



Board of Directors Meeting Agenda

Tuesday, August 19, 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 – Alice Kelsey
2. Pledge of Allegiance
3. Roll Call – Alice Kelsey
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 (07/15/2025)
 - ii. Finance Committee (07/15/2025)
 - iii. Program Committee (07/15/2025)
 - iv. Executive Committee (07/11/2025)
7. Program Committee – Alice Kelsey
8. Finance Committee Report – Beth Johnston
 - a. **Motion** – Approval of Voucher Disbursements
 - b. **Motion** – Approval of FY2025 Contracts
 - c. **Motion** - Approval of Fiscal Year 2026 General Fund contract with Michigan Department of Health and Human Services
9. Recipient Rights Advisory Committee (Mar/June/Sep/Dec) – Glen Brookhouse
10. LRE Updates – Mary Dumas or alternate
11. Chairperson’s/Executive Committee Report – Alice Kelsey
12. OnPoint Chief Executive Officer’s Report – Mark Witte
13. Provision for Public Comment (any topic, 5” limit per speaker) – Alice Kelsey
14. Board Member Comments – Alice Kelsey
15. Adjournment
16. Future Meetings:
 - a. September 12, 2025 @ 2:30 pm – Executive Committee
 - b. September 16, 2025 @ 3:30 pm – Recipient Rights Advisory Committee
 - c. September 16, 2025 @ 4:00 pm – Program Committee
 - d. September 16, 2025 @ 4:30 pm – Finance Committee
 - e. September 16, 2025 @ 5:30 pm – Full Board Meeting

540 Jenner Drive, Allegan, MI 49010

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AGENDA

OnPoint Board Finance Committee Agenda

August 19, 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) Administrative Services Report – Andre Pierre
 - b) Facilities, Information Technology & Human Resources – Andre Pierre
 - 6) Action Items
 - a) Motion – to Recommend Board Approval of Voucher Disbursements
 - b) Motion – to Recommend Board Approval of Contract(s)
 - c) Motion – to Recommend Board Approval of MDHHS General Fund Contract for Fiscal Year 2026
 - 7) Informational Items
 - a) Financial Reports
 - 8) Building Committee
 - 9) Finance Committee Member Comments
 - 10) Public Comment (any topic, 5 minute limit per speaker)
 - 11) Adjournment – Next Meeting September 16, 2025 at 4:30 pm, 540 Jenner Drive, Allegan, MI
- Finance Committee: Beth Johnston, Chair; Glen Brookhouse, Vice Chair; Commissioner Mark DeYoung; Krystal Diel, Commissioner Gale Dugan, Alice Kelsey

OnPoint Finance Committee Minutes - DRAFT
Tuesday, July 17, 2025, at 4:30 pm
Hamilton Conference Room, 540 Jenner Drive, Allegan MI 49010

Board Members Present: Glen Brookhouse, Krystal Diel, Mark DeYoung, Beth Johnston, Alice Kelsey

Board Members Absent: Gale Dugan

Staff Members: Mark Witte, Andre Pierre, Nikki McLaughlin

Public Present:

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: Ms. Kelsey

Supported: Ms. Diel

Motion carried.

4. **Approval of Minutes**

Moved: Ms. Kelsey

Supported: Mr. DeYoung

Motion carried.

5. **Review of Written Reports:**

a. Administrative Report

Mr. Pierre reviewed the administrative report submitted.

b. Facilities & Human Resources

Information Technology – Fiber line that was ran from Frontier failed the test. Frontier came to OnPoint and met with County IT to check equipment. It is currently up and running. OnPoint will confirm that it is connected to county tomorrow, July 16th. Boring and trenchwork were completed last week. This week, completion is scheduled to tie off to routers in the computer room. Frontier will then become secondary back up to the system. Charter will be discontinued once all is confirmed.

Consultation with Rubix on dashboards within CRANE and planning with Metrix. End of June, a draft was reviewed.

Human Resources – There were 8 new hire, 1 retirement and 16 active postings.

Policy project continues, updating policy with Rehmann's assistance. Onboarding was reviewed and aligns with new policy for a change from probationary to introductory period.

Facilities – MAT room timeline submitted to committee for review. Please see below (Building Committee).

6. **Action Items:**

a. The Finance Committee recommends that the OnPoint Board approve the June, 2025 disbursements totaling \$3,912,893.57.

Moved: Mr. Brookhouse

Supported: Ms. Kelsey

Motion carried.

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

Moved: Ms. Kelsey

Supported: Ms. Diel

Motion carried.

7. Informational Items

a. Financial Reports

Mr. Pierre reviewed the financial statements for May.

Projected \$121,742 to be returned to the LRE. General Fund is currently \$237,032 surplus to be returned to the state.

Operations continues to review CCBHC contacts with staff and the ability to increase units reported as well as documentation being completed on time for reporting.

Income statement as well as balance sheet was reviewed with income and expenses not far off from 66.67% of the year.

CCBHC stats to date budgeted YTD 18,467, actual YTD 18,150, behind by 318. Budget per month is 2,308.

8. Building Committee

Mr. Pierre reviewed the gant chart for the MAT room. OnPoint is currently in the second phase of the project. Schley is working with engineering to do surveys, look at HVAC, etc. Once the items have been reviewed and what needs to transpire, next step is the bidding process for contractors to do the work. Dates, for the most part, are on schedule for completion by end of calendar year.

9. Finance Committee Member Comments

Redirect was discussed as well as the PBIP (Performance Bonus Incentive Program).

10. Public Comment

None

11. Next Meeting – August 19, 2025, at 4:30 pm.

12. Adjournment

Moved: Ms. Diel

Supported: Mr. Brookhouse

Motion carried.

Meeting adjourned at 5:27 pm.

Administrative Services Board Report August 2025
Submitted by Andre Pierre, Chief Administrative Officer
269.569.3238 – APierre@OnPointAllegan.org

FINANCE

This month's packet includes the monthly financial report for June 2025. 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 \$130,705 (Medicaid and Healthy Michigan Plan combined) to the LRE and a carry forward/lapse of approximately \$106,595 in General Funds to return to MDHHS.

HUMAN RESOURCES

In Human Resources, significant progress was made on the policy development and review project with thirteen (13) policies finalized and approved. Of the thirteen (13) policies, seven (7) were "new" additions to OnPoint which include: Employment at Will, Introductory Period, Americans with Disabilities and Reasonable Accommodation, Reasonable Accommodations for Pregnant Workers, Lactation Accommodations, Equal Employment Opportunity and Attendance. Human Resources participated in a cross-functional team to implement a staffing agreement with Arbor Circle, who is a key service provider. Human Resources will be responsible for coordinating the training and credentialing aspects of the project. Progress continued in the organization's response to the results of the OnPoint Employee Survey. During the month two employee FOCUS groups were conducted on June 10th and 18th by an outside consultant to take a deeper dive on the feedback received through the January survey. The FOCUS groups were comprised of employees who represented a cross-section of departments across the agency. The topics covered were leadership and communication. A draft Recruitment and Retention Plan was completed and submitted to our consulting partner Rehmann for additional feedback, with the final enhanced draft due by the end of July. Two members of the Human Resources team attended the SHRM National Conference in San Diego June 29th through July 2nd and had the opportunity to expand their knowledge about the human resources aspects of: Artificial Intelligence (AI), worker shortages and creative hiring, leadership, and legal trends. We are anticipating that OnPoint will benefit from their gained experience. Lastly, The Folks4Fun employee activity committee held a Kickoff to Summer event which included games and other activities for employees.

