



**Board of Directors Meeting Agenda**  
Tuesday, February 18, 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 (1/21/2025)
    - ii. Finance Committee (1/21/2025)
    - iii. Program Committee (1/21/2025)
    - iv. Executive Committee (1/17/2025)
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
  - a. Board Conflict of Interest – review/discussion for March meeting approval
  - b. Board Bylaws and Policies – review/discussion for March meeting approval
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. March 14, 2025 @ 2:30 pm – Executive Committee
  - b. March 18, 2025 @ 3:30 pm – Recipient Rights Advisory Committee
  - c. March 18, 2025 @ 4:00 pm – Program Committee
  - d. March 18, 2025 @ 4:30 pm – Finance Committee
  - e. March 18, 2025 @ 5:30 pm – Full Board Meeting



**OnPoint Board Finance Committee Agenda**

Tuesday, February 18, 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 Board Approval of Contract(s)
  - 7) Informational Items
    - a) Financial Reports
  - 8) Finance Committee Member Comments
  - 9) Public Comment (any topic, 5” limit per speaker)
  - 10) Adjournment – Next Meeting March 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, January 21, 2025, at 4:30 pm**  
Hamilton Conference Room, 540 Jenner Drive, Allegan MI 49010

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

**Board Members Absent:** None

**Staff Members:** Mark Witte, Andre Pierre, Nikki McLaughlin

**Public Present:** None

1. **Call to Order** – Beth Johnston - Chairperson, called the meeting to order at 4:30 pm.

2. **Public Comment** – None

3. **Approval of Agenda**

Moved: Mr. Brookhouse

Supported: Mr. Dugan

Motion carried.

4. **Approval of Minutes**

Moved: Mr. Dugan

Supported: Mr. Brookhouse

Motion carried.

5. **Review of Written Reports:**

a. **Administrative Report**

Mr. Pierre reviewed the administrative report submitted.

b. **Facilities & Human Resources**

Mr. Pierre reviewed the administrative report submitted.

**Information Technology** – Working with partners at the county and IBM, cell phone permissions will be managed through MAAS360 with expected deployment to staff in January.

Server was purchased to migrate data for EMR, working with RUBIX and county IT to set up server to house the data. Reports pulled will be able to pull from both Streamline EMR and CRANE System.

**Human Resources** – There are currently 7 active postings, no new hires or separations for this month. HR is working with Rehmann on the compensation model as well as HR Cloud for the employee evaluation process. This is one step into the larger process of an HRS System and will allow to move forward with the annual review process.

Will be working with Rehmann Wealth Management for employee retirement benefits. An invitation has been sent out to board members to attend a presentation on 1/25/25 by Rehmann Wealth in the Hopkins Conference Room. This change to Rehmann Wealth from Rehmann James does not change the employee benefit, just the advisement.

**Facilities** – One outstanding element for Fiber Optic to be ran and installed. Currently working with MDOT and Shareco to get the 1,000 ft cable ran to building. Shareco is not a registered company with MDOT, which has made for the delay of the project to be completed. Meeting was held between Shareco and Allegan County on 1/21/2025 on this issue

Adjustments were made to the building control system. Generator load test was completed in December. Full test could not be completed due to air conditioner unit will not kick on in winter. Generator will support all of building in case of power failure.

**6. Action Items:**

- a. The Finance Committee recommends that the OnPoint Board approve the December, 2024 disbursements totaling \$3,397,764.65.

Moved: Mr. Brookhouse

Supported: Mr. DeYoung

Motion carried.

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

Moved: Mr Dugan

Supported: Mr. DeYoung

**7. Informational Items**

**a. Financial Reports**

Mr. Pierre reviewed the financial statements for November. There will not be a balance sheet due to fiscal year 2024 still being open. For Medicaid revenue and expense, currently showing a deficit of \$54k, CCBHC showing a surplus of \$187k and General Fund a surplus of \$9k.

The income statement is in line with the budget. Management will be looking at Medicaid line. With the minimum wage and earned sick time set to increase in February, will impact budget. Advocating to the state to cover the impact of these increases. LRE is also aware of the impact and will be talking with the state as well as Milleman.

Will also be looking at units provided as well as projected for CCBHC. Our current outlook on budget vs actual visits is that services are 900 visits behind. While numbers currently are looking good, there will be a reduction in the PPS1 rate in April/May that will have an impact on the budget. Current PPS1 rate is what is being reflected in the budget. If calculating at revised PPS1 rate, which will go retro-active back to October 1, OnPoint would be looking at a deficit of approximately \$118k. This could be due to a number of factors and teams will be reviewing data to discern issues.

Grants/contracts are behind in expense due to budgeted dollars and activities not started yet.

Fringe Benefit budget includes HSA, which has not been dispersed yet. Will be going out once in January and then again in April.

Financial audit is currently taking place with Roslund Prestige. They will present to Finance Committee and Board in April.

**8. Finance Committee Member Comments**

Mr. DeYoung appreciates staff keeping an eye on things.

**9. Public Comment**

None

**11. Adjournment**

Moved: Mr. Dugan

Supported: Mr. Brookhouse

Motion carried.

Meeting adjourned at 5:12 pm.

## **Administrative Services Board Report February 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 December 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 projecting to return approximately \$354,682 (MH Medicaid and SUD Medicaid combined) to the LRE and we have a General Fund surplus of approximately \$25,000 which was used to cover CCBHC non-Medicaid services.

