HEALTHWEST

FULL BOARD MINUTES

October 23, 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 8:00 a.m.

ROLL CALL

Members Present: Janet Thomas, Cheryl Natte, Janice Hilleary, John Weerstra, Remington Sprague, M.D., Thomas Hardy, Charles Nash, Michelle Hazekamp, Mary Vazquez

Members Absent: Chris McGuigan, Jeff Fortenbacher, Tamara Madison

Others Present: Rich Francisco, Holly Brink, Gina Maniaci, Christy LaDronks, Kristi Chittenden, Carly Hysell, Melina Barrett, Jackie Farrar, Helen Dobb, Casey Olson, Jennifer Hoeker, Kim Davis, Amber Berndt, Gary Ridley, Lea Streblow, Rebecca StClair, Calvin Davis, Devan Peterson, Kelly Betts, Chianti Brown, Danielle Bush, Suzanne Beckeman, Anissa Goodno, Gina Kim

Guests Present: Angela Gasiewski, Donata Kidd, Stephanie VanDerKooi

MINUTES

HWB 1-B - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the minutes of the September 25, 2026 Full Board meeting as written.

MOTION CARRIED

HWB 2-B - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the minutes of the September 11, 2026 Finance Committee meeting as written.

ITEMS FOR CONSIDERATION

HWB 3-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve expenditures for the month of September 2026, in the total amount of $10,499,634.99.

MOTION CARRIED

Monthly Report from the Chief Financial Officer

Ms. Hysell, Finance Director, presented the August report, noting an overall cash balance of $6,405,856.56 as of August 31, 2026.

HWB 4-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve HealthWest to enter into lease agreements with Enterprise Fleet Management for three (3) vehicles for amount not to exceed $2,150 per month for a five (5) year (60 months) term for each lease and authorize administration signature of the lease.

MOTION CARRIED

HWB 5-B – It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve the purchase 136 new Lenovo ThinkPad T16 Gen 5 laptops, including a 3-year warranty, from CDW-G, an approved reseller for the Sourcewell cooperative agreement, contract # 121923, at a cost not to exceed $245,700.32.

MOTION CARRIED

HWB 6-B – It was moved by Mr. Hardy, seconded by Mr. Weerstra, to approve Snare licenses for 600 workstations, 35 servers, 1 SQL database server, and the centralized storage system from CDW-G, an approved reseller for the Sourcewell cooperative agreement, contract #121923, for the 12-month term 12-16-2026 to 12-17-2026 at a cost not to exceed $33,901.28.

MOTION CARRIED

HWB 7-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the contract with ICIMS to provide reference-checking software for HealthWest and authorize the HealthWest Chief Financial Officer to sign the agreement for a three-year term, October 31, 2026, through October 31, 2029, at a cost not to exceed $28,963.60.

MOTION CARRIED

HWB 8-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve a new temporary Director of Data Architecture and Analytics position, Wage Grade HW13, to be eliminated upon the retirement of Employee E93001101, effective upon Board approval.

MOTION CARRIED

HWB 9-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve a new temporary Interim Director of Integrated Health position, Wage Grade HW13, and to eliminate that position upon permanent Director of Integrated Health being hired and trained, not to exceed six months, effective upon Board Approval.

MOTION CARRIED

HWB 10-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve to approve the HealthWest Executive Director to provide HealthWest employee incentive programs to eligible HealthWest staff at a total cost not to exceed $1,225,000, effective October 1, 2026, through September 30, 2027, and to approve providing the new County incentive programs beginning October 1, 2026.

MOTION CARRIED

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

Ms. Kidd, County Director for DHHS, provided an HR 1 presentation.

DIRECTOR'S COMMENTS

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

MDHHS Updates:

- 4 PIHP Lawsuits – now 5 PIHP, due to the LRE being included in it by Judge Patel because of our recent case with FY22 Cost settlement. My last update regarding this case was that they are now in the "discovery phase." Taft Law represents the LRE, and the most recent update is that the LRE generated a list of individuals that could provide insight and information on how the 7.5% was selected for the ISF.
- MDHHS continues to hold listening sessions related to CCBHC demonstrations and prepares for it to eventually become part of capitation or some sort of waiver. In addition, CMHA is also holding CCBHC Caucus meetings with current CCBHCs to continue to improve the system and make recommendations to MDHHS.

LRE Level Updates:

- LRE Executive committee and Ops meeting was held on 10/21/2026.
  - Regional FY27 rates discussion – LRE is reviewing multiple scenarios for what the LRE will consider our budget. The final rates that Milliman provided estimated to be about a 10% decline in HMP enrollment and that estimate according to LRE/CMHSPs is an incredibly low estimate because of the impact of HR1 and Medicaid enrollment dropping. The LRE is preparing a 12.5%, 15%, 18% and 30% scenario. The LRE already ran the numbers for 15% and 30% and there was not much difference. For the LRE Risk Management Strategy submission, the region will utilize the 15% estimate.
  - FY26 rate adjustment – there is going to be a rate adjustment for FY26 (last year). This will narrow the gap for CMHSPs that predicted a shortfall; however, it will not be enough to cover all the deficit.

CMH Level Updates: Update from Quality Improvement team – Pam Kimble

- HealthWest received strong marks in our FY26 CMHSP site review, demonstrating high levels of compliance and quality across multiple areas. The organization received perfect scores in several desk audit categories: Member rights and information, Health Information Systems, and Behavior Treatment Plan Review Committee. Others program areas that also received 100 percent Fiscal Management Services, Self Direction, and Trauma-Informed Care.
  - 100% validation of all audited Critical Incidents and Risk Events.

- An overall Credentialing and Training audit score of 98.84% (NOTE: all citations were contracted provider citations. HealthWest, as a provider, was 100% in this area).
- An overall Clinical Audit score of 97.18%, reflecting strong documentation, assessments, and care coordination practices.
- Positive performance in the Crisis Residential Unit review and no corrective action required in SUD Prevention services.
- The review also identified opportunities for improvement in service availability, authorization processes, and select clinical documentation practices. Corrective action plans will address these areas while building on the many strengths recognized throughout the review.
- Corrective Action Plan is due to LRE on 10/9/26.

