

HEALTHWEST
FULL BOARD MINUTES

August 28, 2026

8:00 a.m.

**376 E. Apple Ave.
Muskegon, MI 49442**

CALL TO ORDER

The meeting of the Full Board was called to order by Chair Thomas at 8:00a.m.

ROLL CALL

Members Present: Janet Thomas, Charles Nash, Cheryl Natte, Chris McGuigan, Jeff Fortenbacher, John M. Weerstra, Thomas Hardy, Remington Sprague, M.D., Michelle Hazekamp, Janice Hilleary, Tamara Madisson

Members Absent: Mary Vazquez

Others Present: Rich Francisco, Holly Brink, Gina Maniaci, Kristi Chittenden, Brandy Carlson, Christy LaDronka, Amber Berndt, Jennifer Hoeker, Carly Hysell, Melina Barrett, Casey Olson, Helen Dobb, Brittani Duff, Mickey Wallace, Linda Anthony, Lea Streblow, Gary Ridley, Jason Bates, Natalie Walther, Kim Davis, Chianti Brown, Jackie Farrar

Guests Present: Matt Farrar, Stephanie VanDerKooi

MINUTES

HWB 124-B - It was moved by Mr. Hardy, seconded by Commissioner Hazekamp, to approve the minutes of the July 31, 2026 Full Board meeting as written.

MOTION CARRIED

COMMITTEE REPORTS

Program Personnel Committee

HWB 103-P - It was moved by Commissioner McGuigan, seconded by Mr. Hardy, to approve the minutes of the April 3, 2026 meeting as written.

MOTION CARRIED

HWB 104-P - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest policy and procedure for Direct Care Worker Wages, effective August 31, 2026.

MOTION CARRIED

HWB 105-P - It was moved by Mr. Hardy, seconded by Commissioner McGuigan, to approve the HealthWest position changes, and related equipment costs, listed in the attached FY 2027 Budget Position Change Requests spreadsheet, effective October 1, 2026.

Recipient Rights Committee

HWB 106-R - It was moved by Commissioner McGuigan, seconded by Ms. Hilleary, to approve the minutes of the April 3, 2026 meeting as written.

MOTION CARRIED

HWB 107-R - It was moved by Commissioner McGuigan, seconded by Mr. Weerstra to approve the Recipient Rights Reports for April 2026 / May 2026.

MOTION CARRIED

HWB 108-R - It was moved by Ms. Natte, seconded by Ms. Hilleary to approve the Recipient Rights Reports for June 2026 / July 2026.

MOTION CARRIED

Finance Committee

HWB 109-F - It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve the Finance Committee meeting minutes from July 10, 2026 as written.

MOTION CARRIED

HWB 110-F - It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve expenditures for the month of July 2026, in the total amount of \$11,900,352.72.

MOTION CARRIED

HWB 111-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest FY2026 Projected Budget in the amount of \$115,819,593 for both revenues and expenditures

MOTION CARRIED

HWB 112-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest FY2027 Recommended Budget in the amount of \$118,839,765 for both revenues and expenditures.

MOTION CARRIED

HWB 113-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve acceptance of the FY2027 awarded grants identified on the attached grant schedule, including MDHHS grants. Federal grants, and LRE Sub-Awards, and to accept the requirements associated with those grants, for a total awarded amount of \$4,232,826. Further, the Board acknowledges and accepts the FY2027 grant applications submitted and pending award consideration as identified in the Applied/Not Yet Awarded section of the attachment.

MOTION CARRIED

HWB 114-F - It was moved by Dr. Sprague, seconded by Mr. Hardy, to approve the FY26. Contracted Vendors/Providers listed under the five funding sources. The total budget for the five funding services is \$54,725,429 effective August 28, 2026. Through September 30, 2026.

MOTION CARRIED

HWB 115-F - It was moved by Dr. Sprague, seconded by Ms. Thomas, to approve the HealthWest Board of Directors to approve the FY27 budget for the contracted Vendors/Providers listed under the five funding sources effective October 1, 2026. The total budget for the five funding services is \$54,605,309. The agreements are dated October 1, 2025, through September 30, 2027.

MOTION CARRIED

HWB 116-F - It was moved by Ms. Thomas, seconded by Dr. Sprague, to approve the HealthWest Board of Directors to approve the Vendors listed on Attachment A and further authorize the payment of the contracts.

Mr. Hardy abstained from voting due to conflict of interest.

MOTION CARRIED

HWB 117-F - It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve the HealthWest Executive Director to approve the above landlords for the HUD grant funding for Fiscal Year 2027, at a cost not to exceed the final HUD grant awarded dollars of \$411,497 and approve departmental signature of the MSHDDA Agreement.

MOTION CARRIED

HWB 118-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest Chief Financial Officer to sign the contract between Michigan Department of Health and Human Services and HealthWest for Managed Mental Health Supports and Services for the period of October 1, 2026, through September 30, 2027.

MOTION CARRIED

HWB 119-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest to contract with Rehmann, LLC, 675 Robinson Road, Jackson for consulting services for FY2027.

MOTION CARRIED

HWB 120-F - It was moved by Dr. Sprague, seconded by Mr. Hardy, to approve HealthWest to contract with TBD Solutions, Inc., 2930 Luceme Dr. SE, Grand Rapids, for professional services related to a crisis stabilization unit feasibility assessment.

MOTION CARRIED

HWB 121-F - It was moved by Mr. Weerstra, seconded by Mr. Hardy, to approve the HealthWest Executive Director to approve Allen Crossing Limited Dividend Housing Association for the HUD grant funding for Fiscal Year 2026.

MOTION CARRIED

HWB 122-F - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Executive Director to sign an Interagency Cash Transger Agreement with Michigan Rehabilitation Services, effective October 1, 2026, through September 30, 2027, with a projected expenditure not to exceed \$69,200.00.

MOTION CARRIED

HWB 123-F - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Executive Director to sign Designated Collaborative Organization (DCO) contracts with ACAC, Arbor Circle Corporation, Catholic Charities West Michigan, Family Outreach Center, and Wedgwood Christian Services, contingent upon approval by the Michigan Department of Health and Human Services (MDHHS), for the period of October 1, 2026, through September 30, 2028. Funding for these agreements is available within the approved substance use disorder (SUD) budget.

MOTION CARRIED

ITEMS FOR CONSIDERATION

HWB 125-B – It was moved by Dr. Sprague, seconded by Mr. Hardy, to approve the changes to the HealthWest Consumer Advisory Committee members, effective August 31, 2026.

MOTION CARRIED

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

Ms. Betts, Lead Customer Service Specialist, presented the FY26 Regional Satisfaction Survey.

DIRECTOR'S COMMENTS

Mr. Francisco, Executive Director, presented his Formal Director's report.

Director's Update

MDHHS Updates:

- I attended 2 webinars provided by MDHHS related to Medicaid enrollment and the advent of HR1 coming in October of this year. The first one was related to Medicaid coverage for Immigrants and their status. The second one relates more to youth re-entry from juvenile justice system and their eligibility for Medicaid.
 - Webinar 1: H.R. 1 Immigrant Medicaid Eligibility Changes
This webinar focused on federal Medicaid eligibility changes beginning October 1, 2026. Certain immigrant adults may lose full Medicaid coverage unless they qualify through another eligibility pathway. MDHHS emphasized that Michigan will review alternative coverage options before terminating benefits, with children and pregnant individuals receiving additional protection through CHIPRA-214. For HealthWest, the key issue is that Medicaid enrollment support, MI Bridges assistance, and renewal/documentation help will be important to prevent unnecessary coverage loss and reduce General Fund exposure.
 - Webinar 2: CAA Juvenile Justice Reentry Services
This webinar focused on new Medicaid-covered services for eligible justice-involved youth before and after release from correctional settings. Covered activities include screening, diagnostic services, and targeted case management beginning up to 30 days before release and continuing post-release. MDHHS identified CMHSPs and CCBHCs as potential providers, making this a possible service and reimbursement opportunity for HealthWest. The main operational issue will be coordinating services to avoid duplication with existing supports such as Behavioral Health TCM, Wraparound, Health Home, or Behavioral Health Home. Together, the webinars point to a growing need for HealthWest to strengthen eligibility navigation, coverage retention efforts, and transition-of-care coordination. These areas are increasingly important for maintaining Medicaid coverage, limiting General Fund exposure, and positioning HealthWest for emerging Medicaid service opportunities.
- PIHP RFP – no new updates, even at the LRE, they have not heard anything. I finally got access to the SIGMA system which publishes RFPs from DTMB (Dept. of Technology, Management and Budget).
- 4 PIHP Lawsuit - The lawsuit filed by four PIHPs against MDHHS remains active. The Court has already issued an opinion and order, dismissed some claims but allowed several major issues to proceed into discovery and mediation. The LRE did not originally join the lawsuit, although the LRE signed a redlined FY25 PIHP contract and has been monitoring the litigation closely. More recently, the Court ordered the parties into mediation. The mediation was initially scheduled. However, it was later postponed because of developments in the LRE's separate FY22 Cost Settlement lawsuit. The Attorney General's office indicated that the LRE should likely be included if Judge Patel combines the cases.

