at their department meetings.
- Zero Suicide Meeting - TBD solutions is working with us to roll out our process region wide which is a major Kudos to Skyler and the team working on development here.
- Moved master's Level Clinicians to open master's level positions, reposted vacant positions to now be Bachelor level case management positions. Much better use of our master's level therapist

HR

- **Open Positions**
 - Children's Therapist - Had a clinician transfer jobs to Access Supervisor position, and another Children's therapist decrease hours, which has caused an additional need. They wanted to drop down further, but I was able to at least keep them to 30 hours, rather than lose them completely. (Masters)
 - **Converted this position to a mild to moderate mixed case load clinician.**
 - Home and Community Based Worker (Masters) x 2
 - St Joseph County Sherriff's Dept Liaison (Masters)
 - Access Care Manager II (Masters)
 - Bachelor level Case Management x 2
- **Transfers**
 - Amanda Kindig – DBT Clinician
 - Jennifer Galichansky – Mild to Moderate Mixed Case load clinician
 - Met with Undersheriff for a possible internal transfer to the police liaison position. If accepted, I would need to hire a clinician to replace it. As it is a full position now, I am considering the possibility of a temp group while I wait for applicants.

Objective: Specialized Residential Home Visits for Clients in St. Joseph County by NP				
Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Med Clinic will work to ensure that clients that reside inside of St. Joseph County will receive a visit from our NP in person to do Medication Reviews and Psych Evals on our clients in their place of residence.	CCBHC Director	Ongoing	Number of clients served in Spec Res by NP visiting home	Q1 Update: Visits ongoing to all specialized residential facilities in the county. Visits occur each quarter. 32/34 were seen in home during Q1.
THEME 1: IMPROVED OUTCOMES FOR CLIENTS - 23-24				
Objective: To have Patient Portal operational and active with staff and consumers				
Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Work with PCE to get the Patient Portal up and running so that clients are able to be more involved in their care.	Director of IT	Q3	Patient Portal is up and running and available to clients for use.	Q1 Update: N/A
Objective: Increase Mobile Crisis Team to be able to support 8a to 10pm call support				
Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Currently have a mobile Crisis Grant for a mobile crisis team. We are able to fully support during working hours, we need to find 4 additional clinicians to be able to support the 2pm to 10 pm time frames.	Director of Access/Emergency & Director of Childrens Services	Ongoing	Fully implemented and functioning team	Q1 Update: Positions were posted for over a year, and only one applicant, that eventually left as it was not operational. Decided to change tactics and offer a contract positions to fill this need. Contract positions have been posted, and working on the logistics to get these filled.
THEME 2: INTEGRATED HEALTHCARE EXCELLENCE - 23-24				
Objective: Meet Updated SAMSHA CCBHC requirements				
Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Skyler will work with management to review updated guidelines and ensure that policies, procedures, and required updates are completed for certification requirements.	CCBHC Director	Ongoing	Recertification of CCBHC for 3 years.	Q1 Update: No current changes, expected new changes in January 2024.
THEME 2: INTEGRATED HEALTHCARE EXCELLENCE - 23-24				
Objective: Continued Hospital Collaboration				
Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
CEO/UM Director will meet with local hospitals to continue collaboration for any issues that may arise as well as resource sharing as appropriate	CEO and UM/Access Director	Ongoing	Bi annual visits, more as needed	Q1 Update: Met with Three Rivers Hospital twice to work on collaboration between Police Liaison and hospital. Met with them to also discuss a possibility to have a community wide Psychiatrist and are actively looking at what that entails for all three agencies.
THEME 2: INTEGRATED HEALTHCARE EXCELLENCE - 23-24				
Objective: Work with PCP's to transition patients back to PCP's when stabilized on medications				
Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
CCBHC team will work with Med Clinic and surrounding clinics to transition clients with stabilized medications back to their primary care physician to handle medications.	CCBHC Director	Ongoing	Number of clients successfully discharged back to their primary PCP per quarter.	Q1 Update: Learned there were some limitations to do our data pull, and will be fixed in Q2. We were able to identify that there were 38 Med Clinic Only Clients that were transferred back to their Primary Care Physician in Q1.