- Preparation has started for FY26 Waiver audit. MDHHS will be auditing HealthWest October 28 – November 6.
- CARF – initiated a permanent change of our organization's accreditation date following analysis of anticipated upcoming surveys. The new date expiration is 10/31/27 (Previously 5/21/27). This means our audit is pushed back to August/Sept of 2027 and so will be using the new 2027 standards which will be coming out in Jan. 2027
- HR1 review, analysis, and preparation. HealthWest continues to prepare for HR1. Finance, clinical, and the communications team have been making efforts to ensure that our clients do not lose eligibility. The impact of HR1 on our budget is also being looked at closely, especially on GF funds. There is greater emphasis on the GF funding bucket because we do not have as much GF as other funding (Medicaid).
- CSU update: We have been working with TBD on the feasibility study for the CSU and TDB solutions presented the data to the executive team. In the future, I hope to share the report as well have TBD present the data and information the board.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

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

Respectfully,

Janet Thomas
Board Chair

/hb

HealthWest
Muskegon's Behavioral Wellness Connection

TO: **HealthWest Board Members**

FROM: **Janet Thomas, Board Chair, via Rich Francisco, Executive Director**

SUBJECT: **Full Board Meeting**
October 23, 2026
376 E. Apple Ave., Muskegon, MI 49442
https://healthwest.zoom.us/j/92330401570?pwd=TFNHMWhnQmF5NVAybWRQVG54Tk1GZz09
Webinar ID: ***92330401570*** Passcode: **428623**

AGENDA

1) Call to Order — Action

2) Approval of Agenda — Action

3) Approval of Minutes

A) Approval of the Full Board Minutes of September 25, 2026 — Action
(Attachment #1 – pg. 1-5)

B) Approval of the Finance Committee Minutes of September 11, 2026 — Action
(Attachment #2 – pg. 6-8)

4) Public Comment (on an agenda item)

5) Items for Consideration

A) Authorization of Expenditures for September 2026 — Action
(Attachment #3 – pg. 9)

B) Monthly Report from the Chief Financial Officer — Information
(Attachment #4 – pg. 10-13)

C) Authorization to Enter Lease Agreement with Enterprise Fleet Management — Action
(Attachment #5 – pg. 14)

D) Authorization to Approve Laptop Replacements — Action
(Attachment #6 – pg. 15-17)

E) Authorization of Snare Subscription Renewal — Action
(Attachment #7 – pg. 18-20)

F) Authorization to Contract with ICIMS — Action
(Attachment #8 – pg. 21-30)

G) Authorization of Temporary Director of Data Architecture and Analytics — Action
(Attachment #9 – pg. 31)

H) Authorization of Temporary Interim Director of Integrated Health — Action
(Attachment #10 – pg. 32)

I) Authorization of FY2027 Staff Incentives — Action
(Attachment #11 – pg. 33-37)

6) Old Business

7) New Business

8) Communication

A) HR 1 Updates: Donata Kidd, County Director, Department of Health & Human Services — Information

B) Consumer Advisory Committee Update — Information
(Attachment #12 – pg. 38)

C) Staff Kudos — Information
(Attachment #13 – pg. 39-41)

D) November Meeting Memo — Information
(Attachment #14 – pg. 42)

E) Director's Report – Rich Francisco, Executive Director — Information
(Attachment #15 – pg. 43-44)

9) Public Comment

10) Adjournment — Action

/hb

HEALTHWEST

FULL BOARD MINUTES

September 25, 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, John M. Weerstra, Mary Vazquez, Remington Sprague, M.D.

Members Absent: Chris McGuigan, Charles Nash, Mary Vazquez, Tamara Madison

Others Present: Rich Francisco, Holly Brink, Gina Maniaci, Kristi Chittenden, Jennifer Hoeker, Melina Barrett, Lea Streblow, Gary Ridley, Amber Berndt, Susan Plotts, Helen Dobb, Kim Davis, Brittani Duff, Mickey Wallace, Kaitlin Shaffer, Suzanne Beckeman, Madison Rosel

Guests Present: Stephanie VanDerKooi

MINUTES

HWB 131-B - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the minutes of the August 28, 2026 Full Board meeting as written.

MOTION CARRIED

COMMITTEE REPORTS

Finance Committee

HWB 126-F - It was moved by Dr. Sprague, seconded by Ms. Thomas, to approve the Finance Committee meeting minutes from August 21, 2026 as written.

MOTION CARRIED

HWB 127-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve expenditures for the month of August 2026, in the total amount of $8,850,095.63.

MOTION CARRIED

HWB 128-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest Executive Director to sign a contract with Samaritan Way Recovery Community from November 1, 2026 through September 30, 2027.

MOTION CARRIED

HWB 129-F - It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the HealthWest Board of Directors to approve the purchase of and / or reimbursement from VitalCore and/or other utilized pharmacies for FY2027.

MOTION CARRIED

HWB 130-F - It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest Executive Director to sign the FY27 Lakeshore Regional Entity and HealthWest Agreement of the Medicaid Managed Specialty Supports and Services under Section 1115 Behavioral Health Demonstration Waiver, including concurrent 1915(c)/(i) Waiver Programs, Flint 1115 Demonstration Waiver, and the Healthy Michigan Program, effective October 1, 2026, through September 30, 2027.

MOTION CARRIED

ITEMS FOR CONSIDERATION

HWB 132-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve Janice Hilleary as a recommendation for re-appointment for the Executive Board Member for the LRE (Lakeshore Regional Entity), and authorizes the HealthWest Board Chairperson, Janet Thomas, to recommend her on behalf of the HealthWest Board of Directors.

MOTION CARRIED

HWB 133-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve acceptance of the sub-recipient agreement with MPHI to be awarded $80,291.00 and use funds as directed by the agreement

MOTION CARRIED

HWB 134-B – It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve acceptance of the FY2027 – FY2029 Strategic Plan.

