



**Board of Directors Meeting Agenda**  
Tuesday, January 21, 2025 at 5:30 PM  
Board Room, 540 Jenner Drive, Allegan, MI 49010

*(To attend virtually via Microsoft Teams: **Click here to join the meeting**  
or by audio only via telephone: **call 1-616-327-2708, and enter ID 598 536 159#**)*

1. Call to Order – Commissioner Gale Dugan
2. Pledge of Allegiance
3. Roll Call – Commissioner Gale Dugan
4. Provision for Public Comment (agenda items only, 5” limit per speaker)
5. Approval of Agenda
6. Consent Agenda  
*(All items listed are considered routine and will be enacted by one motion without separate discussion of each item. If discussion is desired, a board member may request the removal of any item from this list.)*
  - a. **Motion** – Approval of prior minutes:
    - i. Board Meeting (12/17/2024)
    - ii. Finance Committee (12/17/2024)
    - iii. Program Committee (12/17/2024)
    - iv. Executive Committee (12/13/2024)
7. Program Committee – Alice Kelsey
8. Finance Committee Report – Beth Johnston
  - a. **Motion** – Approval of Voucher Disbursements
  - b. **Motion** – Approval of FY2025 Contracts
9. Recipient Rights Advisory Committee (Mar/June/Sep/Dec) – Glen Brookhouse
10. LRE Updates – Mary Dumas or alternate
11. Chairperson’s/Executive Committee Report – Commissioner Dugan
12. OnPoint Chief Executive Officer’s Report – Mark Witte
13. Provision for Public Comment (any topic, 5” limit per speaker) – Commissioner Gale Dugan
14. Board Member Comments – Commissioner Gale Dugan
15. Adjournment
16. Future Meetings:
  - a. February 14, 2025 @ 2:30 pm – Executive Committee
  - b. March 18, 2025 @ 3:30 pm – Recipient Rights Advisory Committee
  - c. February 18, 2025 @ 4:00 pm – Program Committee
  - d. February 18, 2025 @ 4:30 pm – Finance Committee
  - e. February 18, 2025 @ 5:30 pm – Full Board Meeting



**OnPoint Board Finance Committee Agenda**

Tuesday, January 21, 2025 @ 4:30 pm

Hamilton Conference Room, 540 Jenner Drive, Allegan MI 49010

- 1) Call to Order – Beth Johnston
  - 2) Public Comment (agenda items only, 5 minute limit per speaker)
  - 3) Approval of Agenda
  - 4) Approval of Minutes
  - 5) Review of Written Reports
    - a) Facilities & Human Resources – Andre Pierre
    - b) Administrative Services Report – Andre Pierre
  - 6) Action Items
    - a) Motion – to Recommend Board Approval of Voucher Disbursements
    - b) Motion – to Recommend Contract Approval for fiscal year 2025
  - 7) Informational Items
    - a) Financial Reports
  - 8) Finance Committee Member Comments
  - 9) Public Comment (any topic, 5” limit per speaker)
  - 10) Adjournment – Next Meeting February 18, 2025 at 4:30 pm, 540 Jenner Drive, Allegan, MI
- Finance Committee: Beth Johnston, Chair; Glen Brookhouse, Vice Chair; Commissioner Mark DeYoung; Commissioner Gale Dugan

**OnPoint Finance Committee Minutes - DRAFT**  
**Tuesday, December 17, 2024, at 4:30 pm**  
Hamilton Conference Room, 540 Jenner Drive, Allegan MI 49010

**Board Members Present:** Glen Brookhouse, Gale Dugan, Mark DeYoung, Beth Johnston, Pastor Craig VanBeek

**Board Members Absent:** None

**Staff Members:** Mark Witte, Nikki McLaughlin, Erinn Trask

**Public Present:** None

1. **Call to Order** – Beth Johnston - Chairperson, called the meeting to order at 4:36 pm.

2. **Public Comment** – None

3. **Approval of Agenda**

Moved: Mr. DeYoung

Supported: Mr. Brookhouse

Motion carried.

4. **Approval of Minutes**

Moved: Mr. Dugan

Supported: Pastor Craig VanBeek

Motion carried.

5. **Review of Written Reports:**

a. Facilities & Human Resources

Ms. Trask reviewed information submitted in Mr. Pierre’s report.

IT – Waiting on MDOT to approve the running of the fiber optic cable. Mr. Pierre is working with the county with a list of projects including the roll out of the cell phones utilizing MAAS360. The phones will be customized to each department to safeguard data. Policies are also being worked on for AI and Cyber Security.

Rubix was re-engaged to partner for ongoing support of Streamline with close out and reporting.

HR – 1 New Hire and 2 Voluntary separations with 9 open positions posted. HR is working hard on new employee evaluation structure with leadership. Meetings will be held for staff to learn the new system, which includes self-evaluation.

Rehmann Wealth Management engaged to support the employee retirement program, offering services as well as education. Further conversation with the Finance Committee about retirement plans.

Facilities – Trees are being trimmed today.

6. **Action Items:**

a. The Finance Committee recommends that the OnPoint Board approve the November, 2024 disbursements totaling \$3,329,884.70.

Moved: Mr. Brookhouse

Supported: Pastor VanBeek

Motion carried.

b. The Finance Committee recommends that the OnPoint Board approve the following list of provider contracts for fiscal year 2025.

Moved: Pastor VanBeek

Supported: Mr. DeYoung

**7. Informational Items**

**a. Financial Reports**

Ms. Trask reviewed the financial reports from October.

Balance Sheet – Will not have a balance sheet forward until fiscal year 2024 is closed.

Income Statement – Reviewed submitted report. With the new CRANE (Electronic Medical Record) system, there were a few timing issues and bugs that are inherent in any new system. Daily visits were light, but with reporting and timing, this should increase. Note – report should be Oct 1 – Oct 31. General Fund is the same allocation as last year. Expenses were higher than expected, will be reviewing. As OnPoint moves forward with new EMR, will be working with PCE to get pieces working correctly in CRANE.