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

New Hires- 3

Separations- 2 separations (1 voluntary, 1 involuntary)

Active Posting- 10

In the area of Information Technology, we continue to work with Allegan County Information Technology on items in the 2024 project list. During December we continued our plan for implementing a cell phone upgrade for employees through our partner Verizon. We established and tested the cell phone policy 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 is the most time consuming, as we have three distinct user groups (Administrative, Clinical, and General). We did encounter some tech support challenges with our vendor that negatively affected our distribution timeline. However, after a constructive meeting we were able to resolve the technical issues and get the project back on track. We are targeting a distribution of devices during late January. Also, during the month the last bit of work to complete the set-up of the servers was delayed due to the finalizing of server gateway access by the Allegan County IT. The gateway allows for the bi-directional flow of data. We anticipate Rubix to begin transferring our former EHR (Streamline) and our new EHR (PCE) data in January. Rubix IT consulting will continue their active support 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 December. During the month we finalized the implementation plan (presentation, training, appraisals, reviews) for the performance appraisal software called HR Cloud. The project team also

completed the development and loading of evaluation criteria during the month. The product launch and training remain on target for January delivery. Lastly, we respectfully ended our long-standing relationship with Hemenway Wealth Management of Raymond James and formally announced to all employees our new partnership with Rehmann Wealth Management as our retirement plan financial advisor. We will begin planning discussions along with a Finance Committee introduction in January. I anticipate the planning and implementation of changes to take several months.

In the area of Facilities, a generator load test was completed and the adjustments made to our building control system allowed for all of the buildings mechanical systems to be fully supported by the generator. Another test will be conducted in May 2025, when the air conditioning system is functioning.

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  
February 7, 2025

# Engagement

## Employment

FY 2025 as of Quarter 1:



| <b>TURNOVER/RETENTION</b>                       | <b>Q1</b>        |
|---|------------------|
| # of Separations (Including Retirees)           | 4                |
| Average length of tenure of separated employees | 1 year, 8 months |
| Turnover % of new employees (<=1 year)          | 3.68%            |
| Turnover % of employees                         | 2.56%            |
| Average # of employees                          | 156              |
| # of separations due to retirement              | 1                |
| <b>RECRUITMENT</b>                              | <b>Q1</b>        |
| Jobs Posted                                     | 15               |
| Time to Fill (Posting to acceptance)            | 72               |
| Time to Start (Acceptance to start)             | 38               |
| # of New Hires                                  | 4                |
| # of Promotions or Transfers                    | 2                |



**4 NEW HIRES**

| <b>POSITION</b>      | <b>DEPARTMENT</b>                |
|----------------------|----------------------------------|
| Access Clinician     | Adult Behavioral Health Services |
| Case Manager         | Recovery Management              |
| Outpatient Clinician | Adult Behavioral Health Services |
| Outpatient Clinician | Adult Behavioral Health Services |

**4 SEPARATIONS**

| <b>POSITION</b>                    | <b>DEPARTMENT</b>   |
|------------------------------------|---------------------|
| Health Information Manager         | Quality Innovation  |
| Case Manager                       | Housing             |
| Case Manager                       | Housing             |
| Board Certified Behavioral Analyst | Autism/IDD Services |

**2 TRANSFERS/PROMOTIONS**

| <b>POSITION</b>    | <b>DEPARTMENT</b>              |
|--------------------|--------------------------------|
| Autism Coordinator | Autism/IDD Services            |
| Case Manager       | Adult Community Based Services |



|   |                        |  |                |
|---|------------------------|--|----------------|
| <b>Finance Committee<br/>ACTION REQUEST</b>   | <b>Subject:</b>        | <b>Voucher Disbursements</b>                 |                |
|   | <b>Meeting Date:</b>   | February 18, 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 January, 2025 disbursements totaling \$4,109,938.39.</u></b>          |                        |  |                |
| <b><u>SUMMARY OF REQUEST/INFORMATION:</u></b>   |                        |  |                |
| <u>Date Issued:</u>   | <u>Voucher Number:</u> | <u>Type:</u>                                 | <u>Amount:</u> |
| January 2, 2025   | N/A                    | Loan Payment                                 | \$21,334.00    |
| January 3, 2025   | P1747                  | Payroll                                      | \$462,988.55   |
| January 3, 2025   | P1748                  | Payroll/HSA                                  | \$206,000.00   |
| January 15, 2025  | V963                   | Vendor                                       | \$1,735,164.16 |
| January 17, 2025  | P1749                  | Payroll                                      | \$461,318.00   |
| January 31, 2025  | V964                   | Vendor                                       | \$738,187.45   |
| January 31, 2025  | P1750                  | Payroll                                      | \$484,946.23   |
| <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> February 18, 2025               |                |

|  |                               |   |
|--|-------------------------------|---|
| <b>Full Board<br/>ACTION REQUEST</b>   | <b>Subject:</b>               | <b>Contracts</b>                                      |
|  | <b>Meeting Date:</b>          | February 18, 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><br>SKP Design  |                               | <b>Contracted Service(s)</b><br>Consultation Services |
| <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  
December 31, 2024