MOTION WAS MADE ON THE FLOOR: MOTION CARRIED

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

Gary Ridley, Training and Communication Manager, presented the FY2027 – FY2029 Strategic Plan.

DIRECTOR'S COMMENTS

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

Director's Update

MDHHS Updates:

- September 18, 2026, HW has received our ICSS – Intensive Crisis Stabilization Services certification. The Certification Letter was sent to both the LRE and HW. HW staff are now reviewing the letter as there are some final items that need to be addressed with the certification such as updating program information. The certification comes with Technical Assistance and is valid until September 30, 2029.
- No RFP update.
- FY22 Cost Settlement Litigation: One of the most significant issues facing LRE:
  - MDHHS has already recovered $4.8 million
  - Approximately $13.7 million remains disputed
  - Judge Patel denied dismissal and consolidated LRE's case with NorthCare litigation
  - Discovery will now proceed.

LRE Level Updates:

1. LRE Board meeting occurred on 09/23/2026
   - Budget was shared for FY27 – The LRE board work session covered the budget as part of the Annual Budget Hearing. **FY2027 Budget**
     - Proposed FY2027 budget totals **$454.5 million**, a decrease of approximately **$23.6 million (4.9%)** from FY2026.
     - Significant revenue declines are projected in:
       - Medicaid State Plan funding (**-11.6%**)
       - Healthy Michigan funding (**-12.8%**)
       - Growth areas include:
         - ✓ Children's Waiver (**+88.8%**)
         - ✓ Substance Use State Plan (**+59%**)
         - ✓ Substance Use Healthy Michigan (**+28.6%**)

   - **Regional Deficits**
     - LRE continues to face significant funding uncertainty:
     - Current projected FY26 regional deficit: **$16.7 million**
     - Budgeted regional deficit: **$18.8 million**
     - Largest projected deficits:
       - **Network180:** approximately **$13.9 million**
       - **Ottawa CMH:** approximately **$9.1 million**
       - HealthWest, OnPoint, and West Michigan CMH continue to project surpluses.

   - **H.R. 1 Concerns**
     - Leadership expressed substantial concern regarding federal Medicaid changes under **H.R. 1**:
       - MDHHS rate-setting assumes only a **10% Healthy Michigan disenrollment**

- Other states have experienced **30–40% disenrollment**
- Potential impact on regional behavioral health funding remains uncertain

- LRE "Needs Based" funding assessment – The LRE will continue to seek and bring back to the LRE board a proposal to proceed with doing the "needs-base" analysis. The LRE CEO presented that with one estimate received for quote, it could cost the LRE about 80k which includes 3 phases: Assessment, Comparison/Development, Implementation. This will include an assessment to determine whether the region is funded appropriately.

CMH Level:

- On Wednesday, September 23, HealthWest joined consumers in Lansing for the annual Walk a Mile in My Shoes Rally. This statewide event brings together hundreds of Michiganders and provides an opportunity to advocate for increased mental health funding, raise awareness about mental health challenges, and help reduce stigma. By sharing our stories and engaging with legislators, we help ensure that the voices of individuals receiving mental health services are heard and valued. While attending the rally, they had the opportunity to connect with a staff member from Representative Luke Meerman's office, and Representative Will Snyder took time to meet with the HealthWest group personally. These conversations provided a valuable opportunity for staff and consumers to ask questions, share concerns, and discuss the importance of sustaining and strengthening Michigan's public mental health system. Both were welcoming, attentive, and eager to hear from those with lived experience and the professionals who support them. Special thanks to the HealthWest staff who volunteered their time and energy to make this event a success. Your dedication, compassion, and commitment helped create a meaningful experience for our consumers and ensured that their voices were represented. There are about 300,000 citizens that seek and utilize behavioral health services.

- SDA (Same Day Access) – I would like to applaud and recognize the work of clinical staff in the SDA project. Christy LaDronka and the clinical teams at HW have made this possible. This was a concerted effort of many. Special thanks to the clinical staff and their role in defining the new processes that are needed to accomplish going to SDA. The work of the clinical teams included time doing: Process mapping, storyboarding, time studies, stakeholder engagement and consulting other partners for best practices.
  - HW received notice that we were awarded the $500,000 requested to assist with "Enhancing Behavioral Health Crisis Response and Stabilization in Muskegon County" (CSU). HW is now waiting on the CDS – Congressional Designated Spending that we submitted for federal funds $2M – HW should hear something by the end of the month. This will get HW started on the CSU project.
  - Next Month at the Full Board meeting – Helen Dobb our Compliance Manager will present and provide an update on the Corporate Compliance Plan.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:47a.m.

Respectfully,

Janet Thomas
Board Chair
/hb

PRELIMINARY MINUTES
To be approved at the Full Board Meeting on
October 23, 2026

HEALTHWEST

FINANCE COMMITTEE MEETING MINUTES

September 11, 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, Remington Sprague, M.D.
Committee Members Absent:	Charles Nash, John Weerstra, Michelle Hazekamp
Also Present:	Holly Brink, Rich Francisco, Brandy Carlson, Gina Maniaci Christy LaDronka, Kristi Chittenden, Casey Olson, Gina Kim, Carly Hysell, Anissa Goodno, Justin Robillard, Lea Streblow, Gary Ridley, Tasha Kuklewski, Jennifer Stewart, Melina Barrett, Kim Davis, Kaitlin Shaffer, Brandon Baskin, Jason Bates

ITEMS FOR CONSIDERATION

A. *Approval of the Minutes of August 21, 2026*

It was moved by Dr. Sprague, seconded by Ms. Thomas, to approve the Finance Committee meeting minutes from August 21, 2026 as written.

MOTION CARRIED

B. *Approval of Expenditures for August 2026*

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve expenditures for the month of August 2026, in the total amount of $8,850,095.63.