Revenue is behind as timing of services and reporting daily visits to receive that revenue. COB (Coordination of Benefits) needs to be received before the encounter can be reported.

**8. Finance Committee Member Comments**

Mr. Dugan reported that the RRAC committee had some questions about the employee evaluations and would like to hear back on job descriptions, etc.

Mr. Witte reported that the HRSA grant which includes the MAT space had some stipulations for items that are to go out to bid. Will be bringing an RFP (Request for Proposal) for approval to the Committee in the near future. Question was asked to the committee if they would like to re-engage the building committee for this upcoming project. Finance Committee recommended that there be a 15 minute meeting prior to the Finance Committee meeting for the HRSA Grant and MAT space. Meeting start date will be given by Mr. Witte.

**9. Public Comment**

None

**10. Next Meeting** – January 21, 2025, at 4:30 pm.

**11. Adjournment**

Moved: Pastor VanBeek

Supported: Mr. Dugan

Motion carried.

Meeting adjourned at 5:03 pm.

**Administrative Services Board Report January 2025**  
Submitted by Andre Pierre, Chief Administrative Officer  
269.569.3238 – [APierre@OnPointAllegan.org](mailto:APierre@OnPointAllegan.org)

We officially began occupancy of the new building on May 5, 2023. We committed no construction draw of funds through the United States Department of Agriculture (USDA) loan and Michigan Economic Development Corporation (MEDC) grant. At this point the project close “punch list” of deliverables has been completed. However, the project remains open due to the delay from MDOT (Michigan Department of Transportation) in approving the final run of fiber optic cable to our building.

This month’s packet includes the monthly financial report for November 2024. The Summary Schedule of Revenues and Expenses by Fund Source shows the difference between the revenue received from the Lakeshore Regional Entity (LRE) and the State of Michigan Department of Health and Human Services (MDHHS) and the eligible expenses incurred by OnPoint. These fund sources are cost settled at the end of each year, and any unspent funds are required to be returned to the LRE or MDHHS. We are showing a deficit of \$(54,685) for (MH Medicaid/SUD Medicaid combined and MH /SUD Healthy Michigan combined). The primary cause(s) derives from SAFC (Specialized Adult Foster Care) placements and Inpatient hospital admissions which carry higher cost. We are reviewing internal processes on the expense side to validate billings and ensure that comprehensive placement reviews are occurring. Any changes will be reflected in future financial updates. We have a General Fund carry forward of approximately \$9,680. Since this amount is below the 5% carry forward threshold, these funds would not be returned to MDHHS.

In the month of November, the Human Resources department did not experience significant activity in the areas of turnover and internal transitions. The following activity occurred:

New Hires- 0  
Separations- 0  
Active Posting- 7

In the area of Information Technology, we continue to work with Allegan County Information Technology on items in the 2024 project list. During November we completed another step in our plan for implementing a cell phone upgrade for employees through our partner Verizon. We began establishing and testing the cell phone management settings in the Maas 360 product from IBM. This product is a device management system that will allow us to manage our cell phone permissions and improve protection against malicious threats. The testing phase of this project will be the most time consuming, as we have three distinct user groups (Administrative, Clinical, and General). We are targeting a distribution of devices during December-January. Also, during the month work was completed in setting up the new server with Rubix IT consulting to support the transfer of data from our former EHR (Streamline) and our new EHR from PCE. We anticipate Rubix to begin transferring data in December. Their active support will continue over the coming months due to several annual and quarterly reports that must be delivered on time.

In Human Resources the project work to evaluate and revise the OnPoint compensation and employee evaluation structure with the consulting arm of Rehmann continued during November. During the month we formally executed the agreement to use the performance appraisal software called HR Cloud. The platform meets several of our functional requirements and has an intuitive

interface for users. The development and loading of evaluation criteria is expected to begin in December, followed by product launch and training in January. Also, during the month we initiated our annual open enrollment to the employee health benefits plan, with opening remarks from the Executive Director and a presentation by our health benefits manager, Edge Insurance. Lastly, we formalized the contract to engage Rehmann Wealth Management as our financial advisor. We will begin our actions for transition in December. I anticipate this being a several month process.

In the area of Facilities, adjustments were made to our building control system to allow for all building mechanicals to be supported by our generator in the event of an outage. A generator load test will be scheduled for December.

We have been encouraged by all the interactions we are having and feel optimistic about the end deliverables. OnPoint is in the active project launch and review stage and will provide periodic updates to key stakeholders as warranted.

Sincerely,

Andre Pierre  
Chief Administrative Officer  
January 13, 2025

<b>Finance Committee ACTION REQUEST</b>	<b>Subject:</b>	<b>Voucher Disbursements</b>	
	<b>Meeting Date:</b>	January 21, 2025	
	<b>Requested By:</b>	Beth Johnston, Finance Committee Chairperson	
<b><u>RECOMMENDED MOTION:</u></b>			
<b><u>The Finance Committee recommends that the OnPoint Board approve the December, 2024 disbursements totaling \$3,397,764.65.</u></b>			
<b><u>SUMMARY OF REQUEST/INFORMATION:</u></b>			
<u>Date Issued:</u>	<u>Voucher Number:</u>	<u>Type:</u>	<u>Amount:</u>
December 1, 2024	N/A	Loan Payment	\$21,334.00
December 6, 2024	P1745	Payroll	\$451,727.96
December 16, 2024	V961	Vendor	\$1,624,195.78
December 20, 2024	P1746	Payroll	\$453,028.06
December 26, 2024	N/A	Wire	\$4,000.00
December 30, 2024	V962	Vendor	\$843,478.85
<b><u>BUDGET/FINANCIAL IMPACT</u></b>			
<ul style="list-style-type: none"> <li>• These disbursements are part of the approved fiscal year 2025 operating budget for OnPoint.</li> </ul>			
<b>BY:</b> Nikki McLaughlin, Accounting Manager		<b>DATE:</b> January 21, 2025	