LRE Level Updates:

- LRE Board meeting occurred on 08/26/2026
 - The LRE board approved the execution of the FY27 PIHP/CMSHP contract.
 - There was good discussion and feedback from the CMHSPs regarding some changes to the contract between the CEOs and LRE executive team. I offered several language changes to the contract that I believe the LRE and CMHSPs should be able to come to an agreement on them.
 - The CMHSPs feedback to the LRE were similarly related to the provider network adequacy and noticing related to delegated functions. I shared in a previous update more detail on these two concerns.
 - The LRE board of directors have also approved the LRE Strategic Plan and the SUD prevention plan.

CMH Level:

- HealthWest continues with various projects:
 - Utilization reviews and productivity: I updated the board last month that work related to reviewing services at HW is a priority and various teams continue to work on this project.
 - SDA (Same Day Access) is going well as the clinical teams prepare for a go live date at the end of September. There will have to be some policies updated.
 - HW is currently under a site review with the LRE right now. Pam Kimble provided me with an update that this review has gone so much smoother as far as the process. The quality improvement team continues to coordinate, obtaining remaining proofs for the LRE and should be wrapping up soon. Kudos to Pam, Bennie, and the QI team and HW staff for their work on a time-consuming audit.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:37 a.m.

Respectfully,



Janet Thomas
Board Chair
/hb

PRELIMINARY MINUTES
To be approved at the Full Board Meeting on
September 25, 2026



TO: HealthWest Board Members
FROM: Janet Thomas, Board Chair, via Rich Francisco, Executive Director
SUBJECT: Full Board Meeting
August 28, 2026
376 E. Apple Ave., Muskegon, MI 49442
<https://healthwest.zoom.us/j/94259223301?pwd=1jL64lYh445eFUKwvH4v06Q4ahLLjl.1>
Webinar ID: 942 5922 3301 Passcode: 997543

AGENDA

- | | | |
|----|---|-------------|
| 1) | Call to Order | Action |
| 2) | Approval of Agenda | Action |
| 3) | Approval of Minutes | |
| | A) Approval of the Full Board Minutes of July 31, 2026
(Attachment #1 – pg. 1-5) | Action |
| 4) | Public Comment (on an agenda item) | |
| 5) | Committee Reports | |
| | A) Program Personnel Committee
(Attachment #2 – pg.6-9) | Action |
| | B) Recipient Rights Committee
(Attachment #3 – pg. 10-12) | Action |
| | C) Finance Committee
(Attachment #4 – pg. 13-19) | Action |
| 6) | Items for Consideration | |
| | A) Authorization of Changes to Consumer Advisory Committee
(Attachment #5 – pg. 20) | Action |
| 7) | Old Business | |
| 8) | New Business | |
| 9) | Communication | |
| | A) HealthWest FY26 Regional Satisfaction Survey Presentation:
Kelly Betts, Lead Customer Service Specialist
(Attachment #6 – pg. 21-28) | Information |
| | B) Consumer Advisory Committee Update: Thomas Hardy
(Attachment #7 pg. 29) | Information |
| | C) Employee Kudos:
Kelly Betts, Lead Customer Service Specialist
(Attachment #8 pg. 30-32) | Information |

	D) Save the Date: CMHA Fall Conference (Attachment #9 pg. 33-35)	Information
	E) September Meeting Notice (Attachment #10 – pg. 36)	Information
	F) Director’s Report (Attachment #11 – pg. 37-38)	Information
10)	Public Comment	
11)	Adjournment	Action

/hb

HEALTHWEST
FULL BOARD MINUTES

July 31, 2026

8:00 a.m.

**376 E. Apple Ave.
Muskegon, MI 49442**

CALL TO ORDER

The meeting of the Full Board was called to order by Chair Thomas at 8:00a.m.

ROLL CALL

Members Present: Janet Thomas, Cheryl Natte, Jeff Fortenbacher, Thomas Hardy, Michelle Hazekamp, Janice Hilleary, Tamara Madisson

Members Absent: Charles Nash, Chris McGuigan, John M. Weerstra, Mary Vazquez, Remington Sprague, M.D.

Others Present: Rich Francisco, Holly Brink, Gina Maniaci, Brandy Carlson, Kristi Chittenden, Jennifer Hoeker, Carly Hysell, Melina Barrett, Casey Olson, Linda Anthony, Lea Streblow, Gary Ridley, Amber Berndt, Jackie Farrar, Kim Davis, Gina Kim, Anissa Goodno, Susan Plotts, Helen Dobb, Chianti Brown, Natalie Walther

Guests Present: Matt Farrar

MINUTES

HWB 100-B - It was moved by Mr. Hardy, seconded by Mr. Fortenbacher, to approve the minutes of the June 26, 2026 Full Board meeting as written.

MOTION CARRIED

COMMITTEE REPORTS

Finance Committee

HWB 96-F - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the Finance Committee meeting minutes from June 12, 2026, as written.

MOTION CARRIED

HWB 97-F - It was moved by Mr. Hardy, seconded by Mr. Weerstra to approve expenditures for the month of June 2026, in the total amount of \$8,385,886.40.

MOTION CARRIED

HWB 98-F - It was moved by Mr. Hardy, seconded by Commissioner Hazekamp, to approve FY2026 HealthWest Fee Schedule, effective August 1, 2026, including a 2% rate increase for all services except H0018 – Crisis Residential Services, which will be adjusted to reflect the current cost of service delivery.

MOTION CARRIED

HWB 99-F - It was moved by Mr. Hardy, seconded by Mr. Weerstra, to authorize the HealthWest Executive Director to sign a contract with the Center for Neuropsychology and Behavioral Health effective July 1, 2026 through September 30, 2027.

MOTION CARRIED

ITEMS FOR CONSIDERATION

HWB 101-B – It was moved by Ms. Natte, seconded by Mr. Hardy, to approve the elimination of Assisted Outpatient Treatment Coordinator, Position X02900, and layoff employee E93000188, effective September 30, 2026.

MOTION CARRIED

HWB 102-B – It was moved by Mr. Hardy, seconded by Ms. Hilleary, to approve the elimination of COFR Case Manager, Position X27600, and layoff employee E93033789, effective September 30, 2026.

MOTION CARRIED

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

There was no communication.

DIRECTOR'S COMMENTS

Mr. Francisco, Executive Director, presented his Formal Director's report.

Director's Update

MDHHS Updates:

- The first CCBHC Listening Session was held on 07/28/2026 – Discussed next steps for CCBHC as the demonstration ends on 09/30/2027. MDHHS has set up these sessions to solicit feedback on potential policy changes post-demonstration. The first session focused primarily on QBP discussion.

Quality Bonus Payment Program

Purpose: Explore opportunities to modernize quality incentives.

Discussion Questions

- Do the current quality measures reflect meaningful performance?
- Should improvement over time be rewarded in addition to benchmarks?
- Are there populations or priorities that should receive additional incentives?
- How should quality bonus funds be distributed?

Opportunities and Considerations

- Measure Selection
- Performance Thresholds
- Redistribution Methodology
- Population-Specific Incentives

*Evaluation Criteria

- MDHHS is seeking input on the current QBP measure and asking the questions above.
- LRE has been ordered to appear in court on August 6th, regarding the FY22 cost settlement. Hopefully there will be resolution on this matter. This could mean the LRE owes \$13M back and as you recall, MDHHS has kept about \$4M in an escrow already.
- The 4 PIHP lawsuits are moving forward, and the court has ordered mediation. The PIHPs are still concerned about the 7.5% and Waskul-related concerns.
- A PIHP rebid RFP is expected in August according to the DTMB (Dept. of Technology, Management and Budget) but no further details have been released.