Monthly Finance  
Report

## ONPOINT

### Summary Schedule of Revenues and Expenses by Fund Source

October 1, 2024 through December 31, 2024

|                                       | MDHHS<br>Revenue    | Coordination<br>of Benefits | Grant<br>Revenue  | Expense               | Redirects          | Lapse or<br>(Deficit) |
|---------------------------------------|---------------------|-----------------------------|-------------------|-----------------------|--------------------|-----------------------|
| Medicaid                              |                     |                             |                   |                       |                    |                       |
| Medicaid - Mental Health              | \$ 5,720,766        | \$ -                        | \$ -              | \$ (6,191,632)        | \$ -               | \$ (470,866)          |
| Medicaid - Autism                     | 1,096,468           | -                           | -                 | (392,086)             | -                  | 704,382               |
| Medicaid - SUD                        | 167,306             | -                           | -                 | (61,456)              | -                  | 105,850               |
| Healthy Michigan Plan - Mental Health | 335,128             | -                           | -                 | (414,217)             | -                  | (79,089)              |
| Healthy Michigan Plan - SUD           | 278,419             | -                           | -                 | (184,014)             | -                  | 94,405                |
| Medicaid subtotal                     | <u>\$ 7,598,087</u> | <u>\$ -</u>                 | <u>\$ -</u>       | <u>\$ (7,243,405)</u> | <u>\$ -</u>        | <u>\$ 354,682</u>     |
| CCBHC Demonstration                   |                     |                             |                   |                       |                    |                       |
| CCBHC - Medicaid                      | \$ 1,659,791        | \$ -                        | \$ -              | \$ (1,372,995)        | \$ -               | \$ 286,796            |
| CCBHC - Healthy MI Plan               | 441,978             | -                           | -                 | (353,422)             | -                  | 88,556                |
| CCBHC - NonMedicaid                   | -                   | -                           | 144,244           | (169,273)             | 24,977             | (52)                  |
| CCBHC Subtotal                        | <u>\$ 2,101,769</u> | <u>\$ -</u>                 | <u>\$ 144,244</u> | <u>\$ (1,895,690)</u> | <u>\$ 24,977</u>   | <u>\$ 375,300</u>     |
| General Fund                          | <u>\$ 426,934</u>   | <u>\$ -</u>                 | <u>\$ -</u>       | <u>\$ (401,957)</u>   | <u>\$ (24,977)</u> | <u>\$ -</u>           |
| SUD Treatment Block Grant             | <u>\$ -</u>         | <u>\$ -</u>                 | <u>\$ 88,767</u>  | <u>\$ (88,767)</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 December 31, 2024

Percent of Year is 25.00%

|                                    | Total FY 2025<br>Budget | YTD Totals<br>12/31/24 | Under/(Over)<br>Budget | Percent of<br>Budget - YTD |
|------------------------------------|-------------------------|------------------------|------------------------|----------------------------|
| <b>Operating revenue</b>           |                         |                        |                        |                            |
| Medicaid capitation                | \$ 27,645,387           | \$ 6,984,540           | \$ 20,660,847          | 25.26%                     |
| Medicaid settlement                | (577,831)               | (339,366)              | (238,465)              |                            |
| Healthy Michigan capitation        | 1,925,568               | 613,547                | 1,312,021              | 31.86%                     |
| Healthy Michigan settlement        | 506,577                 | (15,316)               | 521,893                |                            |
| CCBHC capitation and supplemental  | 9,078,140               | 2,101,769              | 6,976,371              | 23.15%                     |
| State General Fund formula funding | 1,707,737               | 426,934                | 1,280,803              | 25.00%                     |
| State General Fund settlement      | -                       | -                      | -                      |                            |
| Grants and earned contracts        | 4,326,003               | 768,614                | 3,557,389              | 17.77%                     |
| Local funding                      | 346,095                 | 86,524                 | 259,571                | 25.00%                     |
| Other reimbursements and revenue   | 581,967                 | 143,063                | 438,904                | 24.58%                     |
| <b>Total operating revenue</b>     | <b>\$ 45,539,643</b>    | <b>\$ 10,770,309</b>   | <b>\$ 34,769,334</b>   | <b>23.65%</b>              |
| <b>Operating expenses</b>          |                         |                        |                        |                            |
| Salaries and wages                 | \$ 11,908,348           | \$ 2,643,250           | \$ 9,265,098           | 22.20%                     |
| Fringe benefits                    | 4,380,776               | 809,546                | 3,571,230              | 18.48%                     |
| Supplies and materials             | 279,936                 | 30,889                 | 249,047                | 11.03%                     |
| Provider Network services          | 24,048,125              | 6,045,276              | 18,002,849             | 25.14%                     |
| Contractual services               | 3,269,157               | 527,206                | 2,741,951              | 16.13%                     |
| Professional development           | 166,171                 | 33,956                 | 132,215                | 20.43%                     |
| Occupancy                          | 293,728                 | 41,439                 | 252,289                | 14.11%                     |
| Miscellaneous expenses             | 515,518                 | 26,734                 | 488,784                | 5.19%                      |
| Depreciation                       | 420,000                 | 94,521                 | 325,479                | 22.51%                     |
| <b>Total operating expenses</b>    | <b>\$ 45,281,759</b>    | <b>\$ 10,252,817</b>   | <b>\$ 35,028,942</b>   | <b>22.64%</b>              |
| <b>Nonoperating expenses</b>       |                         |                        |                        |                            |
| Interest expense                   | 115,000                 | 27,050                 | 87,950                 | 23.52%                     |
| <b>Change in net position</b>      | <b>\$ 142,884</b>       | <b>\$ 490,442</b>      | <b>\$ (347,558)</b>    |                            |

