

# Policy & Procedure

<b>POLICY/PROCEDURE TITLE:</b> Board Policy & Procedure  <b>POLICY/PROCEDURE #:</b> 201  <b>Section:</b> Board  <b>Developed and maintained by:</b> Chief Executive Officer  <b>Scope:</b> <input checked="" type="checkbox"/> OnPoint Staff <input type="checkbox"/> MH/IDD, <input type="checkbox"/> Housing, <input type="checkbox"/> SUD, <input type="checkbox"/> Integrated Health, <input type="checkbox"/> OnPoint Contract Providers <input type="checkbox"/> Other _____	<b>Approved By:</b> <u><i>Mark Anttila</i></u> (Chief Executive Officer)	
	<b>Approved By:</b> <u><i>Alicia Kelsey</i></u> (Board Chairperson)	
	<b>DATES</b>	
	<b>First Effective</b>	10/1975
<b>Revised</b>	03/2026	
<b>Supersedes</b>	07/2020	

## POLICY

It shall be the policy of OnPoint to adopt bylaws and policies/procedures that reflect the will and intent of the OnPoint Board in accordance with the Michigan Mental Health Code (PA 258 of 1974 as amended). The bylaws shall be reviewed by the OnPoint Board on an annual basis in order to ensure that the bylaws are up-to-date.

## STANDARDS

### I. AUTHORITY

OnPoint is a Community Mental Health Services Program (CMHSP) and a mental health authority (effective 1/1/2015) established under Michigan’s Mental Health Code, PA 258 of 1974 as amended (hereinafter designated “Code”) and resolutions adopted by the duly elected legislative bodies of Allegan County, State of Michigan. OnPoint is governed by the OnPoint Board of Directors (hereinafter designated “Board”) as appointed by the Allegan County Board of Commissioners.

### II. BOARD ROLE & RELATIONSHIP

- A. The Board assists OnPoint with:
  1. the direction/policies of the organization but does not direct day-to-day operations;
  2. establishing/maintaining the core values and mission of the organization;
  3. compliance of all applicable legal and regulatory requirements;
  4. recruiting Board members that are representative of the specific cultures the organization serves, including representation of the populations being served;
  5. advocacy for needed resources to carry out the mission of the organization.
- B. The Chief Executive Officer implements the policies and reports to the Board.
- C. Staff delivers services and achieves goals set by Chief Executive Officer.
- D. Persons served are the focus of all Board, Chief Executive Officer, and Staff efforts.
- E. More specifically, the Board members:
  1. establish policy via regular attendance and active participation in scheduled Board and Committee meetings;
  2. are encouraged to attend conferences sponsored by the Community Mental Health Association of Michigan, town hall meetings and other community events as applicable;
  3. employ the Chief Executive Officer according to conditions specified in the Code;
  4. direct the Chief Executive Officer to administer the Board policies;
  5. monitor implementation and outcome of Board policies;

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6. ensure the accountability of OnPoint financial management operations through review and approval of the annual budget and monthly financial reports.
7. The Board shall annually conduct a review of the Chief Executive Officer.

### PROCEDURES

#### I. GENERAL POLICY STATEMENT

A. It is the policy of the Board that it will provide the residents of Allegan County a complete array of high quality, cost effective services. Furthermore, the direction and operation of this system will follow the policies established by its assessment of community mental health and homelessness needs as well as the Mental Health Code and Administrative Rules. In addition, it is the policy of the Board that OnPoint adhere to sound quality assessment and performance improvement principles to ensure the provision of quality services. It is the policy of the Board and its Chief Executive Officer to ensure that OnPoint is as accessible as is allowed in all of its activities.

#### B. ADMINISTRATIVE AUTHORITY

It is the policy of the Board that it delegate all necessary authority to the Chief Executive Officer to establish and implement those administrative directives and procedures that are necessary to conduct the business of OnPoint. All agency policies will be compliant with the standards, laws and statutes set forth by applicable funding and accrediting bodies. (e.g., MDHHS, CARF, PIHP, MSHDA, HUD).