THEME 3: EMPLOYEE ENGAGEMENT AND RETENTION 22-23

Objective: Increase retention and additional benefits for high performers in the agency

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Utilize ARPA grant to Incentives meeting goal metrics with staff	CEO/CFO & Direct Supervisors	Ongoing	Each goal is a smart goal, awarded at 150 per goal for a total of 450. Board will create a goal for agency that will allow the remaining pot of money left over to be dispersed if individual goals are not met. Quarterly Reports on completion of goals and money paid can be presented as proof.	Q1 Update: There has been five employee end a goal period set. Three employees met all 3 goals, receiving \$450/each. Two employees met 2 goals, receiving \$300/each. Pivotal paid out a total of \$3,000 to employees with \$300 going into the agency pot.
Utilize ARPA grant for Recruitment and Retention	CEO/CFO	Ongoing	Bonus* for both the referral and the referee for recommendations and acceptance to the agency. Quarterly reports on completion and recruitment can be presented as proof.	Q1 Update: a total of \$1,950.00 has been paid out within recruitment bonuses, disbursed between 8 current employees.
ERWC	ERWC Committee	Ongoing	ERWC to continue to offer monthly events for staff as ways to build employee morale and comradery.	Q1 Update: October-Breakfast Bake-Off November- We were going to do our annual gobbler games, but United Way had a large amount of Turkey dinners left without recipients, so we post-poned this event. December- Secret Santa, Holiday Company Picnic
Ensure alignment with CMHAM pay structure to union hiring grid	CEO/CFO	Ongoing	Complete and submit yearly survey to CMHAM and compare results of survey to board once received.	Q1 Update: Payscales survey do not usually come out until May or June of 2024.

Objective: Continued brand recognition for new name and CCBHC Services

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Continue to educate community about services we offer and how to access	Management	Ongoing	Management staff (and other staff) will attend events as the events come up, White Pigeon day, Waterfest, Sturgis Fest, Fair etc. Create flyers and brochures for staff and community partners to distribute to clients and hang on community boards for recognition	Q1 Update: No community events for this time period. Q1 Update: Flyers have been created, will work on handing out in Q2.
			Be a Sports Sponsor through the county for increased awareness at all levels. This allows us to be in multiple locations with constant announcements to attendants on who pivotal is and what we offer.	Q1 Update: Signed contract to be a sponsor for Sturgis High school. Signed contract to sponsor Burr Oak schools t-shirts. QR code set up to monitor traffic flow from usage of the advertisement. Not yet in production, so no data to present.
			Work with Marketing team to create digital broadcasts via Spotify and Sirius XM that is geofenced to our area to reach a different audience about our services and how to access.	Q1 Update: Spotify Ads created and marketing updates were sent to board monthly for the first three months. Not very high
MAT(Medication Assisted Treatment) Program	CCBHC Director	Ongoing	Work with Marketing team to create flyers and brand recognition as well as MAT. Increase in utilization of services would serve as a proof of working concept.	Q1 Update: Marketing material has flowed to county providers. We have an influx of referrals for TCPCC. Additional material will be going to local businesses to help raise awareness.

THEME 5: FINANCIAL SOLVENCY 22-23

Objective: To continue to remain fiscally responsible and utilize our resources appropriately.

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Utilization Management of high utilizers of resources and funding sources	CFO/UM/IT	Ongoing	Monthly Meetings to determine appropriate usage of resources and identifying alternative options if available	<p>Q1 Update: Costing and Coding meetings continue monthly. UM created Spec Res listing of all clients and will update as changes occur. Current amount totals 89 clients. Adult Clinical Director working with CM staff to re-evaluate clients needs relating to specialized residential vs. AFC homes.</p>
Monitor Internal controls	CFO	Ongoing	Clean financial Audits	<p>Q1 Update: We are currently within our financial audit. This will not be completed until after Q2.</p>
Monitor Productivity among staff and department	CEO/CFO/IT/Direct Supervisors	Ongoing	Will utilize productivity, SAL's, and Admission/Discharge data to determine increase and decrease in staffing requirements	<p>Q1 Update: Clinical Directors continue to monitor and discuss staff productivity at individual supervision.</p>