<b>Full Board ACTION REQUEST</b>	<b>Subject:</b>	<b>Contracts</b>
	<b>Meeting Date:</b>	January 21, 2025
	<b>Requested By:</b>	Beth Johnston, Finance Committee Chairperson
<b><u>RECOMMENDED MOTION:</u></b>		
<b><u>The Finance Committee recommends that the OnPoint Board approve the following list of provider contracts for fiscal year 2025.</u></b>		
<b><u>SUMMARY OF REQUEST/INFORMATION:</u></b>		
<b>Provider</b> Akoya Behavioral Health, LLC	<b>Contracted Service(s)</b> Professional Services (Autism)	
<b><u>BUDGET/FINANCIAL IMPACT</u></b>		
<ul style="list-style-type: none"> <li>The contracted service is part of the fiscal year 2025 operating budget for OnPoint.</li> </ul>		
<b>BY:</b> Nikki McLaughlin, Accounting Manager	<b>DATE:</b> January 21, 2025	



ONPOINT



Period Ended  
November 30, 2024

Monthly Finance  
Report

# ONPOINT

## Summary Schedule of Revenues and Expenses by Fund Source

October 1, 2024 through November 30, 2024

	MDHHS Revenue	Coordination of Benefits	Grant Revenue	Expense	Redirects	Lapse or (Deficit)
Medicaid						
Medicaid - Mental Health	\$ 3,712,805	\$ -	\$ -	\$ (4,339,209)	\$ -	\$ (626,404)
Medicaid - Autism	756,515	-	-	(246,938)	-	509,577
Medicaid - SUD	109,205	-	-	(28,602)	-	80,603
Healthy Michigan Plan - Mental Health	200,706	-	-	(281,867)	-	(81,161)
Healthy Michigan Plan - SUD	177,558	-	-	(114,858)	-	62,700
Medicaid subtotal	<u>\$ 4,956,789</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ (5,011,474)</u>	<u>\$ -</u>	<u>\$ (54,685)</u>
CCBHC Demonstration						
CCBHC - Medicaid	\$ 1,112,856	\$ -	\$ -	\$ (959,758)	\$ -	\$ 153,098
CCBHC - Healthy MI Plan	291,663	-	-	(257,521)	-	34,142
CCBHC - NonMedicaid	-	-	99,302	(99,302)	-	-
CCBHC Subtotal	<u>\$ 1,404,519</u>	<u>\$ -</u>	<u>\$ 99,302</u>	<u>\$ (1,316,581)</u>	<u>\$ -</u>	<u>\$ 187,240</u>
General Fund	<u>\$ 284,622</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ (274,942)</u>	<u>\$ -</u>	<u>\$ 9,680</u>
SUD Treatment Block Grant	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 54,914</u>	<u>\$ (54,914)</u>	<u>\$ -</u>	<u>\$ -</u>

This financial report is for internal use only. It has not been audited, and no assurance is provided.

# ONPOINT

## Statement of Revenue, Expenses and Change in Net Position

October 1, 2024 through November 30, 2024

Percent of Year is 16.67%

	Total FY 2025 Budget	YTD Totals 11/30/24	Under/(Over) Budget	Percent of Budget - YTD
<b>Operating revenue</b>				
Medicaid capitation	\$ 27,645,387	\$ 4,578,525	\$ 23,066,862	16.56%
Medicaid settlement	(577,831)	42,250	(620,081)	
Healthy Michigan capitation	1,925,568	378,264	1,547,304	19.64%
Healthy Michigan settlement	506,577	9,931	496,646	
CCBHC capitation and supplemental	9,078,140	1,403,464	7,674,676	15.46%
State General Fund formula funding	1,707,737	284,622	1,423,115	16.67%
State General Fund settlement	-	-	-	
Grants and earned contracts	4,326,003	401,184	3,924,819	9.27%
Local funding	346,095	57,683	288,412	16.67%
Other reimbursements and revenue	581,967	104,795	477,172	18.01%
<b>Total operating revenue</b>	<b>\$ 45,539,643</b>	<b>\$ 7,260,718</b>	<b>\$ 38,278,925</b>	<b>15.94%</b>
<b>Operating expenses</b>				
Salaries and wages	\$ 11,908,348	\$ 1,807,412	\$ 10,100,936	15.18%
Fringe benefits	4,380,776	565,142	3,815,634	12.90%
Supplies and materials	279,936	27,204	252,732	9.72%
Provider Network services	24,048,125	4,080,215	19,967,910	16.97%
Contractual services	3,269,157	400,756	2,868,401	12.26%
Professional development	166,171	25,816	140,355	15.54%
Occupancy	293,728	27,887	265,841	9.49%
Miscellaneous expenses	515,518	22,781	492,737	4.42%
Depreciation	420,000	63,014	356,986	15.00%
<b>Total operating expenses</b>	<b>\$ 45,281,759</b>	<b>\$ 7,020,227</b>	<b>\$ 38,261,532</b>	<b>15.50%</b>
<b>Nonoperating expenses</b>				
Interest expense	115,000	18,386	96,614	15.99%
<b>Change in net position</b>	<b>\$ 142,884</b>	<b>\$ 222,105</b>	<b>\$ (79,221)</b>	

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**OnPoint Board of Directors – Program Committee Meeting Agenda**

**Tuesday, January 21, 2025 @ 4:00 pm**

Board Room, 540 Jenner Drive, Allegan MI 49010

*(To attend virtually via Microsoft Teams: [Click here to join the meeting](#)  
or by audio only via telephone: [call 1-616-327-2708, and enter ID 598 536 159#](#))*

- 1) Call to Order – Alice Kelsey, Chairperson
- 2) Public Comment (agenda items only; 5” limit per speaker)
- 3) Approval of Agenda
- 4) Approval of Minutes
- 5) Program Presentation:
  - a) Corporate Compliance Plan – Diane Bennett
- 6) Review of Written Reports
  - a) Corporate Compliance Report – Diane Bennett
  - b) Quality and Innovation – Matthew Plaska
- 7) Program Committee Member Comments
- 8) Public Comment (any topic; 5” limit per speaker)
- 9) Adjournment – Next Meeting February 18, 2025 at 4:00 pm, 540 Jenner Drive, Allegan, MI