LRE Level Updates:

- LRE Board meeting occurred on 7/22/2026.
 - Discussion on the FSR and the regional projected deficit for the region. CSU was discussed – N180 mentioned that there was \$5M in the state budget. However, I asked a follow up question on whether the boilerplate language would allow existing CSU to have this money. The boilerplate did say it was to increase CSUs and in the conference notes it was written as an increase to the number of CSUs.
 - Continued discussion and there is a push to review the need based funding analysis. The LRE will investigate the cost of the analysis to review an alternative funding model to PM/PM – Per member/Per month capitation rate.
 - LRE/CMHSP FY27 Draft contract is being reviewed. I have submitted my concerns and feedback on changes and new language added in the contract. I proposed new language related to sanctions, delegation and reporting responsibility of the CMHSP to the LRE.

CMH Level:

- HealthWest continues with various projects:

- **Utilization Review:** HW Continues to review utilization and establish productivity measures for teams and programs. In addition, HW is reviewing our use of General Fund dollars which should be reserved for emergency and crisis type services. We are projected to spend more in GF than is allocated to us. Establishing key performance indicators achieves the following objectives:
 - Ensure individuals and families receive timely access to the services and support needed.
 - Maintain financial stability and protect resources needed for future operations.
 - Identify operational challenges and opportunities for improvement.
 - Support staff with the tools, processes, and resources needed to be successful.
 - Demonstrate accountability to our consumers, community, Board, and funding partners.
- **HR turnover rate:** Per HR report, the latest turnover rate, see below:
 - Overall Turnover is 16.2% and is trending downward from 17.75% at the beginning of the fiscal year.
 - We started with 69 MLC's at beginning of year and we now have 72
 - We hired 5 MLCs into permanent positions from internships.
 - We have had 26 promotions this fiscal year.
 - Our overall vacancy rate is 10%
- **Strategic Plan updates** – The strategic plan is at a stage where all the data and input from the initiative setting groups is compiled into one document in draft form. The single strategic initiative portfolio is currently being reviewed by the Executive team. The development of the plan is proceeding as scheduled.
- Preliminary QBP (Quality bonus payment) award – Good news! KUDOS to HW Staff for a great performance on the QBP measures. HW met 8/9 quality measures benchmark and in some cases exceeded them. This equates with HW receiving \$1,013,956.80 in base award. In addition, HW receives another \$383,997 redistribution amount on top of that with a total of \$1,397,953.
- **Pioneer Park – County picnic is going to be on September 19th.** HW is on the planning committee again to help plan. I was on it last year and Brandy is serving on it this year.
- **SDA (Same Day Access)** – Christy LaDronka and her team continue to work rolling out same day access with the goal of improving access, timeliness to service and enhance community responsiveness. This also aligns and is best practice for CCBHC (Certified Community Behavioral Health Clinic).

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:22 a.m.

Respectfully,

Janet Thomas
Board Chair
/hb

**PRELIMINARY MINUTES
To be approved at the Full Board Meeting on
August 28, 2026**

HEALTHWEST

PROGRAM AND PERSONNEL COMMITTEE REPORT TO THE BOARD

via Cheryl Natte, Committee Chair

1. The Program Personnel Committee met on August 14, 2026.
- * 2. It was recommended, and I move, to approve the minutes of the April 3, 2026, meeting as written.
- * 3. It was recommended, and I move, to approve the HealthWest policy and procedure for Direct Care Worker Wages, effective August 31, 2026.
- * 4. It was recommended, and I move, to approve the HealthWest position changes, and related equipment costs, listed in the attached FY 2027 Budget Position Change Requests spreadsheet, effective October 1, 2026.

/hb

HEALTHWEST
PROGRAM/PERSONNEL MEETING MINUTES

August 14, 2026
8:00 a.m.

376 E. Apple Ave.
Muskegon, MI 49442

CALL TO ORDER

The regular meeting of the Program/Personnel Committee was called to order by Chair Natte at 8:00 a.m.

ROLL CALL

Members Present: Cheryl Natte, Chris McGuigan, Janet Thomas, John Weerstra, Janice Hilleary, Tamara Madison, Thomas Hardy

Members Absent: Mary Vazquez

Staff Present: Rich Francisco, Holly Brink, Gina Maniaci, Kristi Chittenden, Brandy Carlson, Christy LaDronka, Tasha Kuklewski, Kim Davis, Helen Dobb, Michelle Lyons, Lea Streblow, Ann Gatt, Rebecca StClair, Melina Barrett, Briana Davis, Angela Holmstrom, Gary Ridley

MINUTES

It was moved by Commissioner McGuigan, seconded by Mr. Hardy, to approve the minutes of the April 3, 2026 meeting as written.

MOTION CARRIED.

PUBLIC COMMENT (ON AN AGENDA ITEM)

There was no public comment.

ITEMS FOR CONSIDERATION

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest policy and procedure for Direct Care Worker Wages, effective August 31, 2026.

MOTION CARRIED.

It was moved by Mr. Hardy, seconded by Commissioner McGuigan, to approve the HealthWest position changes, and related equipment costs, listed in the attached FY 2027 Budget Position Change Requests spreadsheet, effective October 1, 2026.

MOTION CARRIED.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

Ms. Gatt, Director of Children & Youth Clinical Services, and Ms. StClair, Clinical Services Manager II provided Clinical & Youth Services Presentation.

DIRECTOR'S COMMENTS

Mr. Francisco, Executive Director, presented his Formal Director's report.

Director's Update

- ***CSU Update:***

2 items related to CSU funding. We have submitted our application for CSU funding with the Michigan Health Endowment fund. There were some follow-up questions that they needed from HW to complete it. The other is related to the Congressional Designated Spending (CDS). Our grants team received notification that they have moved our request on but did have to reduce it to a smaller amount from a request of 4.5M down to 2M. There is still approval required from the appropriations committee (happening on 9/30/2026), but we are grateful at this point that it is still moving forward.

- ***Our Hope Association:***

I would like to inform the board that one of the detox programs for women is closing, located in Grand Rapids. The LRE has had several meetings with Our Hope and one of them was attended by CEO's. Their board did decide last week Thursday, August 6th to close the program, due to low volume and stated that the rates have not increased in many years. The CEOs were able to ask lots of questions related to the closure. In the meeting, the CEO of Our Hope stated that it was a hard decision, but they needed to do so to save their residential program. The LRE has another meeting today with their CEO which I will be attending.

- ***WHODAS – Pilot Kick Off***

The WHODAS 2.0 (World Health Organization Disability Assessment Schedule) pilot with CMHSP is progressing along fine. Amie Bakos, our Adult Service Director, is a member of the state workgroup. The WHODAS will replace the Supports Intensity Scale (SIS) previously used. The WHODAS will assist with determining eligibility for 1915i State Plan Amendment, screen for individuals for potential Habilitation Supports Waiver (HSW) eligibility via a standardized statewide process.

- ***Behavioral Health Urgent Care:***

HealthWest has now added another day to the Urgent Care schedule. The Urgent Care is also now open on Tuesdays as well in addition to Thursday and Friday. Staffing has been a major issue with adding more days to the schedule, but HW is slowly starting to add more hours.

- ***Productivity Pie Project:***

Several teams have now established various productivity benchmarks. Christy LaDronka and Kristi Chittenden have been working with teams individually to come up with productivity standards. Their updates include:

- “We are developing a productivity pie that captures the key components of the clinical staff workday, including billable services, non-billable client-focused activities, travel time, clinical documentation, and administrative time. Any time not included in these categories is classified as unaccounted time.
- These productivity standards are being developed using the statewide unit average cost for each service, current program costs, fidelity standards, and other applicable data elements.
- We have completed productivity standards for six groups and are continuing work on the remaining groups. Our goal is to finalize all standards and communicate them to staff by September 30, 2026.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:40 a.m.

Respectfully,

Cheryl Natte
Program/Personnel Committee Chair

CN/hb

PRELIMINARY MINUTES

To be approved at the Program/Personnel Committee Meeting on October 9, 2026.

HEALTHWEST
RECIPIENT RIGHTS ADVISORY COMMITTEE
REPORT TO THE BOARD

via Tamara Madison, Committee Vice Chair

1. The Recipient Rights Advisory Committee met on August 14, 2026.
- * 2. It was recommended, and I move, to approve the minutes of the April 3, 2026, meeting as written.
- * 3. It was recommended, and I move, to approve the Recipient Rights Reports for April 2026 / May 2026.
- * 4. It was recommended, and I move, to approve the Recipient Rights Reports for June 2026 / July 2026.