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

**Tuesday, February 18, 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) Children’s Services: Wraparound, Homebased and Infant Mental Health – Tara Poore, Tracy Monroe & Emma Higgs
- 6) Review of Written Reports
  - a) Customer Services – Cathy Potter
- 7) Program Committee Member Comments
- 8) Public Comment (any topic; 5” limit per speaker)
- 9) Adjournment – Next Meeting March 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  
January 21, 2025**

**Board Members Present:** Kim Bartnick, Vice-Chairperson; Jessica Castañeda (virtual); Jane LaBean; Alice Kelsey, Chairperson

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

**OnPoint Staff Present:** Janice August (virtual); Diane Bennett (virtual); Rob Griffith (virtual); Meagan Hamilton; Amy Kettring (virtual); Dr. Jeana Koerber; Matt Plaska (virtual); Kim Thomas (virtual)

**Public Present:**

- 1) **Call to Order** – Ms. Kelsey called the meeting to order at 4:03pm.
- 2) **Public Comment** – Mr. Witte introduced Dr. Jeana Koerber, OnPoint’s new Chief Operating Officer.
- 3) **Approval of Agenda** – Kim Bartnick moved to approve the agenda. Jane LaBean supported the motion. Motion carried by unanimous consent.
- 4) **Approval of Minutes** – Kim Bartnick moved to approve the minutes from the meeting on December 17, 2024. Jane LaBean supported the motion. Motion carried by unanimous consent.

**Program Committee Reports** – Diane Bennett, Compliance Officer, gave an overview of the Compliance Plan, highlighting key areas. Ms. Bennett then went on to share the Compliance report stating there have been four additional reports made which will be reflected in next quarter’s report. Additionally, Ms. Bennett conducted a training for contract providers earlier this month and will be conducting a Compliance training to the Board in April. Finally, Ms. Bennett is reviewing current policies and writing additional policies.

Matt Plaska, Director of Quality and Innovation, touched on the progress with CRANE and the enhancements we are working towards. Geniene Gersh, Director of Evidence Based Practices, provided information on the MiFAST reviews that will be occurring in the coming months. Additionally, Mr. Plaska shared that same-day access has been going smoothly since it was first implemented.

- 5) **Program Committee Member Comments** – Ms. Kelsey shared that there will be an open position on the Board starting in April.
- 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 4:34pm.

Submitted by,

Meagan Hamilton



**Customer Services (CS) Quarterly Status Report**  
December 2024 through February 2025  
Submitted by Cathy Potter, Customer Service Coordinator  
269-355-0500 - [customerservices@onpointallegan.org](mailto:customerservices@onpointallegan.org)

**Key Points:**

During this quarter CS met with 3 new hires for orientation and reviewed customer service-related items. All orientations were held in person at OnPoint. See listing below containing the number of new hires met during each month.

- Three new hires in December: Recovery Management Case Manager and two Adult Outpatient Clinicians
- None in January or February so far

**Customer Satisfaction Surveys**

As reported in November, CS and QI staff from the LRE region met last year and created an updated Customer Satisfaction Survey. A cover letter was included which outlined the survey process. These letters and surveys were sent out to all CCBHC customers in the month of August and to all Non CCBHC customers in the month of September. OnPoint mailed out a total of 1600 surveys to CCBHC and 479 surveys to Non CCBHC. The survey period ended in 2024, and data has been entered into a survey system named Fastlane.

CS continues to participate in the regional Customer Satisfaction Survey (CSS) workgroup discussions. The overall goal of the CSS workgroup is to administer a customer satisfaction survey annually to adults/families receiving Medicaid-funded mental health services in outpatient or residential settings. Patient feedback concerning their experience of care is an important part of the efforts to improve quality and health outcomes in populations experiencing mental health difficulties. CS is currently reviewing various reports containing 2024 results of those complete surveys and have met with CSS workgroup during this quarter to discuss changes to the survey for 2025. The LRE asked an external consultant group, ReFocus, L.L.C., to complete a systematic review of the 2023 and 2024 survey that was implemented to customers and prepared recommendations. The CSS group reviewed these recommendations last month.

**Grievance, Appeals, Medicaid Fair Hearings, Local Disputes, 2nd Opinions, and Mediation:**

***Grievances:*** Attached is a Grievance Breakdown report listing 12 grievances completed for FY24. CS received 12 new grievances since the beginning of the first quarter starting in FY25. Four of them have been completed and CS continues to connect with staff to determine resolutions for the other eight that are still in the process.

***Appeals:*** Attached is an Appeals Breakdown report listing 3 appeals completed for FY24 for OnPoint. This report also includes appeal information for the other CMH's in the region.

***State Medicaid Fair Hearings (SMFH):*** There has been no SMFH's for OnPoint since 2022. LRE shared new SMFH process with CS to help improve communication and steps to be taken if a SMFH is received.

***Local Disputes:*** One local dispute was processed in April 2024 regarding Wraparound and SED Waiver services, and another was processed in December 2024 regarding Community Living Supports.