Program Committee: Alice Kelsey, Chairperson; Kim Bartnick, Vice-Chairperson;  
Pam Brenner; Jessica Castañeda; Jane LaBean; Dr. Robin Klay; Karen Stratton

**OnPoint Board of Directors  
DRAFT Program Committee Minutes  
December 17, 2024**

**Board Members Present:** Kim Bartnick, Vice-Chairperson; Jessica Castañeda; Jane LaBean; Alice Kelsey, Chairperson; Karen Stratton

**Board Members Absent:** Pam Brenner; Dr. Robin Klay

**OnPoint Staff Present:** Heidi Denton; Geniene Gersh; Rob Griffith (virtual); Meagan Hamilton; Amy Ketting (virtual); Tara Laing; Matt Plaska; Tara Poore; Melissa Potvin

**Public Present:**

- 1) **Call to Order** – Ms. Kelsey called the meeting to order at 4:03pm.
- 2) **Public Comment** – No comments from members of the public.
- 3) **Approval of Agenda** – Karen Stratton moved to approve the agenda. Kim Bartnick supported the motion. Motion carried by unanimous consent.
- 4) **Approval of Minutes** – Kim Bartnick moved to approve the minutes from the meeting on November 19, 2024. Jane LaBean supported the motion. Motion carried by unanimous consent.

**Program Committee Reports** – Heidi Denton, SUD Prevention Supervisor, presented on Prevention Services. Ms. Denton gave an overview of the coalitions the Prevention team facilitates or participates in regularly, provided information on where funding is sourced, and gave an overview of the Peer Assistant Leadership (PALs) groups that are in several schools within the county. Also, Ms. Denton shared information on resiliency groups within Fennville’s elementary and middle schools, Mental Health First Aid trainings with various companies within the County and future trainings that will be occurring, and Question, Persuade, and Refer (QPR) sessions that each OnPoint staff member either has or will attend. Finally, an overview of the Tobacco Cessation and Prime for Life programs were given.

Melissa Potvin, Adult Behavioral Health Services Program Manager, and Tracy Laing, Adult Behavioral Health Services Supervisor, presented on the Adult Outpatient Program. To start, an overview of the program and a graph of the monthly encounters were provided. Next, Ms. Potvin and Ms. Laing provided information on group therapy services, and individual therapy services and evidence-based practices. Finally, a day-to-day of how the program works, flow of services and documentation, the average clinician weekly schedule, and future goals for 2025 were provided.

Chairperson Kelsey presented the proposed 2025 Program Committee presentation schedule for review and will present to the full Board for approval.

Matt Plaska, Director of Quality and Innovation, provided updates on the Provider Network team and OnPoint’s new electronic medical record (CRANE). Additionally, Ms. Kelsey requested regular updates on CRANE, which Mr. Plaska will provide in his monthly report. Finally, an update on the MDHHS waiver audit was provided, and OnPoint will be working with new Designated Collaborating Organizations (DCO) starting next year.

- 5) **Program Committee Member Comments** – No comments from members of the Program Committee.
- 6) **Public Comment** – No comments from members of the public.
- 7) **Adjournment** – Motion by Kim Bartnick, supported by Jane LaBean to adjourn the meeting. Motion carried by unanimous consent. Meeting adjourned at 5:13pm.

Submitted by,

Meagan Hamilton

**Compliance Board Report January 2025**  
Submitted by Diane Bennett, Compliance Officer  
269-512-4737 - dbennett@onpointallegan.org  
Reporting Period: FY25Q1 (Oct-Dec 2024)

Trainings		
Date	Topic	Audience
10/2/24	HCCA Behavioral Health Care Compliance Virtual Conference – one day. Session attended: AI for Newcomers: Building a Robust Compliance in BH Program; Achieving and Sustaining BH Documentation Compliance; Managing the Nexus of Compliance & Quality in BH; Navigating Pt Rights in BH; DEA’s Telemed Rules on Medical Practitioners Prescribing Controlled Substances and Their Impact on BH Compliance; Journey to Ethics.	Compliance Officer Attended
10/15/24	HCCA Clinical Practice Compliance Virtual Conference – day 1 of 2 days. Sessions attended: OIG’s General Compliance Program Guidance; Auditing & Monitoring: It’s Not Just for Privacy; Corporate Compliance & Ethics Week Celebration; Does Revised 42 CFR Part 2 Align w/HIPAA?; Healthcare Enterprise Risk Management (signed off early to attend Program Committee and Board meetings.	Compliance Officer Attended
10/16/24	HCCA Clinical Practice Compliance Virtual Conference – day 2 of 2 days. Sessions attended: How to Set Up an Annual Provider Coding Compliance Auditing Program; How to Measure Clinical Documentation Improvement Effectiveness & Maintain Provider’s Engagement; Navigating the Compliance and Privacy Landscape in Clinical Practices; Compliance Officer! Things I Wish I Knew 10 yrs, 2 yrs ago and yesterday; Care Outside the Clinic: Cultural Competence; An Effective Strategy to Enhancing Compliance Career and Investing in Others.	Compliance Officer Attended

Scheduled/Routine Meetings		
Date	Topic	Outcome
Weekly	Meeting w/M.Witte	Updates, consultation, etc.
10/22/2024	Compliance Core Solutions	Brief demo of incident mgmt software, p/p mgmt., etc. Discussed with Mark, agreed to schedule another demo with Mark, QI, NWM, Admin
11/5/24	Region 3 CMH CO Meeting	Discussed purposes for meeting, i.e., sharing resources, etc.
11/26/24	OnPoint Compliance Committee Meeting	Reviewed/approved policy updates, reviewed case status, compliance work plan. Next meeting is 2/25/25
12/4/2024	LRE ROAT Meeting	Met LRE new compliance officer, Jack Calhoun. Discussed purpose and intent of this group. No minutes posted yet. Next meeting 1/28/25
FY25Q1	New Employee Orientation	Met with four new staff during this quarter to orient them to OnPoint’s Compliance Program.