#### II. BOARD POLICIES

The Board's Policy is the vehicle for formally documenting its policies for use by the Board of Directors. All Board members shall be held accountable for following all Board policies until changed or repealed. The Board shall establish general policy guidelines within which the Chief Executive Officer shall operationalize authority policies as needed to execute business and programs and to meet audit and review requirements.

#### A. POLICY STATEMENTS

The Board shall organize its policies in a standard format.

#### III. BOARD MEMBER ROLE AND FUNCTION

Board members shall abide by the Board policies and applicable State rules on consumer/client and agency confidentiality. The policy for Board members responding to complaints, issues and/or concerns affecting the agency, shall be to submit the complaint, issue, or concern to the Board Chairperson and/or Chief Executive Officer and/or any member of the Executive Committee.

#### A. CONFLICT OF INTEREST

Each Board member shall annually sign an OnPoint Board "Conflict of Interest Acknowledgment and Disclosure Form". The following designated situations shall constitute a conflict of interest. Other situations may exist, or occur, which create actual or potential conflict of interest. In any of these circumstances, Board members shall make full disclosure to the Board of actual or potential conflicts of interest and abstain from voting on issues pertaining to the potential or actual conflict or take such other action as may be required by law (i.e., Michigan Incompatible Offices, PA 566 of 1978). Should conflict of interest situations be suspected, complaints should be addressed, in writing, to the Board Chairperson for appropriate resolution. Board members may not:

1. Apply for any employment positions at OnPoint while serving on the Board (if application is to be made, Board member shall submit letter of resignation prior to making such application);
2. Use his/her position as a board member to gain financial, professional or employment advantage, either directly or indirectly, personally or for a relative, significant other\*, associate, and/or friend, or on behalf of a relative, significant other\*, associate and/or friend;
3. Use their position, individually, to gain information concerning consumers and/or staff.

\*Significant other is defined as a spouse or former spouse, an individual with whom he/she has had a dating relationship, an individual with whom he/she has had a child in common, or a resident or former resident of his/her household. A dating relationship means frequent, intimate associations primarily characterized by the expectation of affectional involvement.

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### B. BOARD MEMBER ATTENDANCE AT MENTAL HEALTH CONFERENCES AND MEETINGS SPONSORED BY THE COMMUNITY MENTAL HEALTH ASSOCIATION OF MICHIGAN.

It is the policy of OnPoint that each Board member will have an equal opportunity to attend mental health conferences, at full or partial OnPoint expense. The Board Chairperson shall be empowered to authorize Board member attendance at meetings sponsored by the Community Mental Health Association of Michigan as delegates and/or alternate delegates, without prior approval of the Board. Board members are encouraged to provide a verbal or written report to the Board following the conference/meeting they attended.

### C. BOARD MEMBER PER DIEM AND REIMBURSEMENT

#### 1. APPLICATION

This section applies to appointed members, who are not paid staff, of OnPoint Board of Directors.

#### 2. TRAVEL EXPENSES

- a) Board members will be reimbursed for meeting time plus necessary travel expenses for each regularly scheduled meeting they attend because of Board responsibility and committee assignment. All travel reimbursement vouchers must be submitted to the Board Chairperson for signature then submitted to Finance Department for processing.
- b) Irregularly scheduled meetings, workshops, or conferences may be eligible for per diem reimbursement at the discretion of the Board Chairperson and Chief Executive Officer. The Board will set the reimbursement rate for meetings.
- c) For meetings and conferences where a Board member is attending on behalf of OnPoint, per diem and mileage rates will be paid according to this policy. Prior approval from the Board, Board Chairperson, or the Vice-Chairperson is required.
  - (i) All air travel must be arranged through OnPoint.
  - (ii) Meal allowances and mileage are paid at the approved rate.