MOTION CARRIED

C. *Monthly Report from the Chief Financial Officer*

Ms. Carlson, Chief Financial Officer, presented the July report, noting an overall cash balance of $4,421,401.22 as of July 31, 2026.

D. *Finance Update Memorandum*

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

E. *Authorization to Approve Contracting with Samaritan Way*

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest Executive Director to sign a contract with Samaritan Way Recovery Community from November 1, 2026 through September 30, 2027.

MOTION CARRIED

F. *Authorization to Approve Payment / Reimbursement from VitalCore Health Strategies, LLC*

It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the HealthWest Board of Directors to approve the purchase of and / or reimbursement from VitalCore and/or other utilized pharmacies for FY2027.

MOTION CARRIED

G. *Authorization to Approve Signing of the Lakeshore Regional Entity (LRE) Agreement*

It was moved by Mr. Hardy, seconded by Dr. Sprague, to approve the HealthWest Executive Director to sign the FY27 Lakeshore Regional Entity and HealthWest Agreement of the Medicaid Managed Specialty Supports and Services under the Section 1115 Behavioral Health Demonstration Waiver, including concurrent 1915(c)/(i) Waiver Programs, Flint 1115 Demonstration Waiver, and the Healthy Michigan Program, effective October 1, 2026, through September 30, 2027

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:

- **MDHHS/LRE updates:**
  - HW submitted some data to the LRE to understand the cost for some of our consumers in specialized residential settings. There is a greater need to understand the residential per diem rates we pay our providers on a regional basis. Ottawa County provided a template to review individuals that receive enhanced care and receive enhanced safety services from HW. The summary of the preliminary data revealed that we have about 58 individuals in these programs that utilize about 10 to 13% percent of the revenue (about 11M). Ottawa shared their data of about 17 consumers using about 6M of their revenue. We do serve individuals with high behavioral and high medical needs. The rest of the partner CMHSPs have also submitted the data and the LRE will be aggregating the results. The goal is to advocate with MDHHS for this population of individuals.
  - LRE/CMHSP FY27 contract review is completed and HW is ready to sign. We have resolved contract language changes and the areas of concern for HW have been removed from the contract. I mentioned that there were two areas of concern for HW in my past update to the board. One relates to provider network adequacy (inadequacy), and the other is related to notification to CMH related to delegated functions.

- CCBHC listening sessions continue to happen at the state level with CCBHCs and MDHHS. The goal is to hear back from CCBHCs on the pain points as CCBHC ends the demonstration. The last session was on the critical component of Care coordination and Targeted Case Management. It was an in-depth look at what the differences are and what the similarities are and how each is currently funded.

➢ **CMH Level updates:**

- HW has submitted an RFQ (Request for Qualifications) with the County to review our current role as a CMH and a county department. I have been in conversation with County leadership over the topic of becoming an authority. County leadership has been talking with other CMHSPs/County going through the process and what is involved. I have also been in contact with Lapeer County (from region 10) who is also going to pursue authority status. The goal of RFQ is to procure legal counsel who is an expert at the Mental Health code and is knowledgeable about the inner workings of the various CMHSP set ups, risks, and responsibilities. There will be only 3 more CMHSPs that will be tied to the County as department after Ottawa and Lapeer transitions. Macomb, Washtenaw, and Muskegon.
- HW Continues to focus on General Fund line item in the budget. With the impacts of CCBHC non-Medicaid and HR 1, we will surely need more funding in this area. At the director's forum, the same concern was brought by over 50% of the directors. There is going to be a separate discussion with the CCBHC Caucus in two weeks to discuss the issues related to this. The goal is to advocate for more GF dollars with MDHHS.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:27 a.m.

Respectfully,

Jeff Fortenbacher
Committee Chair

/hb

PRELIMINARY MINUTES
To be approved at the Finance Meeting on
October 16, 2026

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Finance	**REQUEST DATE** October 23, 2026		**REQUESTOR SIGNATURE** Brandy Carlson, Chief Financial Officer

SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)

Total expenditures for September 2026 were $10,499,634.99. Significant expenditure included:

- Beacon Services - $241,139.95 for Residential Services
- Cherry Street Services, Inc. - $141,715.44 for Substance Use Services
- Flatrock Manor - $130,716.64 for Residential Services
- Forest View Psychiatric Hospital - $113,926.66 for Community Inpatient Services
- HGA Nonprofit Homes - $128,246.45 for Residential Services
- Hope Network Behavioral Health Services - $170,414.69 for Residential Services
- IvyRehab Michigan - $106,254.01 for Autism Services
- Mercy General Health Partners - $135,399.00 for Community Inpatient Services
- MOKA Corporation - $1,707,810.07 for Outpatient and Residential Services
- Pine Rest Christian Hospital - $129,697.00 for Community Inpatient Services
- Pioneer Resources - $524,501.73 for Autism, Outpatient and Residential Services
- Professional Rehabilitation Services - $146,829.00 for Autism Services
- Turning Leaf - $180,840.14 for Residential Services
- Walloon Lake Recovery Lodge - $189,360.21 for Substance Use Services

SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)

I move to approve expenditures for September 2026 totaling $10,499,634.99

COMMITTEE DATE	COMMITTEE APPROVAL _____ Yes _____ No _____ Other
BOARD DATE October 23, 2026	**BOARD APPROVAL** _____ Yes _____ No _____ Other

HWB 3-B

HealthWest



August 2026

Board Report

This financial report is for internal use only. It has not been audited, and no assurance is provided.