***2<sup>nd</sup> Opinion Requests:*** There was one second opinion request from a mother who was requesting inpatient hospitalization for her child who did not meet the criteria. The second opinion assessment was complete.

***Mediation Requests:*** No requests received.

**Notice of Adverse Benefit Determination (NABD):**

CS plays a big role in NABD's and assists staff in assuring these are completed for OnPoint customers as required. During this quarter, several meetings took place with staff discussing the importance of completing NABD's along with when a NABD is needed. Most of the focus was on denials and suspension of services knowing when a NABD is needed. Staff are getting familiar with Crane and

completing NABD's in this new system along with reaching out to CS with questions. There are two types of NABD's, and listed below are their definitions:

***Adequate Notice of Adverse Benefit Determination:*** *Written statement advising the enrollee of a decision to deny or limit authorization of Medicaid services requested and the reason why. OnPoint must mail the notice within timeframes identified in the Code of Federal Regulations (CFR) and written in an easily understood manner. 42 CFR 438.404; 42 CFR 438.10.*

***Advance Notice of Adverse Benefit Determination:*** *Written statement advising the enrollee of a decision to reduce, suspend, or terminate Medicaid services currently provided, which notice must be provided to the Medicaid enrollee at least **10 calendar days prior** to the proposed date the Adverse Benefit Determination takes effect. 42 CFR 438.404(c)(1); 42 CFR 431.211.*

### **Translation Requests:**

CS did not receive any translation requests this quarter.

### **Workshops/Conferences/Trainings:**

CS attended an HR Cloud training in January learning about the new employee evaluation system. Required agency trainings through Relias were also completed during this quarter involving Security Awareness broken into 14 training videos along with reviewing/acknowledging two human resource policies.

### **Community Outreach/Events/Presentations:**

CS did not attend any community events during this quarter but did a presentation about OnPoint services with John Eagle to the Allegan County Leadership Program which the Allegan County Community Foundation facilitates. This presentation had about 15 attendees from various organizations asking many questions about OnPoint. A tour of OnPoint was also conducted after the presentation.

CS spent a lot of time during this quarter working with Meagan and Program Managers finalizing department brochures along with several rack cards. Printed copies of these items will be placed on the table during the Program Committee. Feel free to take one or review if interested. A brochure rack containing these items has been placed in the lobby area at OnPoint for anyone interested in learning more details about services at OnPoint. Below is a list of the brochures/rack cards that OnPoint has available:

- 1) Brochure – OnPoint Services (Overview of All Services) – English & Spanish versions
- 2) Brochure – Adult Behavioral Health Services
- 3) Brochure – Children's Services
- 4) Brochure – Assertive Community Treatment (ACT)
- 5) Brochure – Case Management & Support Services
- 6) Brochure – Homeless Assistance Program (HAP)
- 7) Brochure – Mobile Mental Health Crisis Response Services
- 8) Rack card – Self Determination
- 9) Rack card – Autism Services
- 10) Rack card – Family Support and Training (FST)
- 11) Rack card – Orientation to Services

### **OnPoint Materials Requested During this Quarter**

CS received a request and dropped off more agency brochures and business cards at Hillside in Allegan. The Otsego Library reached out to OnPoint requesting agency materials and 988 information. They are interested in connecting more with OnPoint as they see a need for services in their area. CS dropped off several different agency brochures along with 988 posters, magnets, and business cards to the Otsego library. A member of the Martin Reformed Church contacted CS requesting agency brochures and 988 materials to be mailed out. Same day access flyers were also included in the mailing and dropped off at

these locations. An inmate at the Correctional Facility in Carson City, Michigan mailed out a letter to OnPoint requesting agency and housing information. CS mailed out a variety of information to this individual and notified Access Supervisor about the request.

**Committee Involvement:**

***Local:*** CS continues to meet weekly with supervisor to discuss CS related tasks and provide updates with one another. CS also met with Mark Witte and 211 representatives this quarter to review & update OnPoint’s information listed on 211 websites. CS participated in an IEP meeting at the Transition Center and attended an individualized planning meeting in January to provide support for an individual. CS attended two Board meetings during this quarter along with coordinating and attending several meetings with OnPoint staff to discuss NABD requirements and information. CS attended an annual meeting facilitated by Allegan County Transportation (ACT) called the Local Advisory Council. This group reviewed ACT’s annual Accessibility Plan. CS attended OnPoint’s regular scheduled community events meeting to discuss and share upcoming community events which OnPoint participates in. CS assisted several individuals in attending and also facilitated OnPoint’s Community Opportunities Advisory Panel (COAP) meeting. More details regarding this group are listed below under “Consumer Advisory Groups” section.

***Regional:*** CS attended several Customer Satisfaction Survey meetings facilitated by the LRE. We mainly reviewed and discussed the 2024 Customer Satisfaction Surveys and results. One Consumer Advisory Panel (CAP) meeting was held during this quarter and additional details are listed below under the “Consumer Advisory Groups” section. CS attended several Customer Service ROAT meetings which are facilitated by the LRE. This group collaborates with other CS representatives in our region and receives updates on CS related standards and responsibilities.

***State:*** CS participates in two regular scheduled statewide meetings. One is the Customer Service Statewide Workgroup which meets on a quarterly basis and the other one is the newly formed NABD Workgroup which just started meeting last year and aims to meet on a monthly basis.

