



Administrative Office, 105 Hall Street, Suite A, Traverse City, MI 49684

## Committee of the Whole Meeting Minutes

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May 19, 2022

12:00 PM

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### 1. ATTENDANCE:

Northern Lakes Community Mental Health Authority, 527 Cobb Street, Cadillac and remote virtual meeting.

Rose Denny called the meeting to order at 12:00 p.m.

Board Members Present: Tony Lentych, Dan Dekorse, Penny Morris, Ben Townsend, Rose Denny, Barb Selesky, Pam Babcock, Nicole Miller, Sherry Powers, Mary Marois, Ty Wessell, Al Cambridge, Lynn Pope, Angela Griffis, Greg McMorrow,

Board Members Absent: Justin Reed (advance notice)

Others Present: Cadillac – Joanie Blamer, Interim Chief Executive Officer; Lauri Fischer, Chief Financial Officer; Matt Leiter, Director of Human Resources; Tracy Andrews, Director of Integrated and Managed Health Services; Brian Newcomb, Director of Recipient Rights; Heather Sleight, Administrative Specialist; Deb Lavender, Executive Secretary; Andy; Carrie Gray, Chief Population Officer; Darryl Washington, Northern Healthcare Management Director

Virtual –Ann Ketchum, Programmer Analyst II; Brie Molaison, Customer Service Specialist; Jessica Williams, Performance Improvement Specialist; Chris Biggar, Finance Manager; Kelly Hoag, Administrative Specialist; Kasie Morse, Customer Service Provider; Aaron Fader, Human Resources Specialist; April Weinrick, Home Supervisor; Dan Mauk, Chief Information Officer; , Michelle Michalski, Human Resources Specialist; Melissa Bentgen, Accounts Payable Team Lead; Treasa Cooper, Reimbursement Coordinator; Dean Baldwin, Network Administrator; Jeremiah Williams, Information Technology Supervisor; Kari Barker, QI Compliance Director; Alexander Zeits, Help Desk Technician; Alyssa Heider, Recipient Rights Specialist; Amy Kotulski, Clubhouse Director; Angela Wilgenhof, RN Psychiatric Services; Deb Freed, Public Relations; Jennifer Hemmes, Administrative Assistant – Adult DD; Jessica Whetstone, Jail Diversion Clinical Specialist; Kristen Girard, Intake Coordinator; Lisa Jones, Recipient Rights Advisor; Mats Andtbacka, Programmer Analyst II – IT/MIS; Aimee Horton Johnson, Office Administrator; Rob Veale, Programmer Analyst III

**2. PUBLIC COMMENT:** None

### 3. SWOT ANALYSIS –

**STRENGTHS** – In summary, the Board was fully committed to NLCMHA’s mission and believed the voice of consumers and talent of staff were the primary strengths. Thoughts captured at the meeting are noted below:

- Talented staff
- Consumer representation
- Caring and concerned

- Fully committed to mission
- Group/collective leadership
- Diversity of perspective
- Represent different regions and vocations
- Closer to consumer interaction D/T Mental health code – having consumers on board
- Conscientious commitment
- Desire to do better.
- Everyone is fully committed/attentive
- Open and willing to change
- 6 political bodies.

**WEAKNESSES** – In summary, the Board noted the governance model and the concern of Grand Traverse County withdrawing from the Enabling agreement were the primary concerns. Thoughts captured at the meeting are noted below:

- Lack of institutional knowledge
- Flawed governance. Complex Industry
- High turnover of board. Low frequency of meetings
- Mismatch of community expectations. Satisfaction/dissatisfaction of consumers
- Lots of folks who can be served
- Absence of trust. Lack of vision
- Not seen as a leader
- 6 political bodies advocating
- State advocacy distractions
- Lack of public promotion
- Process mapping/model
- Conflict of Board member or customer with multiple hats
- Explanation of excuse.

**THREATS** – In summary, the Board noted the lack of trust and understanding amongst Board Members and the uncertainty of Grand Traverse County’s decision to withdraw from the Enabling Agreement were the biggest threats. In discussion the Board debated it’s support of Grand Traverse County as some believed a vote to offer the CEO position to Joanie Blamer was a vote against Grand Traverse County. Thoughts captured at the meeting are noted below:

- Lack of awareness of experience and skills
- Inability to meet has fostered a lack of development of trust and understanding
- Division between staff and the board
- Division among board members. Non-unified board
- Funding from the state and federal
- Governance model impeding agency performance
- Non-participating board members
- Learning curve for board members
- Grand Traverse withdrawal – the uncertainty of it.

**OPPORTUNITIES** – In summary, the Board noted reevaluating and/or modifying the current governance model and empowering representatives from all six counties to review (possibly modify) the Enabling Agreement. Thoughts captured at the meeting are noted below:

- Creation of separate mental health systems
- Show off/improve public perception
- Re-evaluate and modify governance model
- Board understanding through better understanding of board member backgrounds
- Establish root cause of dissatisfaction
- Check on organization that is results based, transparent and accountable
- Clearly identify scope of services (focused effort)
- Create new partnerships to serve people we currently cannot serve

- Different county representatives review Enabling Agreement
- More meetings back through all 6 counties.

**MOVING FORWARD** – In summary, the Board noted the need to better understand what their role and responsibilities are in the mental health code and administrative rules. Additionally, review of the governance model was deemed essential in moving forward. Thoughts captured at the meeting are noted below:

- Facilitate a discussion about the Enabling Agreement
- Facilitate a discussion between County Commissioners of all counties
- Have a retreat and address needs of consumers. Have board guide NLD planning
- Create a committee to analyze the Carver Model and make recommendation for change
- Motion to board today: review Mental Health code. Review admin rules
- Develop ways we can meet with board involvement – oversight, policy, accountability
- Understand our consumers.

#### **4. AGENDA PLANNING OPTIONS:**

June 16, 2022 meeting we have on our agenda:

#### **5. MEETING EVALUATION/COMMENTS:**

#1 – We spent our time on the most important governance topics – excellent

#2 – We encouraged diversity of viewpoints – excellent

#3 – Our decisions were made collectively – excellent

#4 – The Board used it's time effectively – excellent

#5 – What is the most important thing the Board could do to improve our function as a Board?

Comment – None.

#### **6. OTHER/ADJOURN:**

Meeting adjourned at 2:15 p.m.

Respectfully Submitted,

Deb Lavender  
Executive Secretary

Heather Sleight  
Administrative Specialist