/hb

HEALTHWEST

RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES

Friday, August 14, 2026
8:00 a.m.
376 E. Apple Ave., Muskegon, MI 49442

CALL TO ORDER

The regular meeting of the Recipient Rights Advisory Committee was called to order by Vice Chair Madison at 8:41 a.m.

ROLL CALL

Members Present: Cheryl Natte, Chris McGuigan, Janet Thomas, John Weerstra, Janice Hilleary, Tamara Madison

Members Absent: Mary Vazquez, Thomas Hardy

Staff Present: Rich Francisco, Holly Brink, Gina Maniaci, Kristi Chittenden, Brandy Carlson, Christy LaDronka, Tasha Kuklewski, Kim Davis, Helen Dobb, Michelle Lyons, Lea Streblow, Melina Barrett

APPROVAL OF MINUTES

It was moved by Commissioner McGuigan, seconded by Ms. Hilleary, to approve the minutes of the April 3, 2026 meeting as written.

MOTION CARRIED.

ITEMS FOR CONSIDERATION

A. Motion to Accept Recipient Rights Reports for April 2026 / May 2026

It was moved by Commissioner McGuigan, seconded by Mr. Weerstra to approve the Recipient Rights Reports for April 2026 / May 2026.

MOTION CARRIED.

For the months of April 2026 / May 2026, there were 74 HealthWest and 55 provider employees trained:

Rights Updates HealthWest	61
Rights Updates Provider	0
New Employee Training HealthWest/Contracted	13
New Employee Training Provider	25
Good Will Industries	30

For the months of April 2026 / May 2026 there were 675 incident reports and 34 rights allegations.

Statistical data showing type and code was provided in the enclosed report.

There were a total of 3 deaths reported in April 2026 / May 2026.

B. Motion to Accept Recipient Rights Reports for June 2026 / July 2026

It was moved by Ms. Natte, seconded by Ms. Hilleary to approve the Recipient Rights Reports for June 2026 / July 2026.

MOTION CARRIED.

For the months of June 2026 / July 2026, there were 51 HealthWest and 35 provider employees trained:

Rights Updates HealthWest	44
Rights Updates Provider	0
New Employee Training HealthWest/Contracted	7
New Employee Training Provider	35

For the months of June 2026 / July 2026 there were 819 incident reports and 52 rights allegations.

Statistical data showing type and code was provided in the enclosed report.

There were a total of 5 deaths reported in June 2026 / July 2026.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

Recipient Rights Advisor, Tasha Kuklewski, shared the Semi-Annual Report and provided training on Policy 04-007 Imaging, Recording and One-way Glass; Policy 04-008 Family Planning; and Policy 04-009 Restraint, Seclusion and Physical Management.

DIRECTOR'S COMMENTS

There was no Director's Comments.

AUDIENCE PARTICIPATION / PUBLIC COMMENT

There was no audience participation.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:58 a.m.

Respectfully,

Tamara Madison
HealthWest Rights Advisory Committee Vice Chair

TM/hb

PRELIMINARY MINUTES

To be approved at the Rights Advisory Committee Meeting October 9, 2026.

HEALTHWEST**FINANCE COMMITTEE REPORT TO THE BOARD****via Jeff Fortenbacher, Committee Chair**

1. The Finance Committee met on August 21, 2026.
- *2 It was recommended, and I move to approve the minutes of the July 10, 2026 meeting as written.
- *3. It was recommended, and I move to approve expenditures for the month of July 2026, in the total amount of \$11,900,352.72.
- *4. It was recommended, and I move to approve the HealthWest FY2026 Projected Budget in the amount of \$115,819,593 for both revenues and expenditures
- * 5. It was recommended, and I move to approve the HealthWest FY2027 Recommended Budget in the amount of \$118,839,765 for both revenues and expenditures.
- *6. It was recommended, and I move to approve HealthWest acceptance of the FY2027 awarded grants identified on the attached grant schedule, including MDHHS grants. Federal grants, and LRE Sub-Awards, and to accept the requirements associated with those grants, for a total awarded amount of \$4,232,826. Further, the Board acknowledges and accepts the FY2027 grant applications submitted and pending award consideration as identified in the Applied/Not Yet Awarded section of the attachment.
- *7. It was recommended, and I move to approve the FY26. Contracted Vendors/Providers listed under the five funding sources. The total budget for the five funding services is \$54,725,429 effective August 28th, 2026. Through September 30th, 2026.
- *8. It was recommended, and I move to approve HealthWest Board of Directors to approve the FY27 budget for the contracted Vendors/Providers listed under the five funding sources effective October 1, 2026. The total budget for the five funding services is \$54,605,309. The agreements are dated October 1, 2025, through September 30, 2027.
- *9. It was recommended, and I move to approve the HealthWest Board of Directors to approve the Vendors listed on Attachment A and further authorize the payment of the contracts.
- *10. It was recommended, and I move to approve the HealthWest Executive Director to approve the above landlords for the HUD grant funding for Fiscal Year 2027, at a cost not to exceed the final HUD grant awarded dollars of \$411,497 and approve departmental signature of the MSHDDA Agreement.
- *11. It was recommended, and I move to approve the HealthWest Chief Financial Officer to sign the contract between Michigan Department of Health and Human Services and HealthWest for Managed Mental Health Supports and Services for the period of October 1, 2026, through September 30, 2027.
- *12. It was recommended, and I move to approve the HealthWest to contract with Rehmann, LLC, 675 Robinson Road, Jackson for consulting services for FY2027.

- *13. It was recommended, and I move to approve HealthWest to contract with TBD Solutions, Inc., 2930 Luceme Dr. SE, Grand Rapids, for professional services related to a crisis stabilization unit feasibility assessment.
- *14. It was recommended, and I move to approve the HealthWest Executive Director to approve Allen Crossing Limited Dividend Housing Association for the HUD grant funding for Fiscal Year 2026.
- *15. It was recommended, and I move to approve the HealthWest Executive Director to sign an Interagency Cash Transger Agreement with Michigan Rehabilitation Services, effective October 1, 2026, through September 30, 2027, with a projected expenditure not to exceed \$69,200.00.
- *16. It was recommended, and I move to approve the HealthWest Executive Director to sign Designated Collaborative Organization (DCO) contracts with ACAC, Arbor Circle Corporation, Catholic Charities West Michigan, Family Outreach Center, and Wedgwood Christian Services, contingent upon approval by the Michigan Department of Health and Human Services (MDHHS), for the period of October 1, 2026, through September 30, 2028. Funding for these agreements is available within the approved substance use disorder (SUD) budget.

/hb

HEALTHWEST

FINANCE COMMITTEE MEETING MINUTES

August 21, 2026

8:00 a.m.

CALL TO ORDER

The regular meeting of the Finance Committee was called to order by Committee Chair Fortenbacher at 8:00 a.m.

ROLL CALL

Committee Members Present: Jeff Fortenbacher, Janet Thomas, Thomas Hardy, Michelle Hazekamp, John M. Weerstra, Remington Sprague, M.D.

Committee Members Absent: Charles Nash

Also Present: Holly Brink, Rich Francisco, Brandy Carlson, Gina Maniaci, Christy LaDronka, Kristi Chittenden, Casey Olson, Mickey Wallace, Amber Berndt, Gina Kim, Carly Hysell, Jackie Farrar, Matt Campbell, Linda Anthony, Anissa Goodno, Justin Robillard, Malina Barrett, Lea Streblow, Jenn Hoeker, Amber Picard, Gary Ridley

Guests Present: Angela Gasiewski

ITEMS FOR CONSIDERATION

A. Approval of the Minutes of July 10, 2026

It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve the Finance Committee meeting minutes from July 10, 2026 as written.

MOTION CARRIED

B. Approval of Expenditures for July 2026

It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve expenditures for the month of July 2026, in the total amount of \$11,900,352.72.

MOTION CARRIED

C. Monthly Report from the Chief Financial Officer

Ms. Carlson, Chief Financial Officer, presented the June report, noting an overall cash balance of \$10,633,432.13 as of June 30, 2026.

D. Finance Update Memorandum

Ms. Carlson, Chief Financial Officer, presented the Finance Update Memorandum.