**CAP (Consumer Advisory Panel)**

There was one CAP meeting held this quarter in December. Due to the weather, representatives from OnPoint were not in attendance as we usually gather at OnPoint to participate virtually. The next CAP meeting is scheduled for March 13<sup>th</sup> and we hope our members are able to attend this one, fingers crossed for better weather!

**COAP (Community Opportunity Advisory Panel)**

The COAP group met in January and there were five members in attendance including CS. Printed copies of the meeting schedule for 2025 were distributed. The group shared brief updates on how services were going for them. Most of the meeting was spent with members providing examples of scenarios they have experienced with staff or home staff which could involve recipient rights. These examples will be shared with Office of Recipient Rights for review and possibly include into their trainings.

**Handouts:**

Grievance Breakdown Report for FY24  
Appeal Breakdown Report for FY24  
Agency Brochures and Rack cards located on table

**Board Considerations/Action Needed:**

None

Respectfully Submitted,

Cathy Potter, Customer Service Coordinator  
February 7, 2025

**OnPoint Board of Directors Minutes - DRAFT**  
**Tuesday, January 21, 2025, at 5:30 PM**  
Board Room, 540 Jenner Drive, Allegan, MI 49010

**Board Members Present:** Kim Bartnick; Glen Brookhouse; Jessica Castañeda (virtual); Commissioner Mark DeYoung; Commissioner Gale Dugan; Beth Johnston; Alice Kelsey; Jane LaBean

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

**OnPoint Staff Present:** Janice August (virtual); Diane Bennett (virtual); Geniene Gersh (virtual); Rob Griffith (virtual); Meagan Hamilton; Amy Kettring (virtual); Jeana Koerber; Kelsey Newsome; Matt Plaska (virtual); Mark Witte

**Public Present:** Krystal Diel (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: Glen Brookhouse

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 (12/17/2024)
- ii. Finance Committee (12/17/2024)
- iii. Program Committee (12/17/2024)
- iv. Executive Committee (12/13/2024)

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

Moved: Glen Brookhouse

Supported: Kim Bartnick

Motion carried by common consent.

7. **Program Committee** – Alice Kelsey shared that Diane Bennett, OnPoint’s Compliance Officer, reviewed the Compliance Plan, will be conducting a Compliance training to the full Board in April, and is working on updating policies.
8. **Finance Committee Report** – Beth Johnston, Treasurer, shared OnPoint is waiting for fiber to be installed, and explained why we are showing a deficit in our financials. Ms. Johnston provided an overview of the summary schedule of revenues and expenses; and statement of revenue, expenses and change in net position.

Motion: To approve the December 2024 disbursements totaling \$3,397,764.65 as recommended by the Finance Committee.

Moved: Beth Johnston

Supported: Jane LaBean

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: Glen Brookhouse

Motion carried by common consent.

9. **Recipient Rights Advisory Committee** – Kelsey Newsome, Director of Recipient Rights, briefly reviewed the annual report summary. Ms. Newsome shared that the substantiation rate was high this year, and she will be working this year on preventative measures.
10. **Lakeshore Regional Entity (LRE) Updates** – No updates received this month.
11. **Chairperson's/Executive Committee Report** – Commissioner Dugan introduced Dr. Jeana Koerber, OnPoint's new Chief Operating Officer. Next, Commissioner Dugan briefly reported on the items discussed during the Executive Committee meeting. The committee reviewed the monthly tasks, discussed the next steps to take with Pastor VanBeek and Pam's resignations from the Board, discussed the appointment of the Nominating Committee, reviewed the Recipient Rights annual report, extended the CEO annual evaluation due date to 1/23, and discussed the policy and bylaws which are to be reviewed by the full Board next month. Finally, the committee received a report from the Oversight Policy Board and discussed the change in the OnPoint employee's retirement provider.
12. **OnPoint Chief Executive Officer's Report** – Mark Witte shared an update on the Conflict Free Access and Planning and presented United Way's Top Agency campaign award for last year's contributions.
13. **Provision for Public Comment** – No comments received.
14. **Board Member Comments** – Ms. Bartnick wished everyone safe travels, Ms. Kelsey asked about OnPoint's unrestricted dollars, Mr. Brookhouse welcomed Dr. Koerber, and Commissioner Dugan welcomed Dr. Koerber and Ms. Diel and shared a quote.
15. **Motion to Adjourn**

Moved: Beth Johnston

Supported: Kim Bartnick

Motion approved by common consent.

Meeting adjourned at 6:08pm.

Respectfully submitted,

Meagan Hamilton  
Executive Assistant

Gale Dugan  
Board Chairperson

## Executive Committee Meeting DRAFT Minutes

January 17, 2025 – 2:30 pm

Location: OnPoint, 540 Jenner Drive, Allegan, MI 49010

Board Members [X] Commissioner Gale Dugan, OnPoint Board Chairperson  
[X] Alice Kelsey, OnPoint Board Vice-Chairperson  
[X] Elizabeth Johnston, OnPoint Board Treasurer (arrival at 2:42pm)  
[X] Commissioner Mark DeYoung, OnPoint Board Secretary  
OnPoint Staff [X] Mark Witte, OnPoint Executive Director  
[X] Dr. Jeana Koerber, OnPoint Chief Operating Officer