COMMUNITY MENTAL HEALTH
INTERIM BALANCE SHEET 2220
MENTAL HEALTH

August 31, 2026

ASSETS	THIS YEAR	LAST YEAR
Cash in Bank	6,405,856.56	5,402,575.47
Cash in Transit	-	-
Imprest (Petty) Cash	1,600.00	1,600.00
Due from Credit Cards	459.94	414.50
Accounts Receivable	305,099.37	253,179.87
Security Deposits	2,000.00	1,000.00
Due From Other Funds	54,107.00	10,899.62
Prepaid Expenses	605,646.68	438,356.95
Due from other governments	1,478,481.66	4,978,504.71
Total Assets	$ 8,853,251.21	$ 11,086,531.12
LIABILITIES AND EQUITY		
Accounts Payable	$ 71,318.69	$ 86,303.20
Undistributed Receipts	21,707.72	7,383.73
Due to Federal	502.66	-
Total Liabilities and Equity	$ 93,529.07	$ 93,686.93
DEFFERED INFLOWS OF RESOURES		
Deferred Medicaid fee for services and capitation	$ -	$ -
Fund Balance at beginning of year	417,630.85	942,565.51
Nonspendable FB-Prepaids	507,930.59	420,673.60
**Total Fund Balance	$ 925,561.44	$ 1,363,239.11
TOTAL LIABILITIES, DEFERRED INFLOWS OF RESOURCES, AND FUND BALANCE	$ 1,019,090.51	$ 1,456,926.04
NET OF REVENUES VS EXPENDITURES	$ 7,834,160.70	$ 9,629,605.08

Transferred to County Equipment Revolving Account for:			
Mental Health Center Building	(6660-0000-349.220)	$2,207,232.96	$2,368,904.94
Future Equipment Purchases	(6660-0000-349.222)	$119,122.10	$86,607.86

COMMUNITY MENTAL HEALTH
INTERIM BALANCE SHEET 7930
CMH CLIENT FUNDS

August 31, 2026

ASSETS

	THIS YEAR	LAST YEAR
Cash	$ 228,255.71	$ 612,183.01
Imprest Cash	$ -	$ -
Accounts Receivable	$ -	$ -
Total Assets	$ 228,255.71	$ 612,183.01

LIABILITIES AND EQUITY

Accounts Payable	$ 1,234.00	$ -
Due to Other Funds	$ 3,746.91	$ 10,690.53
Undistributed Receipts	$ 223,274.80	$ 601,492.48
	$ 228,255.71	$ 612,183.01

HealthWest

Statement of Revenues, Expenditures and Changes in Fund Balances

Budget to Actual

For the Period from October 1, 2025 through August 31, 2026

	Amended Budget	YTD Budget	YTD Actual	Over (Under) YTD Budget
Revenues				
Medicaid funding:				
Medicaid capitation	$ 59,828,768	$ 54,843,037	$ 54,054,085	$ (788,952)
Medicaid - Autism capitation	13,345,975	12,233,810	12,723,919	490,109
Medicaid capitation - settlement	-	-	(9,230,172)	(9,230,172)
Healthy Michigan Plan	6,256,128	5,734,784	6,489,267	754,483
Healthy Michigan Plan - settlement	-	-	4,141,555	4,141,555
CCBHC Revenue	24,513,925	22,471,098	22,857,573	386,475
State General Fund:				
Formula Fundings	2,066,287	1,894,096	1,894,097	1
Grant Revenue	6,477,699	5,937,891	5,985,894	48,003
Local revenue:				
County appropriation	706,819	647,917	647,912	(5)
Client and third party fees	631,435	578,815	537,677	(41,138)
Quality Bonus Payment	1,397,953	1,281,457	1,512,091	230,634
Interest income	280,250	256,896	208,697	(48,199)
Other revenue	314,354	288,158	565,581	277,423
Total revenue	115,819,593	106,167,959	102,388,176	(3,779,783)
Expenditures				
Salaries and wages	29,971,270	27,473,664	27,798,635	324,971
Fringe benefits	19,528,821	17,901,419	17,637,291	(264,128)
Staff professional development	580,268	531,912	376,579	(155,333)
Contractual expense	58,663,990	53,775,324	55,405,547	1,630,223
Overhead expense	3,115,310	2,855,701	2,792,610	(63,091)
Supplies	927,816	850,498	725,846	(124,652)
Utilities	282,040	258,537	234,293	(24,244)
Insurance	468,073	429,067	468,073	39,006
Capital outlay	(105)	(96)	(70)	26
Other expenses	2,049,175	1,878,410	959,360	(919,050)
Transfers	232,935	213,524	232,932	19,408
Total expenditures	115,819,593	106,167,960	106,631,096	463,136
Net change in fund balance	-	(1)	(4,242,920)	(4,242,919)
Fund balance, beginning of year	925,562	925,562	925,562	-
Fund balance, end of year	$ 925,562	$ 925,561	$ (3,317,358)	$ (4,242,919)

This financial report is for internal use only. It has not been audited, and no assurance is provided.

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE	BUDGETED	NON-BUDGETED	PARTIALLY BUDGETED
	X		

REQUESTING DIVISION	REQUEST DATE	REQUESTOR SIGNATURE
Facilities Department	October 23, 2026	Kristi Chittenden, Chief Information Officer

SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)

Authorization is requested for HealthWest to enter into lease agreements with Enterprise Fleet Management for three (3) vehicles.

Under the HealthWest Enterprise Agreement, HealthWest is working to secure three (3) vehicles: Two (2) - 2027 Chrysler Pacifica, and One (1) – 2027 Chevrolet Equinox upon availability. These vehicles will replace the totaled vehicles from 2026.

Per the agreement with Enterprise Fleet Management, Enterprise secures and finances the vehicles for HealthWest. Then, when the current vehicles reach specific mileage and maintenance costs, Enterprise sells them on behalf of HealthWest. The revenue from the vehicles sold then goes towards the lease payments.

SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)

Move to authorize HealthWest to enter into lease agreements with Enterprise Fleet Management for three (3) vehicles for an amount not to exceed $2,150 per month for a five (5) year (60 months) term for each lease and authorize administration signature of the lease.

COMMITTEE DATE	COMMITTEE APPROVAL
	_____Yes _____No _____Other
BOARD DATE	**BOARD APPROVAL**
October 23, 2026	_____Yes _____No _____Other

HWB 4-B

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE	BUDGETED	NON-BUDGETED	PARTIALLY BUDGETED
	X		

REQUESTING DIVISION	REQUEST DATE	REQUESTOR SIGNATURE
Information Systems	October 23, 2026	Kristi Chittenden, Chief Information Officer

SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)

For FY 2027, 136 computers have been identified for replacement to meet HealthWest's 5-year rotation plan, which keeps agency equipment secure and in-compliance.