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

New Hires- 1
Separations- 1 (voluntary)
Active Posting- 17

INFORMATION TECHNOLOGY

In the area of Information Technology, we continue to work with Allegan County Information Technology (IT) on items in the 2025 project list. During June, Allegan County IT coordinated with Frontier to have a technician come onsite to resolve the configuration issue with the new static IP address. This issue was resolved on June 5th with the configuration of the firewall side of the VPN configured on the same day. Testing of the VPN fail-over was indicated successful on June 9th. The redundancy data feed to OnPoint is now firmly established, with Frontier as our primary and Charter as our secondary. In the event that the Frontier service goes down, our system will automatically transfer to the Charter data feed.

Rubix IT consulting continues their active support by assisting OnPoint in the completion of ad-hoc reports that must be delivered on time. During the month of June we executed the contract commissioning Rubix to develop dashboards (Utilization, Caseload, Productivity/Efficiency, CCBHC daily visits) to build reports around. Work began immediately, by first providing them with access to our servers so that the environment can be arranged for the data to be stored. We continued to have status meetings, with first run deliverables targeted for mid-July.

FACILITIES

In the area of Facilities, we had a relatively calm month with only routine maintenance actions taking place.

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. During June we convened three update meetings with all stakeholders (OnPoint, Allegan County, Shareco) to discuss how a path forward can be created. During the course of the three meetings Shareco received confirmation from MDOT that they do not want any 3rd party providers. They specifically want service providers and not utility providers to apply for permits to run fiber optic lines. As an alternative, County IT plans to initiate contact with Frontier to discuss Shareco utilizing their existing conduit to run the fiber through temporarily until a signal provider is procured to complete the fiber run correctly. We are awaiting their response. In May County IT conferred with legal counsel on how to address liability concerns if the County decided to file for the permit. Since progress has been blocked at several gates, County IT has provided a brief update to the County Administrator in case that path has to be traveled. We are hopeful that the project could be completed by the end of this fiscal year. Update meetings will continue on a bi-weekly basis to ensure the efforts towards a resolution do not lose momentum.

On 17th of June we held our kick-off meeting with Schley Nelson Architects for the buildout of the MAT area of our building. During the meeting we discussed the schedule and the floor plan. On the 25th of June OnPoint approved the details of the floor plan, which will enable the schedule to be solidified. There will be additional follow-up meetings leading up to and after the bidding process. We are targeting for the project to be completed by the end of this calendar year.

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
August 11, 2025

Full Board ACTION REQUEST	Subject:	Contracts								
	Meeting Date:	August 19, 2025								
	Requested By:	Beth Johnston, Finance Committee Chairperson								
<u>RECOMMENDED MOTION:</u> <u>The Finance Committee recommends that the OnPoint Board approve the following list of provider contracts for fiscal year 2025.</u>										
<u>SUMMARY OF REQUEST/INFORMATION:</u> <table border="0"> <thead> <tr> <th>Provider</th> <th>Contracted Service(s)</th> </tr> </thead> <tbody> <tr> <td>Community Living Options</td> <td>Specialized Residential</td> </tr> <tr> <td>Amazing Center, LLC</td> <td>Specialized Residential</td> </tr> <tr> <td>Wings of Hope</td> <td>Supports & Services</td> </tr> </tbody> </table>			Provider	Contracted Service(s)	Community Living Options	Specialized Residential	Amazing Center, LLC	Specialized Residential	Wings of Hope	Supports & Services
Provider	Contracted Service(s)									
Community Living Options	Specialized Residential									
Amazing Center, LLC	Specialized Residential									
Wings of Hope	Supports & Services									
<u>BUDGET/FINANCIAL IMPACT</u> <ul style="list-style-type: none"> The contracted service is part of the fiscal year 2025 operating budget for OnPoint. 										
BY: Nikki McLaughlin, Accounting Manager		DATE: August 19, 2025								

OnPoint Board of Directors Meeting

Finance Committee ACTION REQUEST	Subject:	MDHHS-OnPoint Contract for FY2026
	Meeting Date:	August 19, 2025
	Requested By:	Mark Witte
<p><u>RECOMMENDED MOTION:</u></p> <p><u>The Finance Committee recommends that the Board authorize the Chief Executive Officer to sign the FY2026 General Fund contract with the Michigan Department of Health and Human Services (MDHHS) on behalf of OnPoint (DBA for Allegan County Community Mental Health Authority), including any subsequent non-substantial amendments or extensions to the agreement which may be offered by the department.</u></p>		
<p><u>SUMMARY OF REQUEST/INFORMATION:</u></p> <ul style="list-style-type: none"> OnPoint is the Community Mental Health (CMH) entity for Allegan County. This contract is the avenue through which MDHHS distributes state general funds to OnPoint according to the funding formula specified by MDHHS. OnPoint has an ongoing opportunity to address concerns directly with MDHHS and/or through Contracts and Financial Issues (CFI) committee of the Community Mental Health Association (CMHA). The Chief Executive Officer and members of the Management Team have had the opportunity to review the terms of the draft agreement and support its execution and implementation. It is the practice of the Board to provide initial authorization for the Chief Executive Officer to sign this contract on behalf of OnPoint, as well as all subsequent non-substantial amendments or extensions. The recommended motion would establish that this action is authorized. <p><u>BUDGET/FINANCIAL IMPACT</u></p> <ul style="list-style-type: none"> At the budget presentation scheduled to be given to the board in September, 2025, we project that \$1,707,737.00 in state general fund revenues will result from this contract in FY2026. 		
BY: Mark Witte, Chief Executive Officer		DATE: August 19, 2025

ONPOINT



Period Ended
June 30, 2025

Monthly Finance
Report

Summary of Variances and Fluctuations

June 30, 2025

I. Assets

- Cash and cash equivalents - Increase over prior year is due to the accumulation of the fiscal year 2024 surplus Medicaid and Healthy Michigan Plan revenue, as well as the current year-to-date surplus in Medicaid, CCBHC, and General Fund.
- Prepaids - The significant decrease from prior year is due to the timing of annual contract payments. Annual contract payments are normally due at the beginning of the fiscal year, but recognized as expense throughout the year. As we approach year-end, the majority of expense has been recognized but we do not have any items prepaid relating to the following fiscal year.

II. Liabilities

- Due to other governmental units - Decrease from prior year is due to the final cost settlement of the fiscal year 2022 General Fund lapse with the State of Michigan (approximately \$450,000).

I. Operating revenue

- Healthy Michigan has less disenrollments than projected, leading to revenue coming in over budget.
- Grants - As noted in the expense variances below, certain grant expenditures have been delayed. Revenue is only recognized to the extent the agency expends the funds, resulting in grant revenue coming in under budget.

IV. Operating expenses

- Supplies in grant budgets have not been purchased yet as well as one time purchase items that were built in the budget such as replacement laptops.
- Contractual services - Certain grant expenditures, such as rent expense due to lack of available units, have not been expended at the rate budgeted. Further, the agency budgeted for the implementation of a new Human Resources Information System (HRIS) and other software upgrades, which have not yet been completed due to other agency priorities.
- Miscellaneous expense - Certain grant funded expenditures have been delayed due to staffing constraints.