E. Authorization to Approve FY2026 Projected Budget Proposal

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest FY2026 Projected Budget in the amount of \$115,819,593 for both revenues and expenditures

MOTION CARRIED

F. Authorization to Approve FY2027 Recommended Budget Proposal

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest FY2027 Recommended Budget in the amount of \$118,839,765 for both revenues and expenditures.

MOTION CARRIED

G. Authorization to Enter Grant Funded Agreements

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve acceptance of the FY2027 awarded grants identified on the attached grant schedule, including MDHHS grants. Federal grants, and LRE Sub-Awards, and to accept the requirements associated with those grants, for a total awarded amount of \$4,232,826. Further, the Board acknowledges and accepts the FY2027 grant applications submitted and pending award consideration as identified in the Applied/Not Yet Awarded section of the attachment.

MOTION CARRIED

H. Authorization to Approve the Five Funding Sources

It was moved by Dr. Sprague, seconded by Mr. Hardy, to approve the FY26. Contracted Vendors/Providers listed under the five funding sources. The total budget for the five funding services is \$54,725,429 effective August 28th, 2026. Through September 30th, 2026.

MOTION CARRIED

I. Authorization to Approve FY27 Provider Network Category Budgets

It was moved by Dr. Sprague, seconded by Ms. Thomas, to approve the HealthWest Board of Directors to approve the FY27 budget for the contracted Vendors/Providers listed under the five funding sources effective October 1, 2026. The total budget for the five funding services is \$54,605,309. The agreements are dated October 1, 2025, through September 30, 2027.

MOTION CARRIED

J. Authorization to Approve FY27 Vendors/Providers List

It was moved by Ms. Thomas, seconded by Dr. Sprague, to approve the HealthWest Board of Directors to approve the Vendors listed on Attachment A and further authorize the payment of the contracts.

Mr. Hardy abstained from voting due to conflict of interest.

MOTION CARRIED

K. Authorization to Approve Payment to Lease Landlords

It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve the HealthWest Executive Director to approve the above landlords for the HUD grant funding for Fiscal Year 2027, at a cost not to exceed the final HUD grant awarded dollars of \$411,497 and approve departmental signature of the MSHDDA Agreement.

MOTION CARRIED

L. Authorization to Approve Contracting with MDHHS

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest Chief Financial Officer to sign the contract between Michigan Department of Health and Human Services and HealthWest for Managed Mental Health Supports and Services for the period of October 1, 2026, through September 30, 2027.

MOTION CARRIED

M. Authorization to Approve Contracting with Rehmann, LLC

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest to contract with Rehmann, LLC, 675 Robinson Road, Jackson for consulting services for FY2027.

MOTION CARRIED

N. Authorization to Approve Extension of Contract with TBD Solutions, Inc.

It was moved by Dr. Sprague, seconded by Mr. Hardy, to approve HealthWest to contract with TBD Solutions, Inc., 2930 Luceme Dr. SE, Grand Rapids, for professional services related to a crisis stabilization unit feasibility assessment.

MOTION CARRIED

O. Authorization to Approve Including Allen Crossing Limited Dividend Housing Association to the Approved Landlords for HUD Programs

It was moved by Mr. Weerstra, seconded by Mr. Hardy, to approve the HealthWest Executive Director to approve Allen Crossing Limited Dividend Housing Association for the HUD grant funding for Fiscal Year 2026.

MOTION CARRIED

P. Authorization to Approve Entering Interagency Cash Transfer Agreement (ITCA) with West Michigan Rehabilitation Services (MRS)

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Executive Director to sign an Interagency Cash Transfer Agreement with Michigan Rehabilitation Services, effective October 1, 2026, through September 30, 2027, with a projected expenditure not to exceed \$69,200.00.

MOTION CARRIED

Q. Authorization to Approve Providers Transition to Potential Designated Collaborative Organization (DCO) Contracts

It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the HealthWest Executive Director to sign Designated Collaborative Organization (DCO) contracts with ACAC, Arbor Circle Corporation, Catholic Charities West Michigan, Family Outreach Center, and Wedgwood Christian Services, contingent upon approval by the Michigan Department of Health and Human Services (MDHHS), for the period of October 1, 2026, through September 30, 2028. Funding for these agreements is available within the approved substance use disorder (SUD) budget.

MOTION CARRIED

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

There was no communication.

DIRECTOR'S COMMENTS

Rich Francisco, Executive Director provided an update:

➤ LRE updates:

- Spending plan was discussed at the CEO Ops meeting on 8/19/2026. CMHSPs have submitted their spending plans to the LRE based on June projections and historical data, however, the Milliman certified rates have not been released yet. There was supposed to be a meeting with Milliman on 8/20/2026. However, that was moved to Monday. Although HW submitted a spending plan, we will likely update it based on the revenue rates published by Milliman, which we are hopeful will be shared next Monday.
- The LRE did provide an update on the FY22 cost settlement with MDHHS regarding the 13M that MDHHS claims we owe them for that year. The hearing was earlier in the week and according to the LRE CEO, the judge wants to combine the other case with it citing that the 7.5% ISF is the issue and that it is not actuarially sound.

➤ CMH Level updates:

- I did receive an email (8/20) from a large provider asking for a letter of intent and requesting HW to participate in a provider network in preparation for a rerelease of the Michigan Inpatient Health Plan Request for Proposal (PIHP bid out). Shortly thereafter, I received an email from our association cautioning us that private parties have been reaching out asking for participation in their network. Our association has not seen anything drop in on the SIGMA site which is the platform that DTMB uses to notify of any RFP being released. I will keep the board informed if any development in the RFP arises.
- HW did receive the final numbers for the QBP payments. Many thanks to our staff for completing the review of the numbers and the data. Our preliminary numbers were expected to be around \$1.397M, and in our final numbers, they came back at \$1.512M. This was an increase of approximately 114k. This positive change was discovered that we did meet another metric which was missing during the preliminary release of the numbers.
- Staff are working very hard at HW with many different efforts and initiatives happening from Same Day Access implementation, productivity benchmarks all the way to preparing for HR 1 (Big Beautiful Bill) changes that are coming. I do want to give the Customer Services team a shout out: Gary, Kelly, Jennifer, Lea, Brea, Amber, Gina, Doug, and Laura for leading another successful Health Wellness and Recovery Picnic last week. I also want to give the HW staff who volunteered in set-up and tear-down (huge shoutout). I was able to participate in the tear down crew and let me tell you it is a lot of work. Thank you for your time and participation.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:33 a.m.

Respectfully,

Jeff Fortenbacher
Committee Chair

/hb

**PRELIMINARY MINUTES
To be approved at the Finance Meeting on
September 11, 2026**

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Full Board	BUDGETED X	NON BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Administration	REQUEST DATE August 28, 2026	REQUESTOR SIGNATURE Kelly Betts, Customer Service Specialist	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>			
HealthWest Board authorization is requested to approve the changes to the HealthWest Consumer Advisory Committee members as suggested below. Per Policy: 01-007, the Consumer Advisory Committee shall consist of nine (9) to twelve (15) members defined as follows: 1. Inaugural Persons shall be appointed to the CAC by HealthWest Board. Subsequent <u>CAC Members shall be recommended by the CAC and appointed by the HealthWest Board.</u> 2. A person who resides or is employed within Muskegon County. 3. A person who shall have the interest, time, and energy to promote the development and/or improvement of mental health, developmental disability, and substance abuse services in Muskegon County. 4. The CAC shall make every effort to ensure that its membership represents the populations served by HealthWest in equal proportions. The Consumer Advisory Committee Facilitators would like to have the following members' approval to step down from the Consumer Advisory Committee: 1. Chris Ware – Primary Consumer			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>			
I move to authorize and approve the changes to the HealthWest Consumer Advisory Committee members, effective August 31, 2026.			
COMMITTEE DATE	COMMITTEE APPROVAL		
	_____ Yes _____ No _____ Other		
BOARD DATE	BOARD APPROVAL		
August 28, 2026	_____ Yes _____ No _____ Other		

HWB 125-B

Regional Satisfaction Survey

FY 2026



Why is the Regional Satisfaction Survey important?

One method to measure client satisfaction.



The data has helped to inform the Strategic Plan.