#### 3. PER DIEM

- a) It is the policy of OnPoint to provide per diem payments to appointed members of the OnPoint Board of Directors.
- b) Pursuant to MCL 330.1224 and Enabling Resolution (ER) Section 4(1), members shall be paid a per diem for attendance at all meetings of the Board, committees of the Board, advisory committees, ad hoc committees, and conference attendance. The per diem shall be paid for a half day (up to 4 hours) or full day (four hours or more), including travel time, at the rate set forth in the most recently enacted Allegan County Board of Commissioners Compensation Resolution which identifies the per diem rate for attendance at county board, committee, and appointed board and committee meetings.
- c) Each member is required to provide the OnPoint accounting department with their social security number and date of birth.
- d) The Agency will issue a 1099 for tax purposes according to the rules and regulations established by the Internal Revenue Service (IRS).
- e) Each member is required to sign a meeting "sign-in" sheet for each meeting attended. An Expense Voucher for per diem along with round trip miles traveled must be submitted for payment.

### D. MONTHLY REPORTS

It is the policy of the Board that the following committees and/or staff shall provide monthly written reports to the Board (i.e., reports may be included in the monthly Board packets that are given to the Board members prior to each regular meeting of the Board) or as requested to assist the Board in decision-making roles:

1. Committees of the Board: Finance Committee, Program Committee, Recipient Rights Advisory Committee, Executive Committee, Nominating Committee, and any ad hoc/appointed committees (e.g., Building Committee, Bylaws Committee, etc.).
2. Regional Board Members: Appointees to the Lakeshore Regional Entity Board.
3. Agency Staff:
  - a) Monthly Reports: Chief Executive Officer; Chief Administrative Officer; Chief Operating Officer; Director of Quality Improvement; Director of Recipient Rights.
  - b) Occasional Reports (as warranted): Compliance Officer; Customer Services Coordinator; Director of Human Resources; any other staff when requested/arranged.

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### E. MEETING MINUTES

1. It is the policy of the Board that all Board and Board committee meetings conducted within the OnPoint system shall be documented by a meeting recorder and minutes.
2. Minutes for open and closed meetings of the Board shall be produced and maintained consistent with the requirements of the Michigan Open Meetings Act (PA 566 of 1976 as amended).

## IV. ADMINISTRATIVE SERVICES

### A. FINANCIAL MANAGEMENT

1. **Planning and Process.** It is the policy of the Board that operations and agency policies adhere to the Michigan Department of Health & Human Services (MDHHS) contract and compliance exam guidelines, the Budget Planning Process as specified in the Code and Administrative Rules and implemented by the MDHHS' Program Policy Guidelines and the Annual Program Plan and Budget. The Board shall also comply with the County's budgeting process.
2. **Citizen Input into Budget Process.** It is the policy of the Board that staff create a budget which reflects current community needs. It encourages citizen input, including primary consumers, into the planning and budgeting process by any of the following means: public comment, advisory councils & committees, advocacy groups, focus groups, stakeholder meetings and public budget hearings which are held annually prior to the September Board meeting.
3. **Financial Management.** It is the policy of the Board that a financial management system is established based on sound fiscal procedures in accordance with the Uniform Accounting Procedures Manual for Counties and Local Units of Government in Michigan, and the contracts with the Michigan Department of Health & Human Services (MDHHS) and the Pre-paid Inpatient Health Plan (PIHP) as developed by the Michigan Department of Treasury.
4. **Fee Schedule.** Pursuant to the Code, fees for services provided to consumers by OnPoint shall be based on an individual's ability to pay (MDHHS sliding fee scale).
5. **Write-Off of Consumer Accounts.** Diligent effort will be made to collect all accounts. The write-off of uncollectable accounts will be consistent with the policies of the Board.

### B. PROCUREMENT PROCESS

It is the policy of the Board to operate from a set of procedures designed to guide the decision process as it relates to the procurement of goods and services for use by OnPoint. These procedures shall be ethical, sound, businesslike, and shall secure goods and services to attain the maximum value for each dollar expended in promoting programming needs and objectives of OnPoint. The Board must approve equipment items exceeding \$5,000. In determining whether or not a good or service is to be competitively bid, the Board shall utilize the following procurement requirements in making its decision, and shall adhere to them in the procurement of contractors for the provision of clinical services, program operation, administrative support functions or other services:

1. MDHHS/PIHP contracts;
2. 45 CFR Part 74; 42 CFR 434; 2 CFR 200;
3. State of Michigan Medicaid Manual; and
4. OnPoint procurement policies and procedures.