ONPOINT

Summary Schedule of Revenues and Expenses by Fund Source

For the Period From October 1, 2024 through June 30, 2025

	MDHHS Revenue	Coordination of Benefits	Grant Revenue	Expense	Redirects	Lapse or (Deficit)
Medicaid						
Medicaid - Mental Health	\$ 16,859,903	4,191	\$ -	\$ (18,847,440)	\$ -	\$ (1,983,346)
Medicaid - Autism	3,662,710	-	-	(1,417,837)	-	2,244,873
Medicaid - SUD	502,930	-	-	(263,409)	-	239,521
Healthy Michigan Plan - Mental Health	869,799	174	-	(1,664,484)	-	(794,511)
Healthy Michigan Plan - SUD	857,500	131	-	(433,463)	-	424,168
Medicaid subtotal	<u>\$ 22,752,842</u>	<u>\$ 4,496</u>	<u>\$ -</u>	<u>\$ (22,626,633)</u>	<u>\$ -</u>	<u>\$ 130,705</u>
CCBHC Demonstration						
CCBHC - Medicaid	5,076,537	73,379	\$ -	\$ (5,031,058)	\$ -	\$ 118,858
CCBHC - Healthy MI Plan	1,572,765	11,426	-	(1,487,391)	-	96,800
CCBHC - NonMedicaid	-	105,822	735,568	(1,103,123)	261,733	-
CCBHC Subtotal	<u>\$ 6,649,302</u>	<u>\$ 190,627</u>	<u>\$ 735,568</u>	<u>\$ (7,621,572)</u>	<u>\$ 261,733</u>	<u>\$ 215,658</u>
General Fund	<u>\$ 1,280,803</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ (912,475)</u>	<u>\$ (261,733)</u>	<u>\$ 106,595</u>
SUD Treatment Block Grant	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 285,566</u>	<u>\$ (285,566)</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 Net Position

June 30, 2025

	September 30, 2024	June 30, 2025
Assets		
Current assets:		
Cash and cash equivalents	\$ 5,255,099	\$ 6,384,799
Accounts receivable	82,350	476
Due from other governmental units	2,588,342	2,636,966
Prepaid items	350,669	204,329
Total current assets	<u>8,276,460</u>	<u>9,226,570</u>
Non-current assets:		
Capital assets not being depreciated	272,878	272,878
Capital assets being depreciated, net	8,349,223	8,143,230
Total non-current assets	<u>8,622,101</u>	<u>8,416,108</u>
Total assets	<u>\$ 16,898,561</u>	<u>\$ 17,642,678</u>
Liabilities		
Current liabilities:		
Accounts payable	\$ 2,319,632	\$ 2,897,629
Accrued payroll and benefits	397,234	546,366
Due to other governmental units	2,288,784	1,991,847
Unearned revenue	298,624	302,657
Compensated absences - current portion	113,975	113,975
Notes payable - current portion	256,008	256,008
Total current liabilities	<u>5,674,257</u>	<u>6,108,482</u>
Long-term liabilities:		
Compensated absences	645,859	645,859
Notes payable	4,857,094	4,745,325
Total long-term liabilities	<u>5,502,953</u>	<u>5,391,184</u>
Total liabilities	<u>11,177,209</u>	<u>11,499,666</u>
Net position		
Invested in capital assets	3,508,999	3,414,775
Restricted for USDA loan	43,402	49,802
Unrestricted	<u>2,168,950</u>	<u>2,678,435</u>
Total Net Position	<u>\$ 5,721,352</u>	<u>\$ 6,143,012</u>

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ONPOINT

Statement of Revenue, Expenses and Change in Net Position

October 1, 2024 through June 30, 2025

Percent of Year is 75.00%

	Total FY 2025 Budget	YTD Totals 6/30/25	Under/(Over) Budget	Percent of Budget - YTD
Operating revenue				
Medicaid capitation	\$ 27,645,387	\$ 21,025,543	\$ 6,619,844	76.05%
Medicaid settlement	(577,831)	(501,048)	(76,783)	
Healthy Michigan capitation	1,925,568	1,727,299	198,269	89.70%
Healthy Michigan settlement	506,577	370,343	136,234	
CCBHC capitation and supplemental	9,078,140	6,649,302	2,428,838	73.25%
State General Fund formula funding	1,707,737	1,280,803	426,934	75.00%
State General Fund settlement	-	(106,595)	106,595	
Grants and earned contracts	4,326,003	2,716,942	1,609,061	62.80%
Local funding	346,095	259,571	86,524	75.00%
Other reimbursements and revenue	581,967	356,295	225,672	61.22%
Total operating revenue	<u>\$ 45,539,643</u>	<u>\$ 33,778,455</u>	<u>\$ 11,761,188</u>	<u>74.17%</u>
Operating expenses				
Salaries and wages	\$ 11,908,348	\$ 8,244,695	\$ 3,663,653	69.23%
Fringe benefits	4,380,776	3,028,799	1,351,977	69.14%
Supplies and materials	279,936	144,052	135,884	51.46%
Provider Network services	24,048,125	19,083,360	4,964,765	79.35%
Contractual services	3,269,157	2,072,953	1,196,204	63.41%
Professional development	166,171	115,580	50,591	69.55%
Occupancy	293,728	244,542	49,186	83.25%
Miscellaneous expenses	515,518	127,986	387,532	24.83%
Depreciation	420,000	214,590	205,410	51.09%
Total operating expenses	<u>\$ 45,281,759</u>	<u>\$ 33,276,557</u>	<u>\$ 12,005,202</u>	<u>73.49%</u>
Nonoperating expenses				
Interest expense	<u>115,000</u>	<u>80,238</u>	<u>34,762</u>	<u>69.77%</u>
Change in net position	<u>\$ 142,884</u>	<u>\$ 421,660</u>	<u>\$ (278,776)</u>	
Beginning net position	<u>5,721,352</u>	<u>5,721,352</u>		
Ending net position	<u>\$ 5,864,236</u>	<u>\$ 6,143,012</u>		

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OnPoint Board of Directors – Program Committee Meeting Agenda

Tuesday, August 19, 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 – Jane LaBean, Chairperson
- 2) Public Comment (agenda items only; 5” limit per speaker)
- 3) Approval of Agenda
- 4) Approval of Minutes
- 5) Program Presentation:
 - a) Peer Teams – Peer Group
- 6) Review of Written Reports
 - a) Chief Operating Officer – Jeana Koerber
 - b) Customer Services – Cathy Potter
- 7) Program Committee Member Comments
- 8) Public Comment (any topic; 5” limit per speaker)
- 9) Adjournment – Next Meeting September 16, 2025 at 4:00 pm, 540 Jenner Drive, Allegan, MI

Program Committee: Jane LaBean, Chairperson; Kim Bartnick, Vice-Chairperson;
Jessica Castañeda; Alice Kelsey; Debra Morse; Karen Stratton

OnPoint Board of Directors
DRAFT Program Committee Minutes
July 15, 2025

Board Members Present: Kim Bartnick, Vice-Chairperson; Jane LaBean, Chairperson; Alice Kelsey; Deb Morse; Karen Stratton

Board Members Absent: Jessica Castañeda

OnPoint Staff Present: Janice August (virtual); Diane Bennett (virtual); Rebecca DeHart-Elkins; Geniene Gersh; Rob Griffith; Meagan Hamilton; Angel Hopkins; Amy Kettring (virtual); Jeana Koerber; Brandon Lange; Matt Plaska; Mark Witte

Public Present:

- 1) **Call to Order** – Ms. LaBean called the meeting to order at 4:04pm.
- 2) **Public Comment** – No comments from members of the public.
- 3) **Approval of Agenda** – Kim Bartnick moved to approve the agenda. Karen Stratton supported the motion. Motion carried by unanimous consent.
- 4) **Approval of Minutes** – Kim Bartnick moved to approve the minutes from the meeting on June 17, 2025. Karen Stratton supported the motion. Motion carried by unanimous consent.
- 5) **Program Committee Reports** – Angel Hopkins presented on Medication Clinic Services. Ms. Hopkins provided an overview of the Psychiatric Medication Clinic and the new Medications for Addiction Treatment (MAT), the med clinic staff, and services offered. Additionally, data on service encounters and the impact of becoming a CCBHC was provided from October 1, 2024, to June 30, 2025, and the age groups of the number of clients served by the Psychiatric Services Mental Health program were discussed.