Meets the reporting obligations for :
PIHP (Prepaid Inpatient Health Plan) and
CCBHC (Certified Community Behavioral Health Clinic)



Regional Satisfaction Survey

- Standardized Survey
- Divided into 7 domains
- Measures perceptions of the quality and efficiency of the mental health services received.
- Comment section is available to elaborate

Mental Health Statistics Improvement Program (MHSIP)

- The survey is designed for the adult mental health population.

Youth Services Survey (YSS)

- The survey is designed for the child mental health population



Survey Administration

The survey tool used by the Region is MHSIP and YSS . This tool has been used since FY 2024.

The surveys will be collected through the end of FY 2026.

The raw data from the surveys can be entered through the end of the calendar year.

The data is collected through FastLane with the LRE.

The survey data can be viewed through the PowerBI Dashboard with LRE.

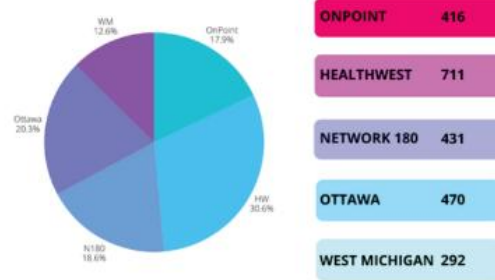


CMHSP COMPLETED SURVEYS 2023-2025

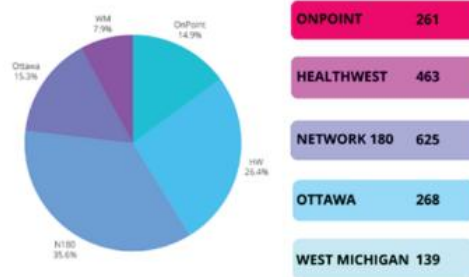


The 2023 survey was a much smaller survey consisting of twelve questions. Participation rates between the two years showed a change in numbers. In 2023, 1,997 people responded to at least one question on the LRE survey. In 2023, the satisfaction survey was distributed throughout the year, beginning in May 2023; while in 2024 the survey was distributed from August 2024 to December 2024. During 2024, 290 people responded to the YSS survey and 1,466 people to the MHSIP survey, which is 1,756 people. Onpoint and Healthwest had a higher rate of return of surveys in 2024, while Ottawa had a decrease in completed surveys. West Michigan and Network180 maintained similar rates of return. In 2025 numbers went back up for Ottawa and West Michigan also improved in survey completion. OnPoint and Healthwest numbers increased.

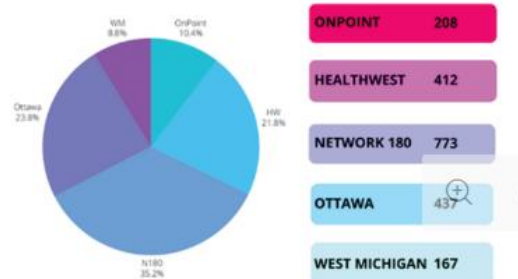
CMHSP # of Completed Surveys Total 2025: 2320



CMHSP # of Completed Surveys Total 2024: 1756



CMHSP # of Completed Surveys Total 2023: 1997



- Total HealthWest surveys
 - FY 2023 – 412
 - FY 2024 - 463
 - FY 2025 – 711
- Survey responses increased each year.
- Survey responses From FY 24 to FY 25 **increased** from **463 to 711**

HealthWest Data

- Data Source: Lakeshore Regional Entity Customer Satisfaction Survey

(MHSIP)
Adult Survey

(YSS)
Youth Survey

FY 2024

- MSHIP-Average score 4.31 - **86%** Satisfaction
- YSS -- Average score 3.86 – **77%** Satisfaction

FY 2025

- MSHIP – Average score 4.42 – **88%** Satisfaction
- YSS – Average score 3.82 – **76%** Satisfaction



“HealthWest of Muskegon MI has helped me get sober, stay sober, tackle triggers as well as address my mental issues with anxiety and how thoughts put me into a dangerous place if I let it go there. I've been sober almost 9 months. Longest sober time in 20 plus years. Five stars for HealthWest!”

“Kate and nursing staff are great and always treat me with kindness and respect. Whenever I have any issues they address them immediately and make me feel heard.”

“Katlyn VanNoordwyk & Dr Kate are both incredible people. Very grateful to have them as my support staff.”

“Health West has been exactly what my son needed to recover from Cannabis Use Disorder and Cannabis Induced Psychosis following a crisis. For the first time in 16 years of SUD, he is willing to work with providers and stick to treatment. He's found support for not just his illness but for his life in general and knows he has somewhere to turn that he can access and afford, and that works for him. He is 13 months drug free and we are forever grateful to you for getting him to this point. We have our son back. We can't say enough good things about Health West and community health in general!”

“Tami does a great job. I can easily reach her and enjoy working with her.”

“Natalie Martinez has been a fabulous case manager. Would recommend her to anyone.”

Positive Comments - Survey Comments FY 2026

Questions?

Customer Services – 231-720-3201
Customer.services@healthwest.net



Consumer Advisory Committee Update:

- Consumer Advisory Committee met on August 12, 2026.
- New information: The Consumer Advisory Packet is posted on the HealthWest website on the Consumer Advisory page.
- Special Projects meeting to discuss Walk a Mile:
 - September 23 – Walk a Mile Rally
 - Consumer voice on T-Shirt designs
 - Consumer voice on walk a mile budget
 - County vehicles will be used instead of a coach bus this year. These can carry up to 30 people (staff and clients).
- The Center for Health and Research Transformation (CHRT) held a focus group
 - This is for the Certified Community Behavioral Health Clinics (CCBHC).
 - The goal is to learn about the experiences of people who receive services from these clinics in Michigan.
 - Members will receive a \$25 gift card from CHRT for participating in the focus group.
- A motion was passed to have a member step down:
 - Chris started a new job. This conflicts with the members' work schedule.
 - Currently the committee has 10 active members
- A motion was passed to adjust the meeting time:
 - Meeting will start at 2 pm instead of 1 pm
 - Meeting will be 1 hour instead of 2 hours.
 - Guests will be limited to 15-20 minutes
- Future Meeting Guests:
 - October: Quality Improvement with Pam Kimble



HealthWest Employee Recognition / Feedback from Consumers:

FY26 Regional Customer Satisfaction Survey

"Health West has been exactly what my son needed to recover from Cannabis Use Disorder and Cannabis Induced Psychosis following a crisis. For the first time in 16 years of SUD, he is willing to work with providers and stick to treatment. He's found support for not just his illness but for his life in general and knows he has somewhere to turn that he can access and afford, and that works for him. He is 13 months drug free, and we are forever grateful to you for getting him to this point. We have our son back. We can't say enough good things about Health West and community health in general!"

FY26 Regional Customer Satisfaction Survey

*Katlyn VanNoordwyk & Dr Kate are both incredible people.
Very grateful to have them as my support staff.*

Keep up the great work Katlyn and Kate!

FY26 Regional Customer Satisfaction Survey

What has been the most helpful thing about the services you and your child received over the last 6 months? (Please comment):

Being able to contact them at any time and having someone available to speak with us.

What would improve the services here? (Please comment):

I feel the services we receive are great just the way they are.

FY26 Regional Customer Satisfaction Survey

Clients' situation health and residential has changed radically within the last two months. Many of these items cannot be definitively answered at this point. Nicole Skodack, client's case manager, is to be highly commended for her handling of clients' needs throughout the past years. Nicole answers calls and responds to texts and emails quickly, follow up on matters brought to her attention and handles meetings and reports with meticulous attention to detail. She is a superb advocate for clients. We're sorry to be losing her services. HealthWest is transferring payee services to another entity. It is hoped this can be handled very soon since client's residence is different, and costs/payments need to be directed differently.

FY26 Regional Customer Satisfaction Survey

Natalie Martinez has been a fabulous case manager. Would recommend her to anyone.

Great Job Natalie! Keep up the great work! KUDOS!

FY26 Regional Customer Satisfaction Survey

The two therapy's I have are wonderful. The first one retired. This second one is wonderful as well.

FY26 Regional Customer Satisfaction Survey

HealthWest of Muskegon MI has helped me get sober, stay sober, tackle triggers as well as address my mental issues with anxiety and how thoughts put me into a dangerous place if I let it go there. I've been sober almost 9 months. Longest sober time in 20 plus years. Five stars for HealthWest!!

FY26 Regional Customer Satisfaction Survey

Tami does a great job. I can easily reach her and enjoy working with her.