1. **Call to Order** – Chairperson Dugan called the meeting to order at 2:34 pm.
2. **Members Present/Excused (Chairperson Dugan)** – All members present.
3. **Introduction of Dr. Jeana Koerber (Witte)** – Mr. Witte introduced Dr. Koerber to the members of the committee, and she spent a few minutes sharing a brief overview of her career and enthusiasm to join OnPoint’s work. After that she was excused for another appointment.
4. **Review/Approval of Agenda (Chairperson Dugan)** – Motion made by Commissioner DeYoung, seconded by Ms. Kelsey to approve the agenda as presented. All in favor. Motion carried.
5. **Review/Approval of Minutes of December 13, 2024 Meeting (Chairperson Dugan)** – Motion made by Ms. Johnston, seconded by Ms. Kelsey, to approve the minutes as presented. All in favor. Motion carried.
6. **Compliance Update (Witte)** – Mr. Witte pointed to the report provided by Ms. Bennett on pages 15 and 16 in the board packet.
7. **Updates on Prior Meeting Topics (Chairperson Dugan)**
  - a. **PIHP Contract Update** (Kelsey, Witte) – Ms. Kelsey noted that based on legal advice, the LRE has not joined the lawsuit brought by four PIHPs over imposed language in the 2025 PIHP contract. Mr. Witte shared that the Office of the Attorney General has stipulated to the active deployment of pending 2025 contract benefits despite the suit which alleviates a major LRE concern – though it continues to share the same concerns as those involved in the lawsuit.
  - b. Board membership update (Witte) –
    - Mr. Witte presented the written resignations of Pastor Craig VanBeek (received 12/17/24; effective 12/18/24) and Pam Brenner (received 1/2/25; effective 3/31/25) for review.
    - Chairperson Dugan noted that the Board of Commission appointed Krystal Diel to the OnPoint board. Ms. Diel had originally applied last year but there were no openings after OnPoint’s current board members were reappointed. Mr. Witte said he has spoken with Ms. Diel and that she plans to attend the 1/21/25 board meeting. Chairperson Dugan will coordinate with her on committee assignments.
    - Mr. DeYoung notes that Pastor/Commissioner Vanbeek may appreciate the opportunity to remain involved with OnPoint as a community member representative to the Recipient Rights Advisory Committee (RRAC).
    - Mr. Dugan states, and Mr. Witte confirmed, that there are presently no other active applicants in the pipeline for the seat that Ms. Brenner will vacate, and so recruitment efforts will ramp up. The committee as a whole expressed interest in applicants from southwest Allegan County.

- Chairperson Dugan noted that he has been selected as the chairperson of the Board of Commissioners and thus anticipates stepping down as the chairperson of OnPoint’s board (but remaining on the board itself). When the nominating committee is appointed, they will be asked to take that factor into account.

**8. Executive Director Items (Witte)**

- a. Review Key Board Tasks by Month – The January tasks scheduled for board action this month are:
  - *Appoint Nominations Committee Members for Feb Mtg Report-out*
    - i. Chairperson Dugan notes that he has done some recruitment for volunteers for this committee and will continue so this can be completed.
  - *Review Annual Recipient Rights Report Submission*
    - i. This will be presented as part of the RRAC report-out for review; approval not needed from the board. The mental health code calls for RRAC to approve and for the board to review.
  - *Collect Remaining Executive Director Evaluation Feedback Sheets*
    - i. These were due to Meagan on 1/10/25. Five of eleven board members and five of twenty staff members have responded so far. Mr. Witte will convey to Ms. Hamilton a request of the committee to make a final appeal for completion.
  - *Receive quarterly Compliance report (Program Committee)*
    - i. Ms. Bennett, Compliance Officer, will present her report to the Program Committee and be available for questions at the 1/21/25 board meeting.
  - *Distribute Bylaws & Board Policies to Board for February discussion*
- b. Current Bylaws and Board Policies – Mr. Witte provided these documents as handouts in this meeting. He noted that he has heard of no issues that would need to be addressed in either document so far other than verifying that they align with the new per-diem amounts and mileage policy changes adopted by the Board of Commissioners at their 1/09/25 meeting. BoC per diems are now \$55 per half-day and \$110 per full-day, and mileage is indexed to the IRS amount.
- c. Review Board Meeting Packet – Mr. Witte distributed the board packet and noted that our financials are a slight concern. As a result, we’re being a little more cautious with certain fund source expenditures but not overly so. There is a necessary state rate adjustment to deal with actuarial funding requirements as well as new (and currently unfunded) expenses from state minimum wage increases and the pending impact of Earned Sick Time Act provisions.
- d. Discussion on other topics:
  - Oversight Policy Board (OPB) – Mr. DeYoung noted a conversation at the last OPB meeting regarding recent legislation (which died in lame duck) to regulate/license tobacco outlets. He suggested that this be included in questions for the Commissioners to pose to their lobbying firm at an upcoming meeting with them.
  - Public Act 2 Funds – The OPB is looking at regional practices regarding the expenditures of PA2 reserves which have varied somewhat from county to county.
  - Question raised about staff reception to the recent health care benefit presentations and enrollments period. Mr. Witte has heard no concerns but will ask HR Director Sexton to comment.
  - Question about retirement benefits and the engagement of a new broker. Mr. Witte clarified that the benefit has not changed; we have only switched brokers to provide staff a better level of service in their use of our program.