Rebecca DeHart-Elkins and Brandon Lange presented on Occupational Therapy (OT). An overview on Occupational Therapy in Mental Health was provided along with the individuals served, and a brief description of each role was provided including Occupational Therapist, Certified Occupational Therapy Assistant, and Occupational Therapy Student. Finally, CCHBC impact, program highlights and obstacles, and ideas for the future were discussed.

Jeana Koerber, Chief Operating Officer, shared that the Housing team used grant funding to lease four apartments for families in need, and the budget for next fiscal year is being worked on.

Diane Bennett, Compliance Officer, shared she is actively working on the compliance policies as well as any issues that arise.
- 6) **Program Committee Member Comments** – No member comments.
- 7) **Public Comment** – No comments from the public.
- 8) **Adjournment** – Motion by Kim Bartnick, supported by Karen Stratton to adjourn the meeting. Motion carried by unanimous consent. Meeting adjourned at 4:35pm.

Submitted by,

Meagan Hamilton

Customer Services Quarterly Status Report – August 2025

(Report covers period: May, June, July)

Submitted by Cathy Potter, Customer Service Coordinator

269-355-0500 customerservices@onpointallegan.org

New Hire Orientation

During this quarter Customer Service (CS) met with 12 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.

- Eight new hires in May: *Peer Recovery Coach, Housing Case Manager, Peer Support Specialist, Psychiatrist, Children Outpatient Clinician, Med Clinic Case Manager, Wraparound Facilitator, Behavioral Health/MAT Access Navigator*
- One new hire in June: *Children Outpatient Clinician*
- Three new hires in July: *Children Outpatient Clinician, Adult Case Manager, Children Case Manager*

Customer Satisfaction Surveys

It's survey season and time again for the annual regional Customer Satisfaction Survey. Customer Service, Quality Innovation, and Clerical Support staff met multiple times this quarter to discuss the survey process including distribution, creating mailing lists, ensuring there are enough mailing supplies, listing out clerical tasks, and communicating this information to staff. The first round of surveys will be mailed in August to all active adults and children receiving OnPoint services who fall into the CCBHC category. The second round will be mailed in September to all active adults and children who fall into the Non CCBHC category. Everyone will receive the following items and copies are attached to this report:

- 1) Cover letter containing information about the survey process.
- 2) A survey - If they are an adult receiving service, they will receive an adult survey called "MHSIP". If they are a child receiving service, their parent or guardian will receive a child survey called "YSS".
- 3) A self-addressed stamped envelope so they can put the completed survey in the envelope and mail it back to OnPoint.
- 4) A brochure named "Your Information. Your Rights. Our Responsibilities" otherwise known as Notice of Privacy Practices. This is a new brochure containing required information that we share with all individuals receiving OnPoint services.

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

Grievances: Four grievances have been completed during this quarter. All were completed within the 90-day required timeframe. Categories of these grievances include Attitude/Service, Access/Availability, and Quality of Care. Two out of the four grievances leaned towards substantiation and improvements or follow ups were made.

Appeals: One local Appeal was withdrawn and two were completed during this quarter. One appeal was approved, and one was denied. Service areas of these appeals include Peer Support Services and CLS.

State Medicaid Fair Hearings (SMFH): No SMFH's to report during this quarter.

Local Disputes: One Local Dispute to report during this quarter involving quality of care. Follow-ups were done to resolve the concerns.

2nd Opinion Requests: No requests received during this quarter.

Mediation Requests: No requests received during this quarter.

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, CS responded to emails from staff who had questions or needed assistance completing a NABD for an individual receiving services. CS works closely with OnPoint's Care Coordinator who completes most of the NABD's for adults receiving services. CS created a helpful listing of legal citations and worked with Crane Support to upload this document into the Crane system. It will be a helpful guide for staff when they are entering NABD's and need help figuring out which legal citation to choose.

During this quarter, CS, COO, and QI staff met and reviewed the summary of FY25 Quarter 1 and 2 NABD audit reports completed by the LRE. A Plan of Correction (POC) is required when we score a “partially met” or “not met” on NABD related standards. These POC’s have been created and submitted back to the LRE. These quarterly audits are listed below, and the results show we are making improvements!

FY25 Quarter 1

17 “denial” NABD’s reviewed

Score of 84.62%

5 standards scoring “partially met or not met”

FY25 Quarter 2

19 “denial” NABD’s reviewed

Score of 92.86%

4 standards scoring “partially met or not met”

Translation Requests:

CS received three requests for translation this quarter which involved translation of a blank NABD document for non-Medicaid individuals, an Attendance Expectations document, and a completed NABD document with cover letter. All three were translated into Spanish.

Workshops/Conferences/Trainings:

CS attended a Statewide Customer Service online training held on May 7, 2025. Also participated in the Leadership Focus Group held on June 10, 2025.

Community Outreach/Events/Presentations:

Pictures included at the end of this report of the following community events that CS participated in during this quarter:

- Gun Lake Tribe Health Fair held on May 31, 2025
- San Felipe Kermes annual event at the Catholic Church in Fennville held on June 8, 2025
- Bridgefest held in downtown Allegan on June 14, 2025
- Seniors Expo held at the First Baptist Church in Allegan on June 26, 2025

OnPoint Materials Requested During this Quarter

CS received one request for materials this quarter from Wayland Union Carpenters and Millwrights Skilled Training Center in Wayland. They requested OnPoint materials such as agency brochures and 988 information.

CAP (Consumer Advisory Panel)

There was a CAP meeting held this quarter in June. Attached are the meeting notes for your review. CS attended this meeting with several individuals representing OnPoint.

COAP (Community Opportunity Advisory Panel)

The COAP group met two times this quarter during the month of May and July. We celebrated birthdays, reviewed OnPoint’s website by displaying it on the big screen and browsing through each page, reviewed the Orientation to Services rack card, shared community events in Allegan County, and enjoyed a pizza party celebrating another year participating as a COAP member. Mark Witte joined the group during their July meeting and provided updates regarding MDHHS PIHP Contract Procurement Proposal along with answering any concerns or worries the group had regarding their services with OnPoint or their Medicaid benefits. The membership currently remains at five members and we hope more will join us in the future.

Handouts:

- 1) Cover letter containing information about the survey process.
- 2) MHSIP Survey
- 3) YSS Survey
- 4) A brochure named “Your Information. Your Rights. Our Responsibilities” otherwise known as Notice of Privacy Practices.
- 5) Consumer Advisory Panel (CAP) Meeting Summary, June 12, 2025

Board Considerations/Action Needed:

None



Respectfully Submitted,

Cathy Potter
Customer Service Coordinator
August 8, 2025



August 2025

Dear OnPoint Customer (or Guardian),

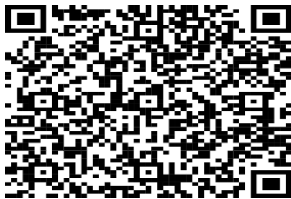
It's time for our annual survey and we want to hear from you! Please complete the enclosed Customer Satisfaction Survey. We value your input! We want to give you the opportunity to help us improve our services. There is a section on the survey for you to add additional comments if you wish.