Inquiries/Consultations			
Date	Case	Topic	Outcome
11/13/24	Inquiry 2025-004	Contract Provider prescribing practices	No issue found with services provided to OnPoint; issue is being investigated by home CMH.
10/3/24	Consultation	LRE Disclosure of Ownership	Made recommendation to CEO.
10/3/24	Consultation	Consents	Provided requirements to staff.
10/3/24	Consultation	Conflict of Interest	Provided recommendations, confirmed conflict w/contract provider staff to clinical manager.
10/3/24	Consultation	Transportation	Included in service, SD arrangement; provided information to QI.
10/23/24	Consultation	Consent to Share BH Info	DHS consent request for benefits coverage.
11/14/24	Consultation	IPOS Signatures	Made recommendation after consultation w/MDHHS
12/12/24	Consultation	Telehealth visit	Audio/Visual requirements.

Investigations			
Case #	Brief Description	Date Opened	Date Closed

2024-01	LRE Referral regarding credentialing	3/2024	Pending LRE Letter
2025-08	Allegations re: supervision and documentation	10/30/24	12/3/24
2025-09	Falsification of time sheets; supervisor/HR investigated	11/12/24	11/25/24
2025-10	COI, Ethics – Combined investigation - HR, RR. CO, supervisor	12/2/24	12/17/24
2025-011	Potential documentation issues – contract provider	12/11/24	Pending investigation

<b>Recommendations Based on Inquiries and Investigations</b>			
<b>Date/Update</b>	<b>Brief Description</b>	<b>Provided To</b>	<b>Outcome</b>
9/2024	Update Clinical Supervision Policy and form (448 and 448.1). Review rules for LPCs	M. Witte	Pending – the position responsible for this policy is currently vacant.
10/2024	Process for supervisors to review and document whether a staff member has had any RR or compliance issues reported/substantiated during past year.	HR Director	Under consideration for new cloud-based HR platform or separate form.

<b>Miscellaneous</b>		
<b>Date</b>	<b>Brief Description</b>	<b>Outcome</b>
FY25Q1	Compliance training for contract providers.	Scheduled for 1/14/25
FY25Q1	Compliance training for Board of Directors	Scheduled for April 2025
FY25Q1	Compliance training for OnPoint all staff meeting	Scheduled for March 2025
Dec 2024	Quarterly Compliance Report to Board Program committee	Scheduled for 1/21/25
July-Dec 2024	20 Compliance Policies: <ul style="list-style-type: none"> <li>✓ 10 completed, approved, and posted</li> <li>✓ 6 in process</li> <li>✓ 4 not started</li> </ul> 6 compliance program forms: <ul style="list-style-type: none"> <li>✓ 6 completed</li> </ul>	50% complete
Dec 2024	Program Integrity Report is in process of being completed.	FY25Q1 is due 1/31/25
2/25/25	Next Compliance Committee Meeting	Scheduled



**Quality & Innovation Board Report – January 2025**  
Submitted by Matt Plaska, LMSW, Director of Quality & Innovation  
(269) 251-3464 | [mplaska@onpointallegan.org](mailto:mplaska@onpointallegan.org)

As the snow flies and 2025 begins, the teams of the Quality & Innovation department have a variety of projects underway and are poised to tackle additional initiatives in the coming year. The updates below come from the four teams within Quality & Innovation: Quality Improvement, Provider Network, Utilization Management, and Health Information.

**HEALTH INFORMATION:**

**Crane EHR** – we are now three months into use of Crane and continue to understand and refine the system each day. PCE continues to serve as an excellent partner and has been supportive throughout this implementation as we work through issues that come up. Internally, Rob Griffith, our PCE implementation project manager, has compiled a master list of potential enhancements to the system, which will be prioritized and pursued with PCE accordingly.

**PROVIDER NETWORK:**

**Provider Network Meeting** – last week’s quarterly Provider Network Meeting featured a packed agenda, covering topics such as new staff at OnPoint, QI and site review follow-up, Crane reminders, financial updates, and a Corporate Compliance training by OnPoint Compliance Officer, Diane Bennett. The Provider Network team continues to support provider agencies throughout the county, which are facing a variety of changes and potential challenges, including increases to the statewide minimum wage, passage of the Earned Sick-Time Act (ESTA), workforce shortages, and changes to revenue projections from MDHHS.

**Provider Resources** – in an effort to ensure provider agencies always have access to necessary resources, updates are underway on the “Providers” portion of the OnPoint website. Soon, this page will be a one-stop-shop for contract documents and attachments, policies, EHR materials, training information, forms, and other resources used by provider agencies.

**New Agencies in OnPoint’s Provider Network** – the Prover Network team continues to build relationships with provider agencies and add to the OnPoint provider network. The most recent additions include an Applied Behavior Analysis (ABA) provider and a CLS/respite provider, which are two of the most pressing needs for our clients. Kudos to this team for their diligent work!

**QUALITY IMPROVEMENT:**

**LRE Site Review** – With the exception of one item, all proposed corrective actions from the 2024 site review have been approved by the LRE. (The LRE is awaiting guidance from MDHHS on one standard prior to approving/denying, following a request from OnPoint for clarification regarding the underlying MDHHS requirement.) While we await final approval on this last item, teams across the agency have begun work on the other planned updates to policies and procedures, clinical workflows, forms, and EHR design. We are also starting early preparations for this year’s LRE site review, which will take place in April 2025.

**MDHHS Waiver Site Review** – the MDHHS waiver site review team completed its audit of the region last month and published final reports identifying strengths and citations for each participating CMHSP. Last week, OnPoint submitted the agency’s Corrective Action Plans to address citations within each waiver program (CWP, SEDW, HSW, and iSPA). Once approved by MDHHS, we will have 90 days to implement the proposed actions, which will be verified during a follow-up visit by MDHHS in late May 2025. Beginning next fiscal year, waiver site reviews will be conducted on an annual basis (instead of the biannual frequency used to date). Finally, a HUGE **“thank you!”** is due to the OnPoint teams and provider agencies who were a part of the preparation for the site review and development of the CAP responses!