**9. Discussion Items Requested by Members**

- a. None

**10. Next Meeting Date/Time**

- a. Proposed: Friday, February 14, 2025 at 2:30 pm (note: SECOND Friday of the month)

**11. Adjournment** – Motion made by Ms. Kelsey, seconded by Ms. Johnston, to adjourn. All in favor. Motion carried. Meeting adjourned at 3:35 pm.

Submitted by Mark Witte



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

**1. Agency**

I continue the work of helping to transition Jeana Koerber into her new duties, though I must say she's doing pretty well on her own at this point! I sincerely appreciate her experience and thoughtful contributions to our leadership discussions as well.

**2. Board**

**Membership** – I met with our newest board member, Krystal Diel, on 2/6/2025 to go over essential board member orientation information. In anticipation of Pam Brenner ending her term on the OnPoint board on 3/31/25, I have asked those of our staff who work in the Fennville schools to help me identify individuals who may be interested in serving. This is part of our larger strategy to maintain a board that is geographically representative of Allegan County. A few applications have been distributed in the community which we hope will result in actual applications for our Board of Commissioners to consider.

**CMHA Winter Conference** – It was great to have board members Bartnick, Castañeda, DeYoung, Dugan and Stratton participate in all or parts of the conference. One of the best sessions I've attended in years was presented by a very engaging presenter (Sara Kadish Beckett) from Macomb County CMH on the prevention of suicide using persons who have survived suicide attempts.

**3. Community**

No specific update – we continue to participate in a variety of community meetings.

**4. Region**

**LRE Board** – In its public special board meeting last week, the Lakeshore Regional Entity board authorized director Dumas to take legal action should it become necessary over an intended action by MDHHS to claw back funds in dispute from a prior fiscal year. The concern is that this may exacerbate an already tenuous financial status. Meanwhile, several other PIHPs are reporting upside-down financials for the current year. Please read more about that in the next item.

**5. State**

**Federal Funding Alert** – We are closely watching President Trump's action to halt the flow of funding from federal agencies to state and local governments, as well as other public and private federal contractors. The concerns for OnPoint involved the flow of Medicaid funding to the state which we receive through our contract with the LRE as well as federal funding we receive directly from the federal SAMHSA and HRSA agencies and indirectly from MDHHS and HUD through MSHDA. The memo from the federal Office of Management and Budget was rescinded, though the presidential priority was said to be ongoing. One or more federal court orders have paused further action, but it remains an item of tremendous concern. The reason for this is that CMH's in Michigan are prohibited from retaining excess Medicaid or state general fund revenues,

and the LRE is only able to maintain a 7.5% risk pool. An interruption of the flow of these “hand to mouth” funds would result in rapid discontinuation of vital behavioral healthcare services.

**PIHP State Contract** – There has been no change in the status of the FY2025 contract since last month. It remains unsigned, though funding continues under the terms of the FY2024 agreement.

**CMHA’s Legislative Notes** – At the CMHA conference, Associate Director Alan Bolter gave his regular “What’s Going on in Lansing” presentation. Of particular interest:

**House plans to scrutinize MDHHS budget**

- Create 3 subcommittees – Medicaid & Behavioral Health, Human Services & Public Health
- MDHHS has gone up by 43% - House is going to target DHHS for budget savings

**Minimum Wage / Tipped Credit and Mandatory Paid Sick Time**

- Minimum wage set increase to \$12.48 on 2/21/25 and then to roughly \$15/hour by 2028
- Lots of discussion around changing the Earned Sick Time Act (ESTA)
  - Impact on all employers (small business or part-time exemptions)
  - How much leave time can be built up
  - Employees notification for taking sick time and employers documentation and tracking

**FY2024 Medicaid Shortfall**

- CMHA and its members have been advocating for MDHHS to revise the FY2024 Medicaid rates paid to PIHPs. This advocacy resulted in a \$41 million increase in FY2024. While appreciated, and a 13th retro-eligibles and recoupment payment has closed part of that gap, a \$18 million gap remains.
- The Medicaid Mental Health appropriations line item remained below the appropriated limit for FY2024, which means NO new money was needed to address this shortfall.

**FY2025 Rates appear to be insufficient**

**Key factors to include in FY2025 rate adjustments**

- Statutorily required minimum wage changes
- Statutorily required paid sick leave
- Unemployment benefit changes
  - Increasing number of weeks from 20-26
  - Increasing the weekly maximum benefit from \$362 to \$614 (over next 3 years)
- Mandated increase to ABA tech rates
- Mandated increase to methadone rates
- Increased wages and costs of contracted providers seen in FY2023 and FY2024

**Lost Medicaid revenue due to inaccurate enrollment of Medicaid beneficiaries:**

CMHA fiscal analyst and staff of the Northern Michigan Regional Entity (NMRE) were able to identify a substantial loss in Medicaid revenue from inaccurate enrollment of people formerly in the Disabled, Aged, and Blind (DAB) category who were moved to other categories. Since DAB payments are far greater than those of other categories (10x to 20x), **the revenue loss was estimated at \$400 to \$600 million.** CMHA, NMRE, and the other PIHPs are working with its members and the advocacy community to urge MDHHS and the Legislature to close this gap and make the system whole for the revenue lost in past years.

Submitted by,  
Mark Witte, Chief Executive Officer  
February 10, 2025