This survey is confidential. If you want a Customer Service Representative to reach out to you, there is a place for you to provide your contact information. We have included a self-addressed, stamped envelope for you to return your completed survey to us. You can also drop off the completed survey at OnPoint. Please let us know if you would like a copy of the survey in Spanish.

Hay una versión en español de la encuesta disponible a solicitud.

If you prefer to complete the survey online, please use the following link or QR Code (English, only):

<https://bit.ly/OnPoint2025>



Questions about the survey? Call **877-608-3568**. Customer Service can assist you.

Please Note:

OnPoint has included the most recent Notice of Privacy Practices brochure. This notice explains how your health information may be used or shared and what your rights are.

Thank you,

OnPoint Customer Service & Department of Quality and Innovation

***Your feedback about the services you receive at OnPoint is important to us.
We ask people we serve to give us feedback on how we are doing. We use
this to improve the care we provide.***

Date Survey Completed: (Please enter today's date)			
CMHSP NAME: (Please place an X in the appropriate box) <u>Required</u>			
	HealthWest		Network 180
	OnPoint		Ottawa CMH
	West MI CMH	Intentionally left blank	
PROVIDER NAME: (Please enter the name of the place where you receive most of your services) <u>Required</u>			
Did you have help completing the survey?			
	I have completed without help		I have completed with help
I work with services for: (Please select <u>ALL</u> that apply)			
	Mental Health		Intellectual and/or Developmental Disability
	Substance Use	Intentionally left blank	
Which of these services do you receive:			
	Assertive Community Treatment (ACT)		Peer Support
	Autism / ABA Treatment		Psychiatry / Medications
	Crisis Mental Health Services		Specialized Residential Placement
	Home-based Services		Substance Use Treatment
	Outpatient Therapy		Supports Coordination
	Other (Please specify below):		Targeted Case Management
		Intentionally left blank	

Please provide for the person receiving services: (for statistical purposes only)			
Ethnicity: (Please select one)			
	Spanish, Hispanic, or Latino		Not Spanish, Hispanic, or Latino
	Prefer not to answer	Intentionally left blank	
Race: (Please select <u>ALL</u> that apply)			
	American Indian or Alaska Native		Asian
	Black or African American		Native Hawaiian or Pacific Islander
	White (Caucasian)		Prefer not to answer
	Choose to self-describe: (Please describe)		
Age Range: (Please select one)			
	Under 18		18 to 24 years old
	25 to 49 years old		50 to 64 years old
	65+ years old		Prefer not to answer
Gender: (Please select one)			
	Male		Female
	Choose to self-describe: (Please describe)		
	Prefer not to answer	Intentionally left blank	

Please select ONLY 1 of the 3 Options below: <u>Required</u>	
	I am an adult (18+) receiving services and completing this survey for myself.
	I am the parent of an adult (18+) receiving services and completing on their behalf.
	I am a guardian of an adult (18+) receiving services and completing on their behalf.

Mental Health Statistics Improvement Program Adult Survey (MHSIP):							
In order to provide the best services possible, we need to know what you think about the services you received during the last 6 months, the people who provided it, and the results. <i>Please check the box that best describes your answer.</i> There is space at the end of the survey to comment on any of your answers.							
Statement:	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable	
1. I like the services that I receive here.							
2. If I had other choices, I would still get services from this agency.							
3. I would recommend this agency to a friend or family member.							
4. The location of services was convenient (parking, public transportation, distance, etc.)							
5. Staff were willing to see me as often as I felt it was necessary.							
6. Staff returned my calls within 24 hours.							
7. Services were available at times that were good for me.							
8. I was able to get all the services I thought I needed.							
9. I was able to see a psychiatrist when I wanted to.							
10. Staff believed that I could grow, change, and recover.							
11. I felt comfortable asking questions about my treatment, services, and medication.							
12. I felt free to complain.							
13. I was given information about my rights.							
14. Staff encouraged me to take responsibility for how I live my life.							
15. Staff told me what side effects to watch for.							
16. Staff respected my wishes about who is and who is not to be given information about my treatment.							
17. I, not staff, decided my treatment goals.							
18. Staff were sensitive to my cultural background (race, religion, language, etc.)							
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.							
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)							

As a direct result of services, I received:							
Statement:	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable	
21. I deal more effectively with daily problems.							
22. I am better able to control my life.							
23. I am better able to deal with crisis.							
24. I am getting along better with my family.							
25. I do better in social situations.							
26. I do better in school and/or work.							
27. My housing situation has improved.							
28. My symptoms are not bothering me as much.							
29. I do things that are more meaningful to me.							
30. I am better able to take care of my needs.							
31. I am better able to handle things when they go wrong.							
32. I am better able to do things that I want to do.							
<i>For questions 33-36 please answer for relationships with persons other than your provider(s):</i>							
33. I am happy with the friendships I have.							
34. I have people with who I can do enjoyable things.							
35. I feel I belong in my community.							
36. In a crisis, I would have the support I need from family or friends.							

Please feel free to use the space below to comment on any of your answers. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here.

If you want to talk about your experience, please tell us your name and phone number and someone will call you. If you **don't** want a call, please **do not** fill out the area below.

Name:		Phone Number:	()
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Thank you for giving honest feedback on all these questions. The information you shared will help us improve the work we do to support you and others in their recovery.

Your feedback about the services you receive at OnPoint is important to us. We ask people we serve to give us feedback on how we are doing. We use this to improve the care we provide.

Date Survey Completed: (Please enter today's date)			
CMHSP NAME: (Please place an X in the appropriate box) <u>Required</u>			
<input type="checkbox"/>	HealthWest	<input type="checkbox"/>	Network 180
<input type="checkbox"/>	OnPoint	<input type="checkbox"/>	Ottawa CMH
<input type="checkbox"/>	West MI CMH	<i>Intentionally left blank</i>	
PROVIDER NAME: (Please enter the name of the place where you receive most of your services) <u>Required</u>			
Did you have help completing the survey?			
<input type="checkbox"/>	I have completed without help	<input type="checkbox"/>	I have completed with help
I work with services for: (Please check <u>ALL</u> that apply)			
<input type="checkbox"/>	Mental Health	<input type="checkbox"/>	Intellectual and/or Developmental Disability
<input type="checkbox"/>	Substance Use	<i>Intentionally left blank</i>	
Which of these services do you receive:			
<input type="checkbox"/>	Assertive Community Treatment (ACT)	<input type="checkbox"/>	Peer Support
<input type="checkbox"/>	Autism / ABA Treatment	<input type="checkbox"/>	Psychiatry / Medications
<input type="checkbox"/>	Crisis Mental Health Services	<input type="checkbox"/>	Specialized Residential Placement
<input type="checkbox"/>	Home-based Services	<input type="checkbox"/>	Substance Use Treatment
<input type="checkbox"/>	Outpatient Therapy	<input type="checkbox"/>	Supports Coordination
<input type="checkbox"/>	Other (Please specify below):	<input type="checkbox"/>	Targeted Case Management
		<i>Intentionally left blank</i>	

Please provide for the person receiving services: <i>(for statistical purposes only)</i>			
Ethnicity: <i>(Please select one)</i>			
	Spanish, Hispanic, or Latino		Not Spanish, Hispanic, or Latino
	Prefer not to answer	<i>Intentionally left blank</i>	
Race: <i>(Place select <u>ALL</u> that apply)</i>			
	American Indian or Alaska Native		Asian
	Black or African American		Native Hawaiian or Pacific Islander
	White (Caucasian)		Prefer not to answer
	Choose to self-describe: <i>(please describe)</i>		
Age Range: <i>(Please select one)</i>			
	Under 18		18 to 24 years old
	25 to 49 years old		50 to 64 years old
	65+ years old		Prefer not to answer
Gender: <i>(Please select one)</i>			
	Male		Female
	Choose to self-describe: <i>(Please describe)</i>		
	Prefer not to answer	<i>Intentionally left blank</i>	

Please select <u>ONLY 1</u> of the 3 Options below: <u>Required</u>	
	I am the parent of a child (0-17 years) who is receiving services.
	I am the guardian of the child (0-17 years) who is receiving services.
	I am a youth (0-17 years) who is receiving services and completing this survey for myself.