BOARD CALENDAR 2023/2024

MONTH	MONITORING REPORTS ON EL POLICIES			MONITORING REPORTS ON ENDS		POLICY REVIEW		Board Member Reviewer	OTHER/REPORTS/ACTIONS
						BOARD EDUCATION			
JANUARY	EL V.08 - Compensation and Benefits			IV.01 SP1		PR - VI.06 Board Code of Conduct		Sandy H	
	EL V.03 Treatment of Staff- Removed 11/28/23			Review SP 4					
FEBRUARY	EL V.05 Financial Condition and Activities								
	EL V.01 Global Executive Constraint			Review SP1		PR- VI.07 Board Committee Princ.		Robert H.	
						PR- VI.08 Board Committee Struct		Elisabeth R.	
						PR -III.01 Global Governance-MGMT		Damon K	
MARCH									
	EL V.05 Financial Condition and Activities								
	EL V.09 Comm. and Support to the Board					PR- III.02 Unity of Control		Kathy P	
						PR- III.03 Accountability to the CEO		Kay D.	
APRIL						PR-III.04 Delegation to the CEO		Rick S.	
	EL V.05 Financial Condition and Activities								
	EL V.02 Treatment of Consumers			IV.01 SP 2		PR-VI.01 Global Governance Comit.		Stacy L.	Selection of Officers
	EL V.03 Treatment of Staff- Removed 11/28/23					PR-VI.03 Board Job Description		Darci S	Mental Health Code Compliance Check
MAY									Financial Audit Review
	EL V.05 Financial Condition and Activities								
	EL V.07 Asset Protection			Review SP2		PR- VI.09 Cost of Governance		Luis R.	
						By Laws -		Sandy H.	
JUNE						Mission Vision		Cathi A.	
	EL V.05 Financial Condition and Activities					PR-VI.10 Recipient Rights Adv Comm		Carol N.	
		EL V.05 Financial Condition and Activities							
JULY									
AUGUST	EL V.03 Treatment of Staff- Removed 11/28/23			IV.01 SP 3		PR VI.04 Agenda Planning		VACANT	
	EL V.04 Financial Planning/Budgeting					PR-VI.05 Board Chair person Role		Elisabeth R.	
	EL V.05 Financial Condition and Activities								
				Review SP3					Approve Budget
SEPTEMBER									Annual Executive Officer Review
	EL V.05 Financial Condition and Activities					VI.11 Annual Leave Reserve Policy		Damon K.	
	EL V.06 Emergency CEO Succession					VI.12 Investment Policy		Kathy P.	Public Hearing
	EL V.03 Treatment of Staff					PR-III.05 Monitoring CEO Performance		Kay D.	
OCTOBER All items moved to November due to Special Meeting									
	EL V.05 Financial Condition and Activities			IV.01 SP 4		PR-VI.02 Global Governance Style		Rick S.	Compliance/HIPAA Training
									Board Calendar set for following year
NOVEMBER									
DECEMBER	EL V.05 Financial Condition and Activities								

Color Key: Approved/Accepted/Completed Not Applicable/Added after date passed Not accepted/Not approved



Principal Office: 5250 Lovers Lane, Suite 200, Portage, MI 49002

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Cameron Bullock
cc Joe Reed and Jarrett Cupp
Pivotal
677 E Main St
Centreville, MI 49032

January 19, 2024

Dear Cameron,

Southwest Michigan Behavioral Health would like to take the opportunity to recognize you and your organization for continued excellence in meeting standards of Michigan's Mission-Based Performance Indicator System (MMBPIS) over the course of this fiscal year. Our reports demonstrate that Pivotal has achieved 6 of 6 metrics in the fourth quarter of fiscal year 2023 for indicators 1, 4a, and 10. The State of Michigan removed the standard for indicators 2 and 3 for this fiscal year, so they are not included in the overall metrics.

Meeting these performance standards demonstrates the dedication to providing an optimal system of care for Medicaid beneficiaries of Southwest Michigan, serves as a benchmark for continuous improvement, and may influence internal performance incentives in the future. Please continue striving for excellence in both areas of clinical performance and data reporting for MMBPIS going forward. We look forward to seeing your FY2024 first quarter outcomes.

If we can be of any assistance, please do not hesitate to contact SWMBH's Quality Assurance and Performance Improvement Department.

Best regards,

Brad Casemore
Executive Officer
Southwest Michigan Behavioral Health

2023 Pivotal Attendance												
Name:	January	February	March	April	May	June	July	August	September	October	November	December
Board Members:												
Cathi Abbs												
Luis Rosado												
Kay Decker												
Amanda Miller												
Kathy Pangle												
Rick Shaffer												
Carol Naccarato												
Darci Skrzyniarz												
Damon Knapp												
Sandy Hall												
Robert Horton												
Elisabeth Roberts												
Stacy Linihan												

Green = present

Red = absent

Black = not a member

Gray = no meeting

Customer Advisory Committee

January 8, 2024

Members Present: Gail, Wayne, Tina, Donnie, Jennifer

Facilitated by: Linda B., Marie C.

The meeting started at 11:00 AM.

1. Welcome

- All CAC members were welcomed and stipend forms were filled out.

2. CAC Membership

- Check-In with members to see how their services are going here at CMHSAS.
 - Donnie – Donnie was the timekeeper for the group today.
 - Tina – Gave good detailed explanation of what DBT group is about.
 - Gail – She is not happy having to do telehealth. She would like to meet in person
 - Wayne – Services going good.
 - Jennifer – Having sporadic meetings for EMDR therapy. She would like the appointments to be closer together, so that she could receive more benefit from the procedure.
- Members given Fresh Food distribution papers for the month of January.
- Members given “Neighborhoods, Inc” housing calendar for CAC.

3. Closing

- Meeting was adjourned at 12:00 PM.
- Next Meeting scheduled February 12th, 2024 at 11:00am.