Kudos Tami Borucki! Keep up the great work.

FY26 Regional Customer Satisfaction Survey

We love Dave and his ability to meet our daughter with kindness and compassion.

Kudos Dave Reinhart! Keep up the great work.

FY26 Regional Customer Satisfaction Survey

I am xxxx guardian and with HealthWest's help xxxx has adapted to her living arrangements very well and is doing more things than she did at home I am very pleased.

Amy Shafer is listed as the primary worker for this individual. Great job Amy and team!

FY26 Regional Customer Satisfaction Survey

Kate and nursing staff are great and always treat me with kindness and respect. Whenever I have any issues, they address them immediately and make me feel heard.

Great job Kate Jackson and nursing team! Keep up the great work.

Phone Call / Main Line

The main line received a call from a happy mom and client!

Mom called to inquire about the upcoming appointment and asked if the appointment was with Alisha because her daughter “absolutely fell in love with her.” Kerry B explained that Alisha was a clinician on the team who performed comprehensive assessments to determine which team would best fit consumers and that the upcoming appointment would be with a member of her team. Mom said she just wanted to check because “Alisha was so great!”

Alisha - Keep up the great work!

*You are embracing the HealthWest way by **Treating everyone with Kindness and Joy** and by embracing the **Golden Rule**.*

FY26 Regional Customer Satisfaction Survey

What has been the most helpful thing about the services you and your child received over the last 6 months? (Please comment):

Helping my daughter to be able to physically communicate more! She also has started recently using more words!

What would improve the services here? (Please comment):

For ‘Spectrum Autism Testing’ when the child becomes overwhelmed being offering more methods to calm the child. I feel it’s a bit too gentle to where the child isn’t able to fully recover & resume in the testing process.

FY26 Regional Customer Satisfaction Survey

What has been the most helpful thing about the services you and your child received over the last 6 months? (Please comment):

My son has been better with his emotions while in public and to friends. Services are conveniently at home during our busy schedule.

What would improve the services here? (Please comment):

The tasks could switch up a bit. As of lately we have been doing a craft everyday. My son is not big into crafts, and while the intent is to have him sit and attend “lesson” for longer periods, switching the task at hand weekly or every other week would also help him engage a little more independently.

Survey Comments:

The technician is great with him. Direct but kid friendly still. Keeps expectations in place and teaches extensively on emotions and coping skills as much as she can. I feel more prepared that my son will be prepared for kindergarten. The technician also is friendly to our entire family and is okay including brothers at times along with even including my pets. Overall she’s a joy to have around.



IN-PERSON

Save the Date! CMHA Annual Fall Conference

Credit Available - See Credits tab below.

Topic Areas: [Advocacy](#) | [Anti-Stigma](#) | [Assertive Community Treatment \(ACT\)](#) | [Behavioral Treatment](#) | [Board Member Governance](#) | [Clubhouse](#) | [Cognitive Behavioral Therapy \(CBT\)](#) | [Co-Occurring Disorders](#) | [Dialectical Behavior Therapy \(DBT\)](#) | [Integrated Dual Disorder Treatment \(IDDT\)](#) | [Intellectual/Developmental Disabilities \(IDD\)](#) | [Juvenile Justice](#) | [Mental Health](#) | [Peers and Recovery](#) | [Self-Determination](#) | [Substance Use Disorder](#) | [Trauma](#) | [Trauma-Informed Care](#)

Categories: [In-Person Training](#)

Duration: Two-Day

CMHA Staff: Sarah Botruff

Location: Grand Traverse Resort and Spa - Acme, Michigan

Dates

Mon, Oct 26, 2026 - 8:00 AM to Tue, Oct 27, 2026 - 4:00 PM EDT [Schedule at a glance](#)

Monday, October 26, 2026

Group Networking Breakfast

Date/Time: Mon, Oct 26, 2026 - 07:15 AM to 08:15 AM (EDT)

Conference Welcome & Announcements

Date/Time: Mon, Oct 26, 2026 - 08:00 AM to 08:30 AM (EDT)

Keynote: Intentional Partnerships for Meaningful Outcomes

Date/Time: Mon, Oct 26, 2026 - 08:30 AM to 09:30 AM (EDT)

Speaker(s): Patricia Neitman

+ **Detail:** Keynote: Intentional Partnerships for Meaningful Outcomes Patricia Neitma, MS, LLP, Bureau Dir....

1. CCBHCs and the Future of Michigan's Behavioral Health Safety Net

Date/Time: Mon, Oct 26, 2026 - 10:00 AM to 11:30 AM (EDT)

+ **Detail:** 1. CCBHCs and the Future of Michigan's Behavioral Health Safety Net TBD Michigan's CCBHC L...

2. Dismantling Clinical Silos: A Model for Building Better Bridges in Organizations with Multiple Levels of Care

Date/Time: Mon, Oct 26, 2026 - 10:00 AM to 11:30 AM (EDT)

Speaker(s): Phillip Hunter

+ **Detail:** 2. Dismantling Clinical Silos: A Model for Building Better Bridges in Organizations with Multiple Le...

3. Governance Essentials for CMH Boards: Integrating Best Practices with the Carver Model

Date/Time: Mon, Oct 26, 2026 - 10:00 AM to 11:00 AM (EDT)

Speaker(s): Jennifer Margraf MBA, MA, CFRE

+ **Detail:** 3. Governance Essentials for CMH Boards: Integrating Best Practices with the Carver Model Jennif...

4. A Framework for Assessing and Costing Specialized Residential Care Services

Date/Time: Mon, Oct 26, 2026 - 10:00 AM to 11:00 AM (EDT)

Speaker(s): Lynne Doyle , Erin Barbus

+ **Detail:** 4. A Framework for Assessing and Costing Specialized Residential Care Services Lynne Doyle, MPA,....

5. Overdose Response Strategy (ORS): Cross-sector Partnership Innovation and Emerging Drug Trends

Date/Time: Mon, Oct 26, 2026 - 10:00 AM to 11:00 AM (EDT)

Speaker(s): Emily Godfrey , Robert Kerr

+ **Detail:** 5. Overdose Response Strategy (ORS): Cross-sector Partnership Innovation and Emerging Drug Trends

6. Stronger Together: Expanding Michigan's Behavioral Health Crisis Continuum Through Public-Private Partnership and Behavioral Health Urgent Care

Date/Time: Mon, Oct 26, 2026 - 10:00 AM to 11:00 AM (EDT)

Speaker(s): Audrey E. Smith MPH, Sharon K. Dodd-Kimmey MD, Pamela Nolen BSA/AML

+ **Detail:** 6. Stronger Together: Expanding Michigan's Behavioral Health Crisis Continuum Through Public-Private....

7. Making Self-Directed Services Work

Date/Time: Mon, Oct 26, 2026 - 10:00 AM to 11:00 AM (EDT)

Speaker(s): Angela Martin , Jan Lampman , Nicole Gillies

+ **Detail:** 7. Making Self-Directed Services Work Angela Martin, LMSW, Senior Associate Director, Michigan D....

8. When Emerging Adults Struggle: Recognizing Mental Health Decline to Make a Difference

Date/Time: Mon, Oct 26, 2026 - 10:00 AM to 11:00 AM (EDT)

Speaker(s): Patricia Dixon , Anne Di Iorio-Fitzpatrick , Sheila Lewis

+ **Detail:** 8. When Emerging Adults Struggle: Recognizing Mental Health Decline to Make a Difference Patrici...

Group Networking Lunch

Date/Time: Mon, Oct 26, 2026 - 11:30 AM to 12:30 PM (EDT)

Keynote: TBD

Date/Time: Mon, Oct 26, 2026 - 12:00 PM to 01:00 PM (EDT)

9. From Assessment Data to Clinical Action: Outcomes Monitoring, AI-Assisted Intelligence, and Risk Signals Using MichiCANS

Date/Time: Mon, Oct 26, 2026 - 01:30 PM to 03:00 PM (EDT)

Speaker(s): Erin Mobley , Joseph Torres , Lisa Collins

+ **Detail:** 9. From Assessment Data to Clinical Action: Outcomes Monitoring, AI-Assisted Intelligence, and Risk ...