CDW-G, an approved reseller for the Sourcewell cooperative agreement, has provided HealthWest with their recommendation for the latest generation Lenovo ThinkPad T16, which includes a 3-year warranty.

This purchase was identified as a technology project in the budgeted FY 2027 Technology Plan.

SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)

Move to authorize HealthWest to purchase 136 new Lenovo ThinkPad T16 Gen 5 laptops, including a 3-year warranty, from CDW-G, an approved reseller for the Sourcewell cooperative agreement, contract # 121923, at a cost not to exceed $245,700.32.

COMMITTEE DATE	COMMITTEE APPROVAL
	_____Yes _____No _____Other
BOARD DATE	**BOARD APPROVAL**
October 23, 2026	_____Yes _____No _____Other

HWB 5-B

Thank you for choosing CDW. We have received your quote.

Hardware Software Services IT Solutions Brands Research Hub

QUOTE CONFIRMATION

Pricing and Availability Notice

Due to ongoing supply chain challenges, some hardware manufacturers cannot guarantee product availability or pricing until the product is shipped. While we make every effort to honor quoted pricing, if a hardware manufacturer increases its price to CDW after a quote is issued or order is accepted, we may need to update your quoted price to reflect that change irrespective of any timeframes or validity periods set forth in the quote, including up to the date of shipment. In the event of a price adjustment, we will notify you prior to shipment. Any price adjustment would only occur if the hardware manufacturer increases its pricing to CDW.

NATE COSIER,

Thank you for considering CDW•G for your technology needs. The details of your quote are below. **If you are an eProcurement or single sign on customer, please log into your system to access the CDW site.** You can search for your quote to retrieve and transfer back into your system for processing.

For all other customers, click below to convert your quote to an order.

Convert Quote to Order

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
PZSF728	9/30/2026	LVO T16 U5	11189427	$245,700.32

QUOTE DETAILS

ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
LVO T16 U5-325 W11P MC00019886 Mfg. Part#: 21WUS33600-MC00019886 Contract: Sourcewell 121923-CDWG Tech Catalog GOV ONLY (121923)	136	9273540	$1,806.62	$245,700.32

SUBTOTAL	$245,700.32
SHIPPING	$0.00
SALES TAX	$0.00
GRAND TOTAL	**$245,700.32**

PURCHASER BILLING INFO	DELIVER TO
Billing Address: HEALTHWEST JASON BATES 376 E APPLE AVE ACCTS PAYABLE MUSKEGON, MI 49442-3466 **Phone:** (231) 638-8129 **Payment Terms:** Net 30 Days-Govt State/Local	**Shipping Address:** HEALTHWEST NATE COSIER 376 E APPLE AVE ACCTS PAYABLE MUSKEGON, MI 49442-3466 **Phone:** (231) 638-8129 **Shipping Method:** DROP SHIP-GROUND

	Please remit payments to:
	CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515



Sales Contact Info

Dave Engmark | 800.808.4239 | davieng@cdwg.com

LEASE OPTIONS			
FMV TOTAL	**FMV LEASE OPTION**	**BO TOTAL**	**BO LEASE OPTION**
$245,700.32	**$6,953.32/Month**	**$245,700.32**	**$7,995.09/Month**

Monthly payment based on 36 month lease. Other terms and options are available. Contact your Account Manager for details. Payment quoted is subject to change.

Why finance?

• Lower Upfront Costs. Get the products you need without impacting cash flow. Preserve your working capital and existing credit line.

• Flexible Payment Terms. 100% financing with no money down, payment deferrals and payment schedules that match your company's business cycles.

• Predictable, Low Monthly Payments. Pay over time. Lease payments are fixed and can be tailored to your budget levels or revenue streams.

• Technology Refresh. Keep current technology with minimal financial impact or risk. Add-on or upgrade during the lease term and choose to return or purchase the equipment at end of lease.

• Bundle Costs. You can combine hardware, software, and services into a single transaction and pay for your software licenses over time! We know your challenges and understand the need for flexibility.

General Terms and Conditions:

This quote is not legally binding and is for discussion purposes only. The rates are estimate only and are based on a collection of industry data from numerous sources. All rates and financial quotes are subject to final review, approval, and documentation by our leasing partners. Payments above exclude all applicable taxes. Financing is subject to credit approval and review of final equipment and services configuration. Fair Market Value leases are structured with the assumption that the equipment has a residual value at the end of the lease term.

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This order is subject to CDW's Terms and Conditions of Sales and Service Projects at
http://www.cdwg.com/content/terms-conditions/product-sales.aspx
For more information, contact a CDW account manager.

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REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE	BUDGETED	NON-BUDGETED	PARTIALLY BUDGETED
	X		

REQUESTING DIVISION	REQUEST DATE	REQUESTOR SIGNATURE
Information Systems Department	October 23, 2026	Kristi Chittenden, Chief Information Officer

SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)

Authorization is requested for HealthWest to renew a 12-month subscription for Snare, a centralized system log collection and storage system for workstations, servers, and databases. This log information can be used for security investigations and audit purposes.

CDW-G, an approved reseller for the Sourcewell cooperative agreement, has provided HealthWest a quote for licensing for 600 workstations, 35 servers, 1 SQL database server, and the centralized storage system for the 12-month term 12-16-2026 to 12-17-2026.

SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)

Move to authorize HealthWest to purchase Snare licenses for 600 workstations, 35 servers, 1 SQL database server, and the centralized storage system from CDW-G, an approved reseller for the Sourcewell cooperative agreement, contract #121923, for the 12-month term 12-16-2026 to 12-17-2026 at a cost not to exceed $33,901.28.