### C. MANAGEMENT INFORMATION SYSTEM

It is the policy of the Board that a comprehensive Management Information System be developed and maintained which covers OnPoint operations. The information system may consist of manual and/or computerized data collection, data retention, and reporting necessary to fulfill the information needs at each level of the organization.

### D. SERVICE RECORD SYSTEM

It is the policy of the Board that an integrated service record system is established which provides for the maintenance of an individual service record for each consumer receiving services from OnPoint. This system may consist of manual and/or computerized data collection, data retention, and data reporting necessary to fulfill the needs of the operation. OnPoint's goal is to have a fully functional electronic medical record system. The service record system shall include provisions for maintaining the confidentiality of all consumer information contained in service records in accordance with applicable State and Federal laws and regulations.

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### V. STAFFING ISSUES

#### A. STAFF & CONTRACT PROVIDER QUALIFICATIONS

The Board shall require that OnPoint have a Credentialing Committee responsible for determining that all employees and contract providers of OnPoint are qualified and competent for their positions and adhere to local, state, and federal requirements prior to being offered employment or a contract.

#### B. STAFF COMPENSATION

OnPoint shall establish, in writing, pay ranges for each position.

#### C. STAFF DEVELOPMENT

A staff development and training program shall be designed to improve OnPoint's ability to provide high quality comprehensive services and to facilitate continuing development of staff proficiency.

#### D. VOLUNTEER SERVICES

Properly trained and oriented volunteer services staff shall be recognized as an integral part of OnPoint services with the intent that these services shall enhance consumer/client growth opportunities, improve the quality of services and programs, and facilitate a positive relationship between OnPoint and the community at large.

### VI. RECIPIENT RIGHTS

The Board has an ethical duty and a legal obligation to protect the rights of recipients of service. In accordance with this policy, the Board shall ensure that written policies and procedures concerning recipient rights and the operation of an Office of Recipient Rights are established. The policies and procedures shall provide a mechanism for prompt reporting, review, investigation, and resolution of apparent or suspected violations of the rights guaranteed by chapter 7 and 7a of the Michigan Mental Health Code (PA 258 of 1974, as amended), and shall be designed to protect recipients from, and prevent repetition of, violations of rights guaranteed by chapter 7 and chapter 7a, of the Code.

### VII. PUBLIC PARTICIPATION

#### A. CITIZEN PARTICIPATION

It is the policy of the Board to encourage and support maximum community input into program development and operation, and to encourage and support maximum community participation in the evaluation of OnPoint's operations and policies.

#### B. PUBLIC ADDRESS AT BOARD MEETINGS

It is the policy of the Board to ensure that persons who wish to address the Board have a reasonable opportunity to be heard, and at the same time allow the Board to conduct its meetings efficiently and properly. Therefore, the following policies and procedures will apply, according to the Michigan Open Meetings Act (PA566 of 1976 as amended).

1. There shall be two (2) periods set aside during each meeting specifically identified for public comment, one at the beginning and the other at the end. Public comment may occur only with prior recognition and consent from the Chairperson. Anyone may comment on any issue, whether on the agenda or not, giving his/her name, address, and/or group represented, if appropriate. The speaker shall be as brief as possible. The speaker shall be limited by the chairperson to no more than five (5) minutes;
2. The Board may exclude any person who is breaching the peace of its meetings.

### REFERENCES

OnPoint and MI Mental Health Code, PA 258 of 1974 as amended

### ATTACHMENTS

- 201.1 Allegan County Board of Commissions Mental Health Authority Enabling Resolution
- 201.2 OnPoint Board Conflict of Interest Disclosure Form
- 201.3 OnPoint Board Operations/Bylaws