10. Beyond the Bubble Bath: Burnout Recovery for Organizations and Real People

Date/Time: Mon, Oct 26, 2026 - 01:30 PM to 03:00 PM (EDT)

Speaker(s): Holly Wixon MA, MSW, CAADC, CCS, Charity Gorbach MA, MSW, CAADC, Nicole Gillies

+ **Detail:** 10. Beyond the Bubble Bath: Burnout Recovery for Organizations and Real People Holly Wixon, MA, ...

11. Bridging Systems for Transition Age Youth and Young Adults: Enhancing Assessments for Transition Age Youth and Young Adults

Date/Time: Mon, Oct 26, 2026 - 01:30 PM to 03:00 PM (EDT)

Speaker(s): Kelly France

+ **Detail:** 11. Bridging Systems for Transition Age Youth and Young Adults: Enhancing Assessments for Transio...

12. Building a Mental Health Ready Workforce: Integrating Mental Health First Aid and Psychological Safety in Community Behavioral Health

Date/Time: Mon, Oct 26, 2026 - 01:30 PM to 03:00 PM (EDT)

Speaker(s): Cyril Davis , Lynne Lyons M.D

+ **Detail:** 12. Building a Mental Health Ready Workforce: Integrating Mental Health First Aid and Psychological ...

13. Building Strong Supervisors: Developing Leadership Capacity in Community Mental Health

Date/Time: Mon, Oct 26, 2026 - 01:30 PM to 03:00 PM (EDT)

Speaker(s): Marika Orme MSA, MS, LLP

+ **Detail:** 13. Building Strong Supervisors: Developing Leadership Capacity in Community Mental Health Marik...

12.

Date/Time: Mon, Oct 26, 2026 - 04:30 PM to 06:00 PM (EDT)

13.

Date/Time: Mon, Oct 26, 2026 - 03:30 PM to 05:00 PM (EDT)

14.

Date/Time: Mon, Oct 26, 2026 - 04:30 PM to 06:00 PM (EDT)

15.

Date/Time: Mon, Oct 26, 2026 - 04:30 PM to 06:00 PM (EDT)

16.

Date/Time: Mon, Oct 26, 2026 - 03:30 PM to 05:00 PM (EDT)

17.

Date/Time: Mon, Oct 26, 2026 - 03:30 PM to 05:00 PM (EDT)

18.

Date/Time: Mon, Oct 26, 2026 - 03:30 PM to 05:00 PM (EDT)

Tuesday, October 27, 2026

Tuesday Breakfast

Date/Time: Tue, Oct 27, 2026 - 07:30 AM to 08:45 AM (EDT)

+ Detail: Breakfast Activities (full breakfast buffet will be served until 8:45am) Non-Board Member, Exhibito....

Keynote:

Date/Time: Tue, Oct 27, 2026 - 09:00 AM to 10:00 AM (EDT)

19.

Date/Time: Tue, Oct 27, 2026 - 10:30 AM to 12:00 PM (EDT)

20.

Date/Time: Tue, Oct 27, 2026 - 10:30 AM to 12:00 PM (EDT)

21.

Date/Time: Tue, Oct 27, 2026 - 10:30 AM to 12:00 PM (EDT)

22.

Date/Time: Tue, Oct 27, 2026 - 10:30 AM to 12:00 PM (EDT)

Speaker(s): Mr. Alan Bolter

23.

Date/Time: Tue, Oct 27, 2026 - 10:30 AM to 12:00 PM (EDT)

Speaker(s): Mr. Alan Bolter

24.

Date/Time: Tue, Oct 27, 2026 - 10:30 AM to 12:00 PM (EDT)

Speaker(s): Mr. Alan Bolter

Group Networking Lunch and Keynote:

Date/Time: Tue, Oct 27, 2026 - 01:00 PM to 02:30 PM (EDT)



August 28, 2026

MEETING NOTICE SEPTEMBER 2026

The HealthWest Board will meet in the following sessions during the month of September 2026. Please remember we must have a quorum in person for these meetings. If you participate remotely, your vote will not count. If you have any questions, please let me know.

Finance Committee

Friday, September 11, 2026

Full Board Meeting

Friday, September 25, 2026

The administrative office will contact you via email to remind you of these meetings.

The complete schedule of committee and board meetings for 2026 can be found online at <https://healthwest.net/about-us/healthwest-board-agendas-minutes/2023-board-of-directors-schedule/>

\hb

cc: HealthWest Board Members

Main Office

376 E. Apple Ave. | Muskegon, MI 49442 | P (231) 724-1111 | F (231) 724-3659
[HealthWest.net](https://healthwest.net)



MEMORANDUM

Date: 08/28/2026

To: HealthWest Board of Directors

CC: Mark Eisenbarth, Muskegon County Administrator
 Matt Farrar, Muskegon County Deputy Administrator
 Angie Gasiewski, Muskegon County Finance Director

From: Rich Francisco, Executive Director

Subject: **Director's Update**

MDHHS Updates:

- I attended 2 webinars provided by MDHHS related to Medicaid enrollment and the advent of HR1 coming in October of this year. The first one was related to Medicaid coverage for Immigrants and their status. The second one relates more to youth re-entry from juvenile justice system and their eligibility for Medicaid.
 - **Webinar 1: H.R. 1 Immigrant Medicaid Eligibility Changes**
 This webinar focused on federal Medicaid eligibility changes beginning October 1, 2026. Certain immigrant adults may lose full Medicaid coverage unless they qualify through another eligibility pathway. MDHHS emphasized that Michigan will review alternative coverage options before terminating benefits, with children and pregnant individuals receiving additional protection through CHIPRA-214. For HealthWest, the key issue is that Medicaid enrollment support, MI Bridges assistance, and renewal/documentation help will be important to prevent unnecessary coverage loss and reduce General Fund exposure.
 - **Webinar 2: CAA Juvenile Justice Reentry Services**
 This webinar focused on new Medicaid-covered services for eligible justice-involved youth before and after release from correctional settings. Covered activities include screening, diagnostic services, and targeted case management beginning up to 30 days before release and continuing post-release. MDHHS identified CMHSPs and CCBHCs as potential providers, making this a possible service and reimbursement opportunity for HealthWest. The main operational issue will be coordinating services to avoid duplication with existing supports such as Behavioral Health TCM, Wraparound, Health Home, or Behavioral Health Home.

Together, the webinars point to a growing need for HealthWest to strengthen eligibility navigation, coverage retention efforts, and transition-of-care coordination. These areas are increasingly important for maintaining Medicaid coverage, limiting General Fund exposure, and positioning HealthWest for emerging Medicaid service opportunities.

- PIHP RFP – no new updates, even at the LRE, they have not heard anything. I finally got access to the SIGMA system which publishes RFPs from DTMB (Dept. of Technology, Management and Budget).
- 4 PIHP Lawsuit - The lawsuit filed by four PIHPs against MDHHS remains active. The Court has already issued an opinion and order, dismissed some claims but allowed several major issues to proceed into discovery and mediation. The LRE did not originally join the lawsuit, although the LRE signed a redlined FY25 PIHP contract and has been monitoring the litigation closely. More recently, the Court ordered the parties into mediation. The mediation was initially scheduled. However, it was later postponed because of developments in the LRE's separate FY22 Cost Settlement lawsuit. The Attorney General's office indicated that the LRE should likely be included if Judge Patel combines the cases.

LRE Level Updates:

- LRE Board meeting occurred on 08/26/2026
 - The LRE board approved the execution of the FY27 PIHP/CMSHP contract.
 - There was good discussion and feedback from the CMHSPs regarding some changes to the contract between the CEOs and LRE executive team. I offered several language changes to the contract that I believe the LRE and CMHSPs should be able to come to an agreement on them.
 - The CMHSPs feedback to the LRE were similarly related to the provider network adequacy and noticing related to delegated functions. I shared in a previous update more detail on these two concerns.
 - The LRE board of directors have also approved the LRE Strategic Plan and the SUD prevention plan.

CMH Level:

- HealthWest continues with various projects:
 - Utilization reviews and productivity: I updated the board last month that work related to reviewing services at HW is a priority and various teams continue to work on this project.
 - SDA (Same Day Access) is going well as the clinical teams prepare for a go live date at the end of September. There will have to be some policies updated.
 - HW is currently under a site review with the LRE right now. Pam Kimble provided me with an update that this review has gone so much smoother as far as the process. The quality improvement team continues to coordinate, obtaining remaining proofs for the LRE and should be wrapping up soon. Kudos to Pam, Bennie, and the QI team and HW staff for their work on a time-consuming audit.