COMMITTEE DATE	COMMITTEE APPROVAL
	_____Yes _____No _____Other
BOARD DATE	**BOARD APPROVAL**
October 23, 2026	_____Yes _____No _____Other

HWB 6-B

QUOTE CONFIRMATION

Pricing and Availability Notice

Due to ongoing supply chain challenges, some hardware manufacturers cannot guarantee product availability or pricing until the product is shipped. While we make every effort to honor quoted pricing, if a hardware manufacturer increases its price to CDW after a quote is issued or order is accepted, we may need to update your quoted price to reflect that change irrespective of any timeframes or validity periods set forth in the quote, including up to the date of shipment. In the event of a price adjustment, we will notify you prior to shipment. Any price adjustment would only occur if the hardware manufacturer increases its pricing to CDW.

MIKE KIMBLE,

Thank you for considering CDW•G for your technology needs. The details of your quote are below. **If you are an eProcurement or single sign on customer, please log into your system to access the CDW site.** You can search for your quote to retrieve and transfer back into your system for processing.

For all other customers, click below to convert your quote to an order.

Convert Quote to Order

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
PZNN215	9/9/2026	SNARE RNW 12/16	11189427	$33,901.28

QUOTE DETAILS

ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
SNARE CENTRAL - CLOUD SOURCE Mfg. Part#: SUB-SC-CLD Snare Central - Cloud SourceStart Date: 12/16/2026End Date: 12/15/2027 Electronic distribution - NO MEDIA Contract: Sourcewell 121923 CDWG-Software GOV ONLY (121923)	1	9244935	$2,557.18	$2,557.18
SNARE CENTRAL - DESKTOP AGENTS Mfg. Part#: SUB-SC-DSK Snare Central - Desktop AgentsStart Date: 12/16/2026End Date: 12/15/2027 Electronic distribution - NO MEDIA Contract: Sourcewell 121923 CDWG-Software GOV ONLY (121923)	600	9242149	$37.59	$22,554.00
SNARE CENTRAL - ENTERPRISE AGENTS Mfg. Part#: SUB-SC-ENT Snare Central - Enterprise AgentsStart Date: 12/16/2026End Date: 12/15/2027 Electronic distribution - NO MEDIA Contract: Sourcewell 121923 CDWG-Software GOV ONLY (121923)	35	9242152	$238.79	$8,357.65
SNARE CENTRAL - MSSQL AGENTS Mfg. Part#: SUB-SC-MSSQL Snare Central - MSSQL AgentsStart Date: 12/16/2026End Date: 12/15/2027 Electronic distribution - NO MEDIA Contract: Sourcewell 121923 CDWG-Software GOV ONLY (121923)	1	9242154	$432.45	$432.45

QUOTE DETAILS (CONT.)				
SNARE CENTRAL - SYSLOG SOURCE Mfg. Part#: SUB-SC-SYS Snare Central - Syslog sourceStart Date: 12/16/2026End Date: 12/15/2027 Electronic distribution - NO MEDIA Contract: MARKET	50	9242156	$0.00	$0.00

SUBTOTAL	$33,901.28
SHIPPING	$0.00
SALES TAX	$0.00
GRAND TOTAL	**$33,901.28**

PURCHASER BILLING INFO	DELIVER TO
Billing Address: HEALTHWEST JASON BATES 376 E APPLE AVE ACCTS PAYABLE MUSKEGON, MI 49442-3466 **Phone:** (231) 638-8129 **Payment Terms:** Net 30 Days-Govt State/Local	**Shipping Address:** HEALTHWEST MIKE KIMBLE 376 E APPLE AVE ACCTS PAYABLE MUSKEGON, MI 49442-3466 **Phone:** (231) 638-8129 **Shipping Method:** ELECTRONIC DISTRIBUTION
	Please remit payments to:
	CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515



Sales Contact Info

Dave Engmark | 800.808.4239 | davieng@cdwg.com

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http://www.cdwg.com/content/terms-conditions/product-sales.aspx
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REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Executive	**REQUEST DATE** October 23, 2026		**REQUESTOR SIGNATURE** Susan Plotts, Human Resources Manager

SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)

HealthWest Board authorization is requested to approve a contract with ICIMS to provide reference-checking software for HealthWest and authorize the HealthWest Chief Financial Officer to sign the agreement for a three-year term, October 31, 2026, through October 31, 2029, at a cost not to exceed $28,963.60.

SkillsSurvey is an evidence-based reference-checking system that aligns with JOFI competencies, supporting a more objective and unbiased assessment of applicants. Because JOFI is the applicant assessment tool used by Muskegon County, this alignment helps create consistency throughout the hiring process. The software also improves hiring efficiency, reduces administrative burden for hiring managers, and promotes a more standardized and objective evaluation process.

HealthWest obtained quotes from three additional reference-checking vendors as part of its review. None of the alternative vendors offered a product that is aligned with JOFI assessment competencies without significant customization. Additionally, none provided the level of objectivity offered by SkillsSurvey's overall applicant scoring methodology, which helps reduce subjectivity in hiring decisions.

As summarized in the attached vendor comparison, SkillsSurvey is the only evidence-based solution reviewed that aligns with JOFI competencies, integrates with UKG, the HRIS platform currently under consideration by the County, and received the highest overall rating. While SkillsSurvey is not the lowest-cost option, it is significantly less expensive than the second highest-rated vendor, which offered the most comparable level of JOFI alignment. Finally, SkillsSurvey is already implemented at HealthWest, eliminating the need for a new software implementation, additional staff training, and the operational disruption associated with transitioning to a different platform.

SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)

I move to authorize the contract with ICIMS to provide reference-checking software for HealthWest and authorize the HealthWest Chief Financial Officer to sign the agreement for a three-year term, October 31, 2026, through October 31, 2029, at a cost not to exceed $28,963.60.