Youth Services Survey (YSS):						
Does your child have Medicaid Insurance?			Yes		No	
<p>Please help our agency make its services better by answering some questions about the services your child has received OVER THE LAST 6 MONTHS. Your answers are confidential and will not influence the services you or your child receive. Please indicate if you Strongly Disagree, Disagree, Are Undecided, Agree, or Strongly Agree with each of the statements below. Please check the box that best describes your answer. Thank you!</p>						
Statement:		<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Undecided</i>	<i>Agree</i>	<i>Strongly Agree</i>
1.	Overall, I am satisfied with the services my child received.					
2.	I helped to choose my child's services.					
3.	I helped to choose my child's treatment goals.					
4.	The people helping my child stuck with us no matter what.					
5.	I felt my child had someone to talk to when he/she was troubled.					
6.	I participated in my child's treatment.					
7.	The services my child and/or family received were right for us.					
8.	The location of services was convenient for us.					
9.	Services were available at times that were convenient for us.					
10.	My family got the help we wanted for my child.					
11.	My family got as much help as we needed for my child.					
12.	Staff treated me with respect.					
13.	Staff respected my family's religious/spiritual beliefs.					
14.	Staff spoke with me in a way that I understood.					
15.	Staff were sensitive to my culture/ethnic background (e.g., race, religion, language).					

As a direct result of services my child received:						
Statement:		Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
16.	My child is better at handling daily life.					
17.	My child gets along better with family members.					
18.	My child gets along better with friends and other people.					
19.	My child is doing better in school and/or work.					
20.	My child is better able to cope when things go wrong.					
21.	I am satisfied with our family life right now.					
22.	My child is better able to do things he or she wants to do.					
As result of services my child and/or family received: <i>(Please answer for relationships with person other than your provider(s))</i>						
23.	I know people who will listen and understand me when I need to talk.					
24.	I have people I am comfortable talking with about my child's problems.					
25.	In a crisis, I would have the support I need from family or friends.					
26.	I have people with whom I can do enjoyable things.					

27.	What has been the most helpful thing about the services you and your child received over the last 6 months? <i>(Please comment below)</i>
28.	What would improve the services here? <i>(Please comment below)</i>

Please feel free to use the space below to comment on any of your answers. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here.

If you want to talk about your experience, please tell us your name and phone number and someone will call you. If you don't want a call, please do not fill out the area below.

Name:		Phone Number:	()
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Thank you for giving honest feedback on all these questions. The information you shared will help us improve the work we do to support you and others in their recovery.

Program Committee Board Report August 2025
Submitted by Jeana Koerber, Ph.D., Chief Operating Officer
269-550-6649 – Jkoerber@OnPointAllegan.org

Committee Workgroups

Policy Oversight Committee. The policy oversight committee will begin reviewing policies to prepare for our upcoming 2026 CARF survey and adjust as needed. We will need to apply for our survey in the Fall and expect a March timeline for review.

Health and Safety Committee. No new updates to report.

Program Updates

Organizational Structure/Job Analysis. We are preparing for next fiscal year and analyzing targets for staff to ensure quality clinical outcomes as well as ensure our clinical services support our fiscal measures. The program managers and COO are using data provided by the finance team to establish goals that will be implemented for FY26. We do not expect to add any roles this upcoming fiscal year but are still recruiting for clinical team members, most notably for the med clinic and the ACT teams. We have a psychiatric nurse practitioner who will be starting with us this month through a contract with Concilium.

The children's outpatient team is fully staffed and has assigned all of the youth awaiting services! This is a great achievement as we expect referrals to increase with the upcoming school year. The adult outpatient team continues to recruit for open roles but we have engaged in a staffing contract to assist with our priority population (MDOC) referrals and SUD referrals that has started this month.

Leadership Training. We have completed our two leadership trainings for leaders and have individual consultations for select staff in two weeks. The training was well received by our clinical leadership group and the consultant was very pleased with the engagement with our group.

CRANE updates. We continue to work through our list of items for correction and enhancement with the PCE group. While preparing for FY26, we found additional issues the clinical team was able to correct which will hopefully continue with our clean up of our records and assist with our CCBHC reportable services. Rob has started to meet more frequently with PCE to ensure our needs are being met as we are almost a year into implementation. Rob has also lined up a new transcription services for us to assist our doctors and nurse practitioners with their documentation in CRANE.

Sincerely,

Jeana Koerber, Ph.D.
Chief Operating Officer
August 12, 2025

OnPoint Board of Directors Minutes - DRAFT
Tuesday, July 15, 2025, at 5:30 PM
 Board Room, 540 Jenner Drive, Allegan, MI 49010

Board Members Present: Kim Bartnick; Glen Brookhouse; Commissioner Mark DeYoung; Krystal Diel; Commissioner Gale Dugan; Beth Johnston; Alice Kelsey; Jane LaBean; Deb Morse; Karen Stratton

Board Members Absent: Jessica Castañeda

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

Public Present: Nan Lawrence; Mary Marlatt-Dumas (virtual)

1. **Call to Order** – Ms. Kelsey called the meeting to order at 5:33pm.
2. **Pledge of Allegiance** – All present stood to recite the Pledge of Allegiance.
3. **Roll Call** – Ms. Kelsey 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: Krystal Diel

Supported: Commissioner Gale Dugan

Motion carried by common consent.

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

- i. Board Meeting (06/17/2025)
- ii. Finance Committee (06/17/2025)
- iii. Program Committee (06/17/2025)
- iv. Executive Committee (06/13/2025)

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

Moved: Commissioner Gale Dugan

Supported: Jane LaBean

Motion carried by common consent.

7. **Program Committee** – Jane LaBean shared brief overviews on the two presentations the Program Committee received, one from Angel Hopkins on Medication Clinic Services, and the other from Rebecca DeHart-Elkins and Brandon Lange on Occupational Therapy.
8. **Finance Committee Report** – Beth Johnston, Treasurer, shared the projected return amount to the LRE and MDHHS, policies are being updated, and the focus groups created to discuss the employee survey are focusing on leadership and communication. Shareco fiber should be connected from the courthouse to the OnPoint building now, Frontier will be back-up, and Charter will be dropped. The Medication Assisted Treatment (MAT) room construction is to be completed by the end of this year. The summary schedule of revenues and expenses by fund source; statement of net position; and statement of revenue, expenses and change in net position were reviewed. Finally, OnPoint passed the annual financial audit and copies of those findings were made available.

- a. Motion: To approve the June 2025 disbursements totaling \$3,912,893.57 as recommended by the Finance Committee.