**MiFAST Fidelity Reviews** – a number of teams/programs at OnPoint have requested MiFAST fidelity reviews in the coming months. (MiFAST is a team of experienced reviewers used by MDHHS to assess how well programs adhere to the fidelity standards of evidence-based services and programs, such as ACT, Home-Based Services, LOCUS assessments, etc.). Demonstration of fidelity via MiFAST reviews is an important method for ensuring compliance with evidence-based program standards/best practices and is a component of our CCBHC responsibilities.

## **UTILIZATION MANAGEMENT**

**UM & Crane** – the UM team continues to adapt to Crane and the new workflows that came with the EHR’s implementation. Training, process updates, and system enhancements are ongoing to ensure the UM processes in Crane happen correctly, efficiently, and according to clinical best practices. Given its involvement in the authorization process for all clients and its role as a hub of EHR activity, the UM team is also able to provide feedback and support to OnPoint and provider agency staff when questions arise within the authorization request process. This informal coaching extends beyond the support provided by EHR system admins and is a valuable resource for helping staff learn the EHR. Additionally, Michell Truax (UM Manager) has been working with our data analytics partner (IBHA) to set up dashboards related to utilization data, authorizations, and levels of care. The new dashboards, which rely on data from Crane, will allow for enhanced monitoring and prompt responses to trends and issues in service utilization.

**MDHHS Waiver Site Review** –Waiver Coordinator Katelyn Rodriguez, who is a part of the UM team, was an integral part of our preparations for the MDHHS waiver site review and CAP response process. In her role as waiver coordinator, she ensures compliance with numerous HSW and iSPA requirements, which allows our clients to access much-needed services. Thank you, Katelyn!

Respectfully submitted,

Matthew Plaska, LMSW  
Director of Quality & Innovation  
January 14, 2025

**OnPoint Board of Directors Minutes - DRAFT**  
**Tuesday, December 17, 2024, at 5:30 PM**  
Board Room, 540 Jenner Drive, Allegan, MI 49010

**Board Members Present:** Kim Bartnick; Glen Brookhouse; Jessica Castañeda; Commissioner Mark DeYoung; Commissioner Gale Dugan; Jane LaBean; Beth Johnston; Alice Kelsey; Karen Stratton; Pastor Craig VanBeek

**Board Members Absent:** Pam Brenner; Dr. Robin Klay

**OnPoint Staff Present:** Rob Griffith (virtual); Meagan Hamilton; Kelsey Newsome; Matt Plaska; Cathy Potter; Mark Witte

**Public Present:** Stephanie VanDerKooi (virtual)

1. **Call to Order** – Commissioner Dugan called the meeting to order at 5:30pm.
2. **Pledge of Allegiance** – All present stood to recite the Pledge of Allegiance.
3. **Roll Call** – Commissioner Dugan conducted the roll call with the attendance of board members as documented above. A quorum was established.
4. **Provision for Public Comment** – No comments received.

5. **Approval of Agenda**

Motion: To approve the agenda as presented.

Moved: Beth Johnston

Supported: Pastor Craig VanBeek

Motion carried by unanimous roll call vote.

6. **Consent Agenda** – *All items listed are considered routine and thus will be enacted by one motion.*

- i. Board Meeting (11/19/2024)
- ii. Finance Committee (11/19/2024)
- iii. Program Committee (11/19/2024)
- iv. Executive Committee (11/15/2024)
- v. Recipient Rights Advisory Committee (09/17/2024)

Motion: To approve the minutes on the consent agenda as presented.

Moved: Pastor Craig VanBeek

Supported: Karen Stratton

Motion carried by common consent.

7. **Program Committee** – Alice Kelsey shared the committee received two presentations, one on SUD Prevention Services and another on the Adult Outpatient Program and provided a brief overview of these presentations.

Motion: To approve the 2025 Program Presentation Schedule as recommended by the Program Committee.

Moved: Alice Kelsey

Supported: Kim Bartnick

Motion carried by common consent.

8. **Finance Committee Report** – Beth Johnston, Treasurer, shared OnPoint is working to gain approval from MDOT for fibre internet connection, Maas 360 has been implemented in the new cellphones, Rehmann is being contracted with to provide cybersecurity assistance, Rubix IT is assisting with the transfer of data from the old electronic health record to the new data server and electronic health record, there is work being done on the new compensation and evaluation process, and the trees on the building premises were trimmed. Ms. Johnston went

on to share the summary schedule of revenues and expenses by fund source; and the statement of revenue, expenses and change in net position.

Motion: To approve the November 2024 disbursements totaling \$3,329,884.70 as recommended by the Finance Committee.

Moved: Beth Johnston

Supported: Pastor Craig VanBeek

Motion carried by unanimous roll call vote.

Motion: To approve the list of provider contracts for fiscal year 2025 as recommended by the Finance Committee.

Moved: Beth Johnston

Supported: Kim Bartnick

Motion carried by common consent.

9. **Recipient Rights Advisory Committee** – Glen Brookhouse shared the Recipient Rights status report noting the number of allegations, and stated the annual report was approved and will be submitted to the State then will be available for Board review in January. Ms. Johnston had a question regarding the number of allegations in a category, which was answered by Kelsey Newsome, Director of Recipient Rights.

10. **Lakeshore Regional Entity (LRE) Updates** – Stephanie VanDerKooi, Chief Operations Officer of the LRE, provided an update on LRE matters. Ms. VanDerKooi reported the LRE’s Board of Directors meeting would be occurring tomorrow, five of the ten PIHPs have signed the MDHHS agreement, Network 180 will be engaging with a Utilization Management consulting firm to assist with their finances, and the LRE contract has been signed by all five of the CMHs in the region.