Moved: Beth Johnston

Supported: Deb Morse

Motion carried by unanimous roll call vote.

- b. 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 unanimous roll call vote.

9. **Recipient Rights Advisory Committee** – The committee did not meet this month.

10. **Lakeshore Regional Entity (LRE) Updates** – Mary Marlatt-Dumas, Chief Executive Officer of the LRE, provided an update on LRE matters. Ms. Marlatt-Dumas shared the amounts in the Internal Service Fund (ISF) and Medicaid savings accounts from FY24; however, the amounts may change due to the lawsuit against the State. Furthermore, the LRE's overall financial position was reviewed. Additionally, a brief update on the LRE's position in the MDHHS PIHP bid out was provided, including carrying out the current State contract and taking care of the employees within the region.

11. **Chairperson's/Executive Committee Report** – Ms. Kelsey provided an overview of the Executive Committee meeting, including an application was submitted for OnPoint's open board member position. Ms. Kelsey expressed interest in attending a Mental Health First-Aid Training and encouraged the Board to reach out if they're interested. Finally, Commissioner Pastor Craig Van Beek's term on the LRE Board is set to expire, and a motion was made to re-appoint him.

Motion: To re-appoint Commissioner Pastor Craig Van Beek to the LRE Board for another 3-year term.

Moved: Commissioner Gale Dugan

Supported: Glen Brookhouse

Motion carried by common consent.

12. **OnPoint Chief Executive Officer's Report** – Mark Witte shared information around Medicaid and HR 1 including changes are scheduled to happen over time and can be changed or reversed, Congress left a lot of latitude for the executive branch administration within which to implement the law, certain sections may be seen as unconstitutional and removed if the court gets involved, Medicaid benefits are entitlements, HR 1 does not change Michigan's plan, and Michigan does not have an 'out clause' for the Healthy Michigan Plan if federal funding decreases. Finally, last week Mr. Witte presented an annual report to the Board of Commissioners and is grateful for their interest and support.

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

14. **Board Member Comments** – Commissioner Dugan stated the report Mr. Witte gave to the Board of Commissioners last week was interesting and contained pertinent information. Ms. Johnston stated it was good to see Ms. Bartnick.

15. **Motion to Adjourn**

Moved: Karen Stratton

Supported: Beth Johnston

Meeting adjourned at 6:07pm.

Motion carried by common consent.

Respectfully submitted,

Meagan Hamilton
Executive Assistant

Alice Kelsey
Board Chairperson

Executive Committee Meeting DRAFT Minutes

July 11, 2025 – 2:30 pm

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

Board Members [X] Alice Kelsey, OnPoint Board Chairperson
[X] Glen Brookhouse, OnPoint Board Vice Chairperson
[X] Elizabeth Johnston, OnPoint Board Treasurer
[X] Commissioner Mark DeYoung, OnPoint Board Secretary
[X] Commissioner Gale Dugan, OnPoint Board Immediate Past Chairperson
OnPoint Staff [X] Mark Witte, OnPoint Chief Executive Officer

1. **Call to Order** – Chairperson Kelsey called the meeting to order at 2:33 pm.
2. **Members Present/Excused** – All members were present.
3. **Review/Approval of Agenda** – Commissioner DeYoung moves, and Mr. Brookhouse supports, that the agenda be approved as presented. All in favor. Motion passes.
4. **Review/Approval of Minutes of June 13, 2025 Meeting** – Mr. Brookhouse moves, and Ms. Johnston supports, that the minutes of June 13, 2025 meeting be approved as presented. All in favor. Motion passes.
5. **Compliance Update** – Mr. Witte reports that Compliance Officer Diane Bennett has no requests for conversation with the Executive Committee. A report is in the board packet, and she will be part of the board meeting next Tuesday.
6. **Updates on Prior Meeting Topics**
 - a. LRE Update – Chairperson Kelsey notes that there is no news since our last meeting on the LRE's contract dispute with the state, or the litigation regarding financial claw back. Also, there is no news about if or how the LRE is working with other PIHPs to prepare for the state's intended PIHP bid-out. Commissioner DeYoung said that the Oversight Policy Board is having a special meeting on July 30 to conduct business pending from the cancelled meeting from earlier in July to deal with requests for PA2 funding.
 - Chairperson Kelsey said she intends to appoint Pastor Craig VanBeek to the Board of the Lakeshore Regional Entity at next week's board meeting.
 - b. PIHP Bid-Out Update – Mr. Witte noted that the packet includes information developed by the Lifeways CMH (Jackson/Hillsdale counties) from CMHA's campaign to educate the public about the state's PIHP bid-out plans as they are known today. On a CMH level, plans continue to come together for the 33 CMHs (in 44 counties) to collaborate toward creation of a public-private partnership that can submit a bid in the new system, even as CMHs oppose the overall plan.
 - c. HR1 Impact on Medicaid Funding – Mr. Witte shared slides from a presentation to the Allegan County Board of Commissioners that summarized key points from this newly signed law.
 - d. Board Membership Vacancy – An application has been received from Ms. Marcia Kerber which has been forwarded to the Board of Commissioners for their action.
7. **Chief Executive Officer Items (Witte)**
 - a. Review Key Board Tasks by Month – Chairperson Kelsey noted the following tasks:
 - Review Semi-Annual Recipient Rights Report (only by RRAC; not by the Full Board)
 - Receive quarterly Compliance report (Program Committee)
 - b. Review Board Meeting Packet – Members of the committee reviewed the packet. No issues.
 - c. Briefing on other agency issues as warranted or requested – Mr. Witte gave a brief overview of a handful of current agency matters of which the Executive Committee should be aware.

8. Discussion Items Requested by Members

- a. Commissioner Dugan inquired as to the current no-show percentage rate is for CCBHC services. Mr. Witte will obtain that data and advise the committee.
- b. Question by Ms. Johnston about the agency's plans relative to the use of AI. Mr. Witte noted that discussions are on a fast track with regional CMH's about the coordinated deployment of AI tools withing the PCE system.
- c. Commissioner DeYoung shared that the Allegan County Substance Abuse Prevention (ASAP) Coalition is hosting a "Meet & Greet" on Monday Aug 11 at OnPoint.
- d. Chairperson Kelsey inquired about what comes after the CCBHC Demonstration is concluded. Mr. Witte noted that as demonstrations are essentially pilot projects, those that are deemed worthy of continuation are ultimately folded into the structure of the ongoing behavioral health system. If so, it would simply rolled into the funding system in use at that time (FY2027). Former Senator Debbie Stabenow worked to establish CCBHCs as a fundable element within the federal budget structure (the same way Federally Qualified Health Centers are for physical health care). This creates an avenue for long-term sustainability. Perhaps the bigger question will be what structure Michigan is in at that time as to what will happen with these services.
- e. Chairperson Kelsey inquired about the potential of offering a session of Mental Health First Aid for board members or incorporating them into another group that may exist. Mr. Witte will explore that request with Heidi Denton.

9. Next Meeting Date/Time

- a. Proposed: Friday, August 15, 2025 at 2:30 pm – **NOTE: This is the 3rd Friday of August**

10. Adjournment – Motion made by Commissioner Dugan, supported by Ms. Johnston, to adjourn the meeting. Meeting adjourned at 3:33 pm.

Submitted by Mark Witte

Chief Executive Officer Report for August 2025
Submitted by Mark Witte, Chief Executive Officer
269-615-4893 – mwitte@onpointallegan.org

AGENCY

Building – Approvals from HRSA have been obtained to use their grant funds for the MAT Room buildout into meeting rooms. This will occur over the next several months on a timeline that ends late 2025 or very early 2026. We will continue to process this through the Finance Committee in their capacity as our temporary Building Committee.