11. **Chairperson’s/Executive Committee Report** – Commissioner Dugan briefly reported on the items discussed during the Executive Committee meeting. The contract with the LRE was signed, the contract with MDHHS has not been signed by the LRE, the key Board tasks were reviewed, and Commissioner Dugan’s CMHA meeting notes were reviewed. Finally, the below motions were discussed and approved, Commissioner Dugan mentioned that if any Board member would like to change committees to let him know as soon as possible, and the Chief Executive Officer’s annual evaluation was dispersed.

Motion: To approve the Chief Executive Officer Job Description as recommended by the Executive Committee.

Moved: Gale Dugan

Supported: Beth Johnston

Motion carried by common consent.

Motion: To approve the 2025 Board and Committee Meeting dates and times as recommended by the Executive Committee.

Moved: Gale Dugan

Supported: Alice Kelsey

Motion carried by common consent.

12. **OnPoint Chief Executive Officer’s Report** – Mark Witte shared OnPoint has hired a Chief Operating Officer, Jeana Koerber, Ph.D. Additionally, Pastor Craig VanBeek has resigned from the Board effective 12/18/24, there is a potential Board Member candidate that will be presented to the Commissioners in January, the CMHA Winter Conference is in February, and the areas of the PIHP State contract that negotiations are still needed on were reviewed. Finally, Mr. Witte provided updates on the lame duck session, specifically Tobacco Use, Sales and Prevention; CCBHC Codification; and the Open Meetings Act.

13. **Provision for Public Comment** – No comments received.

14. **Board Member Comments** – Ms. LaBean wished everyone a Happy Holiday, Mr. Brookhouse wished Pastor VanBeek the best and everyone else a Happy Holiday, Pastor VanBeek expressed his appreciation for the Board and that he has enjoyed serving, Commissioner DeYoung thanked Pastor VanBeek for serving on the Board and wished everyone a Merry Christmas, Ms. Johnston wished everyone a Happy Holiday, Ms. Kelsey expressed her gratitude towards Pastor VanBeek’s continued involvement on the LRE Board. Ms. Stratton wished everyone a Merry Christmas and Happy New Year, which was echoed by Ms. Bartnick and Ms. Castañeda. Commissioner Dugan expressed his appreciation for Pastor VanBeek’s time on the Board and to everyone in the organization for serving the people of Allegan County.

15. **Motion to Adjourn**

Moved: Pastor Craig VanBeek

Supported: Beth Johnston

Motion approved by common consent.

Meeting adjourned at 6:18pm.

Respectfully submitted,

Meagan Hamilton  
Executive Assistant

Gale Dugan  
Board Chairperson

## Executive Committee Meeting DRAFT Minutes

December 13, 2024

Board Members [X] Commissioner Gale Dugan, OnPoint Board Chairperson  
[X] Alice Kelsey, OnPoint Board Vice-Chairperson  
[X] Elizabeth Johnston, OnPoint Board Treasurer  
[X] Commissioner Mark DeYoung, OnPoint Board Secretary  
OnPoint Staff [X] Mark Witte, OnPoint Executive Director

- 1) **Call to Order** – Chairperson Dugan called the meeting to order at 2:31 pm.
- 2) **Members Present/Excused** – All members present.
- 3) **Review/Approval of Agenda** – Motion made by Ms. Johnston, seconded by Ms. Kelsey, to approve the agenda as presented. All in favor. Motion carried.
- 4) **Review/Approval of Minutes of November 15, 2024 Meeting** – Motion made by Ms. Kelsey, seconded by Ms. Johnston, to approve the minutes as presented. All in favor. Motion carried.
- 5) **Compliance** – Mr. Witte briefed the group on the current status of relevant items in the area of compliance. Ms. Diane Bennett is doing a good job with all assignments.
- 6) **Updates on Prior Meeting Topics**
  - a) LRE to OnPoint Contract – Mr. Witte noted that he signed the OnPoint contract with the LRE.
  - b) MDHHS to PIHP Contract – Mr. Witte provided an update to the committee on current issues and concerns surrounding the FY2025 MDHHS contract with the LRE. Five of the ten PIHPs do not have recognized FY2025 contracts with the state; some signed their FY2025 contracts with objectionable sections crossed out. For those PIHPs, the state has threatened contract termination and is providing only the funding that would be due under the FY2024 contract. Thus, certain financial awards are being withheld, and this also affects the LRE. Legal action appears imminent for three of the five PIHPs. The LRE so far has concentrated its efforts on attempting to continue negotiations toward a resolution.
  - c) Board Membership – The seating of future commissioner VanBeek will likely result in a vacancy on the OnPoint board. However, no advance action was taken by the Board of Commission yesterday. Chairperson Commissioner Dugan noted that the Board of Commission did appoint future non-commissioner Storey and Commissioner DeYoung to continuing terms on the LRE Oversight Policy Board. No changes in membership are anticipated for Allegan appointees to the LRE board.
- 7) **Executive Director Items**
  - a) Last Month’s public comment – Mr. Witte provided a detailed update to the committee on actions taken since last month to address the concerns presented to the board. Situation is not resolved, due to its complexity, but significant progress has been made.
  - b) Review Key Board Tasks by Month – The committee noted that the board is to receive feedback forms for the annual evaluation of the Executive Director. Forms used last year were reviewed and slightly revised for this year. Mr. Witte will explore options for electronic distribution and submission.
  - c) Review Board Meeting Packet – Commissioner Dugan noted the proposed motion for the Program Committee presentation schedule, and stated that he intends to propose the board and board committee meeting schedule for calendar 2025 as well. Membership changes and potential realignment of committee assignments in the next few months will be managed as the circumstances warrant.

d) Briefing on Other Agency Issues

- i) Chairperson Dugan provided an update on the CMHA Board meeting of 12/6/2024. He also noted that the registration for the CMHA Winter Conference in Kalamazoo is now open and will so advise the board members next week.

8) **Discussion Items Requested by Members** – None.

9) **Next Meeting Date/Time** – Friday, January 17, 2024 at 2:30 pm.

10) **Adjournment** – Motion made by Ms. Johnston, seconded by Ms. Kelsey, to adjourn. All in favor. Motion carried. Meeting adjourned at 3:33 pm.

Submitted by Mark Witte

**Chief Executive Officer Report – January 2025**  
Submitted by Mark Witte, Chief Executive Officer  
269-615-4893 – [mwitte@onpointallegan.org](mailto:mwitte@onpointallegan.org)

Happy New Year!

**1. Agency**

**Leadership** – By the time of our January board meeting, Dr. Jeana Koerber (OnPoint’s Chief Operating Officer) will have been on board for all of six days! I’m eager to have you meet her. She has spent the past week becoming oriented to the agency and meeting many of the staff with whom she will work. Recapping what I said about her in last month’s report, Jeana has served for the past six years as the Executive Director of Autism Services at Residential Opportunities, Inc., a contract provider for OnPoint. Prior to that she served six years as ROI’s clinical director. She has current experience in project management, process improvement, change management, day-to-day oversight of operations and clinical work, creating and managing budgets, regulatory compliance, leadership, and staff management. Please join me in welcoming Jeana to OnPoint!

**2. Board**

**Membership** – Recent communications with the Allegan Board of Commission clerk indicates that they will soon post the OnPoint board vacancy created by the resignation of Pastor Craig VanBeek. We know that there is one individual who has applied in the past and continues to be interested in becoming appointed. I also very recently received notice from current board member Pam Brenner that she will step down from her role at the end of her term on 3/31/2025. We will inform the commission of this second vacancy shortly so that appointments can be made as promptly as possible.

**CMHA Winter Conference** – The Winter CMHA conference in Kalamazoo will occur on Tuesday and Wednesday, February 4 and 5. As noted last month, Chairperson Dugan and I will be attending the CMHA Board meeting later that afternoon, which is open to all members.

**3. Community**

**OnPoint Hosts ACCF Group** – We are slated to host a leadership group from the Allegan County Community Foundation on January 9 in which John Eagle and Cathy Potter will cover for me by providing a presentation about our services and a tour to some 15+ participants.

**4. Region**

**New CEO Named by West Michigan CMH Services** – The West Michigan CMH board has announced that Julia Rupp has been named as their next CEO, replacing Lisa Williams who is leaving the position for a job in Florida. If the name sounds familiar, it is because Julia is the former CEO for HealthWest, Muskegon County’s CMH agency. She will begin in late January.



## 5. State

**PIHP State Contract** – There has been no change in the status of this contract since last month, though some of the PIHPs have now filed a lawsuit against the state over the matter. The lawsuit’s complaints are the same as those I identified in my board report last month. On 12/18/2024, Gongwer News Services reported:

*Three of Michigan’s 10 prepaid inpatient health plans sued the Department of Health and Human Services recently over what they claim was an attempt to “bully” the plaintiffs to agree to allegedly unreasonable and illegal fiscal year 2024-25 contract provisions. The lawsuit, Northcare Network Mental Health Care Entity v. Michigan (COC Docket No. 24-000198), filed last week in the Court of Claims, further alleges DHHS threatened that if the plaintiffs did not sign the agreement by October 31, DHHS would terminate its relationship with the entities and cut off vital funding.*

*Northern Michigan Regional Entity and Region 10 PIHP are also named plaintiffs in the lawsuit. DHHS Director Elizabeth Hertel is a named defendant. “The plaintiffs each signed the FY25 Contract after modifying the offending provisions, but MDHHS refused to counter-sign,” the complaint said. “(The) defendants are now making good on their threat by withholding Medicaid funds from the plaintiffs to the detriment of the beneficiaries the plaintiffs serve.”*

*Northcare asks Judge Sima Patel to strike and void three contract provisions related to the funding of their respective Internal Service Fund (ISF) accounts, adherence to a settlement in a separate case regarding directives for Medicaid expenditures, which the plaintiffs say is illegal, and alleged attempts by DHHS to shift the financial burden for managing certified community behavioral health clinics to the plaintiffs without state funding in violation of the Constitution.*

*“This suit also seeks a declaration that even in the absence of a contract, MDHHS is statutorily obligated to continue providing funding to the plaintiffs,” the lawsuit added. “The defendants recently retaliated against the plaintiffs by stating MDHHS will not provide Medicaid dollars to fund the Substance Use Disorder Health Home (SUDHH) programs in their respective regions. The SUDHH program has absolutely nothing to do with the parties’ dispute. While this shameful negotiation tactic will harm Plaintiffs, who have each expended resources in reliance on the defendants fulfilling their obligation to provide the funding, the most significant harm will come to the citizens eligible to receive SUDHH services.”*

**Conflict Free Access and Planning** – Paraphrasing the CMHA announcement: *CMHA has recently reported that MDHHS has received approval from the federal Centers for Medicare & Medicaid Services (CMS) for its Habilitation Support Waiver (HSW) 1915(c) application retroactive to 10/1/24. The approved waiver application contains the Department’s approach to meeting CMS’ standards for Conflict Free Access and Planning. This approach has been opposed by CMHA and many of its members, including OnPoint’s board.*

*CMHA continues: Michigan also received CMS approval for the state’s Serious Emotional Disturbance Waiver (SEDW) and is awaiting approval of the 1915(i) and Children’s Waiver Program waivers. The CFAP language is consistent throughout all applications. CMHA will analyze the waiver document and work with MDHHS to determine which flexibilities it*

*supports in the CFAP approach, as well as how this approach can be implemented in our system. As this picture becomes clearer and opportunities for CMHA involvement emerge to impact the design and implementation of MDHHS's CFAP approach, CMHA will reach out to the CMH's and PIHP's to engage us in those processes.*

The entire 1915(c) Waiver application document is 279 pages in length. I will have a six-page excerpt for you at next week's board meeting that focuses on what CMHA has identified as the key passages of the document.

Submitted by,

Mark Witte  
Chief Executive Officer  
January 13, 2025