Budget – You will receive detailed information about our FY2026 budget in upcoming meetings. The overall impressions I can share with you are that uncertainties regarding revenues from state/federal sources will lead us to be conservative in our approach. COVID-era funding sources are mostly gone, and announced federal reductions and tight state budget projections will be challenging as we and our providers face increased costs for staffing and benefits. We will continue to be cautious in our hiring decisions and support our staff to increase overall agency productivity. We will present realistic balanced budgets.

BOARD

Membership – As Commissioner Dugan announced at last month's meeting, we welcome a new board member to our August meeting – Marcia Kerber. I will encourage Marcia to introduce herself as she wishes at the 5:30 board meeting, but I will say that she has demonstrated considerable passion for our work which is always great to have. I met with her for orientation on 8/4/2025. Thanks to the County Commission for its actions to bring her to us. Welcome, Marcia!

COMMUNITY

Festivals and Events – OnPoint has/will participate in several community events that offer us the opportunity to raise awareness of the array of services available to the public and to answer questions or field comments from attendees. This includes the Allegan BridgeFest (June 14), Senior Expo (June 26) and Pullman Pride Fest (July 19). Next up is the Allegan County Fair and the parade. We are currently planning to feature a wagon (an nice upgrade from simply walking behind a truck).

Human Services Leadership – Community leaders met on 7/30/2025 to take inventory of how changes in federal funding are impacting local services. We learned that the loss of federal funds for the 30-year-old Supplemental Nutrition Assistance Program-Education (SNAP-Ed) program has already led to the loss of 94 MSU employees, one of whom was located in Allegan. SNAP-Ed provided nutrition education and promoted physical activity to increase the likelihood that persons eligible for SNAP would make healthy food choices within a limited budget and choose healthy lifestyles.

Opioid Settlement Funds – We are finalizing language for a funding agreement with Allegan County to deploy a substantial amount of Allegan's opioid lawsuit settlement funds for programs and services provided by or through OnPoint.

Emergency Operations Center (EOC) – The county completed its series of emergency drills for the Palisades energy plant on Tuesday 7/29/2025. OnPoint provided supports for housing as well as behavioral health needs (particularly for especially vulnerable clients). I reached out to MDHHS to reengage them in the county EOC process.

REGION

LRE – There is no news as of the date of this report on the LRE's dispute with the state as reported last month.

STATE

State Budget – Michigan’s state budget, which is required by law to be adopted and signed by July 1, has not been completed by the legislature. There is speculation that it may not even be done by October 1, which will complicate revenue estimates for OnPoint and many other agencies and departments that need to develop and approve budgets. The passage of the federal HR 1 bill is said to impact Michigan by a loss of \$1.1 billion in FY2025 (and more later), which will further complicate the state’s budget decisions – especially given the desires of the House majority to significantly increase investments in roads.

MDHHS General Fund Contract – We have received notice that our FY2026 contract is ready to be reviewed and signed. Our practice has been to request board approval for me to sign the contract on your behalf. A motion to that effect – identical in form to those of prior years – is in your packet for action through the Finance Committee.

RFP Issued for PIHP Functions – I have been keeping you apprised of the controversy and progress involving the proposed PIHP bid-out for which you adopted a resolution of opposition. The actual Request for Proposal was issued on 8/4/2025, and had triggered a lot of activity that had been pending until the actual RFP language was released. As I said in my email to you all on Friday 8/8/2025, which included the message sent to all OnPoint staff on 8/5/2025, we are supporting a plan to defeat the RFP while simultaneously working to participate in one or more bid proposals that will offer continuity of care for OnPoint’s clients. An up-to-the-minute brief will be provided at the board meeting.

NATION

Federal Budget for FY2026 – It’s never a good thing (especially this year) to count one’s chickens before they hatch, but I was encouraged to see the funding decisions on 7/31/2025 from the US Senate Committee on Appropriations as they approved FY2026’s Labor, Health and Human Services, Education, and Related Agencies Appropriations bill that provides \$197 billion in discretionary funding for a wide array of health care programs outside of Medicaid related to behavioral health:

- *\$1.6 billion for the State Opioid Response Grants;*
- *\$1.9 billion for the Substance Use Prevention, Treatment, and Recovery Services Block Grant;*
- *\$145 million for the Rural Communities Opioid Response program*
- *\$5.5 billion for mental health research, treatment, and prevention, including:*
 - *\$534.6 million for the Substance Abuse and Mental Health Services Administration (SAMHSA) suicide prevention Lifeline, 9-8-8.*
 - *\$385.5 million for Certified Community Behavioral Health Clinics.*
 - *\$2.2 billion for the National Institute of Mental Health.*
 - *\$1 billion for the Mental Health Block Grant.*
 - *\$180 million for school-based mental health grants at the Department of Education.*

Not all of that is for Michigan, of course. The point of it is that the Senate’s allocations are far above the budget proposed by the White House. In most cases, these are decisions to fund programs at levels that are equal to what was approved in the FY2025 budget. We’ll see how it turns out as the “sausage” proceeds toward final approvals.

Concern for White House Executive Order on Homelessness – The White House issued an Executive Order on 7/24/2025 to apply enhanced law enforcement, prioritization of federal grant funds and involuntary commitments to address homelessness. It restricts the use of federal

funds for harm reduction strategies such as naloxone distribution and syringe exchange. Mental health and housing advocates expressed deep concerns about this lack of evidence-based policy.

National Alliance on Mental Illness (NAMI): *“Mental illness is not a crime, and people with mental illness deserve to be treated as human beings, with dignity and respect. While we agree that homelessness is an urgent crisis in our country, to truly address the systemic causes of this crisis, we should be pouring resources into treatment to improve early access to care and investing in supportive housing and other wrap-around services.”*

National Alliance to End Homelessness: *“[It will] impose a multitude of harmful, ineffective, and outdated policies and practices for addressing homelessness. Collectively, they aim to defund and dismantle the foundations of homeless response in the United States, while retreating from the federal government’s essential role in supporting communities across the nation.”*

American Society for Addiction Medicine (ASAM): *“This Executive Order overlooks smart policy solutions that can effectively address SUD and homelessness, opting instead to prioritize coercive and enforcement-based measures. It also misleadingly portrays involuntary civil commitment (ICC) as a simple fix to the complex challenge of treating addiction among unhoused individuals. This short-sighted approach lacks evidence; research outcomes on ICC for people with SUD in America are scarce. Meanwhile, affordable and effective addiction treatments remain out of reach for many. This administration has paused enforcement of the 2024 Mental Health Parity and Addiction Equity Act final rule. State Medicaid programs are still barred from using federal matching funds to cover room and board for patients in non-hospital-based residential addiction treatment programs, and Medicare has never covered those programs at all.”*

Medicaid Work Requirements Paused in Michigan until September 2025 – As part of HR 1, the requirements of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 were expanded to include a number of programs that had been previously excluded, including Head Start and numerous community health-related programs. This meant that the people we serve who have Medicaid would be subject to the work requirements to maintain Medicaid eligibility. A different federal exception may still exist, though it remains to be seen. People who are within the federal definition of “medically frail” are exempted. This has traditionally included persons with mental illness or substance use disorders. We are waiting to confirm that this hasn’t changed, and that the systems the state will use to register under that exception will continue without complications.

Submitted by,

Mark Witte
Chief Executive Officer
August 8, 2025