COMMITTEE DATE	COMMITTEE APPROVAL _____ Yes _____ No _____ Other
BOARD DATE October 23, 2026	**BOARD APPROVAL** _____ Yes _____ No _____ Other

HWB 7-B

Health West
New Business Order Form

CONTACT INFORMATION

Sold To Company:	Health West	**Sales Representative:**	Stephanie Lucchesi
Bill To Address:	376 E Apple Ave Muskegon, Michigan 49442	**Sold To Address:**	376 E Apple Ave Muskegon, Michigan 49442
Bill To Contact:	Brandy Carlson	**Primary Contact:**	Laurie Johnson
Bill To Email:	laurie.johnson@healthwest.net	**Primary Contact Email:**	laurie.johnson@healthwest.net
Bill To Phone:		**Primary Contact Phone:**	(231) 724-1111

SUBSCRIPTION DETAILS

Subscription Period: 36 Months
Subscription Start Date: October 31, 2023
Effective Date: Last Date of Signature

Total Subscription Fees: USD 26,250.00
Total One-Time Fees: USD 500.00
Currency: USD

Recurring Subscription Fees

Name	Description	Quantity
SkillSurvey Pre-Hire	For 425 Employees: Pre-Hire application access providing automated reference checking with job-specific surveys, predictive analytics, and talent pipeline expansion capabilities with reference sourcing. Subscriber's use of this product is governed by the SkillSurvey Addendum available at www.icims.com/gc as of the date hereof, which is incorporated into the Subscription Agreement.	1.00

iCIMS has updated its product names. For additional information, please click here.

One-Time Fees

Name	Description
Implementation Services (All Products)	Service Delivery details available at https://community.icims.com/s/implementation-services or as set forth in the SOW, as Applicable.

Total Contract Value: USD 26,750.00

	ADDITIONAL SERVICES INCLUDED AT NO ADDITIONAL INVESTMENT	
iCIMS SUPPORT SERVICES	Digital chat and case support for designated System Administrators through the iCIMS Community, as further detailed in our Support & Maintenance Policy available at www.icims.com/gc.	INCLUDED
iCIMS TRAINING PACKAGE	Access to eLearnings, New Release Trainings, and Knowledge-Base Resources though the iCIMS Community	INCLUDED
SUBSCRIPTION UPDATES	Ongoing Updates to the Subscription as further detailed in iCIMS' Support & Maintenance Policy available at www.icims.com/gc. No additional fees apply to new iCIMS Platform versions.	INCLUDED

To view a list of iCIMS' standard iForms, please click here: iCIMS iForms Library

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SUMMARY OF FEES

One Time Fees	
Total One-Time Fees: USD 500.00	Net Payment Terms: Net 30 Days **One-Time Fees Billing Plan:** All One-Time Fees are invoiced as of the Effective Date, and are payable upon receipt of invoice in accordance with the Net Payment Terms above.
Recurring Subscription Fees	
Total Subscription Fees: USD 26,250.00 **Subscription Period**: 36 Months **Subscription Start Date**: October 31, 2023 **Subscription End Date**: October 30, 2026	Net Payment Terms: Net 30 Days **Billing Frequency:** Annual All recurring Subscription fees shall begin on the Subscription Start Date, are invoiced in advance per the Billing Frequency as set forth above and are payable in accordance with the Net Payment Terms above.

Tiered Subscription Fees

Start Date	Duration (Months)	Total Fees by Tier
October 31, 2023	12	USD 8,750.00
October 31, 2024	12	USD 8,750.00
October 31, 2025	12	USD 8,750.00

ADDITIONAL CONTRACT TERMS

Prices are good through September 16, 2023.

All fees for the implementation of the subscriptions listed in the Recurring Subscription Section above are included in the One-Time Fees listed above, exclusive of any change requests or if specifically noted otherwise. Any additional implementation services or professional services will only be performed in the case of a separate Order Form between the parties.

The Subscriptions on this Order Form and any Amendment Order Forms executed after the Effective Date (collectively, the "Order Forms") will automatically renew for additional periods equal to the length of the Subscription Period indicated above or 24 months, whichever is longer, unless either party provides written notification to the other of its intent not to renew the Subscriptions at least 180 Days in advance of the end of the then-current Subscription Period. Upon such renewal, the parties agree that the price increase will equal 10% annually for the same type, scope, level, and quantity of the products outlined in the Order Forms. iCIMS shall use commercially reasonable efforts to notify Subscriber (including by email to the Primary Contact or the Bill To Contact above) of such pending automatic renewal within a reasonable time, but no less than 210 Days prior to the expiration of the then-current Subscription Period. This provision shall be given precedence over any conflicting terms in the Subscription Agreement.

SIGNATURES

The parties by their authorized representatives execute this Order Form and make it a part of the Subscription Agreement between the parties, the terms of which are available at www.icims.com/gc as of the date hereof. By remitting this signed Order Form back to iCIMS, Subscriber acknowledges that it has read and understood the Subscription Agreement and agrees to be bound by the terms and conditions set forth therein. Further, each party warrants that its respective signatory whose signature appears below is duly authorized by all necessary and appropriate corporate action to execute the Order Form and the Subscription Agreement on behalf of such party effective as of the effective date above.

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iCIMS, Inc.

Signature: DocuSigned by: Michael Pastore 87D511B83FE440F...

Name: Michael Pastore

Title: VP, Sales Operations

Date: 9/29/2023 | 11:40:23 AM EDT

Subscriber: Health West

Signature: DocuSigned by: Brandy Carlson AB2037BA3FF54DC...

Name: Brandy Carlson

Title: Chief Financial Officer

Date: 9/29/2023 | 5:51:21 AM PDT

GCO Initial: GCO ***Date:*** 9/29/2023 | 11:32:53 AM EDT

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iCIMS Statement of Work

Health West

Created: 09/21/23

This Statement of Work ("SOW") is the confidential information of iCIMS, Inc. ("iCIMS"). It is intended solely for the Subscriber identified in the applicable Order Form and may only be used for the limited purpose of documenting the services to be provided by iCIMS. Use by or disclosure to any other party or for any other purpose is strictly prohibited. All capitalized terms not defined herein shall have the meaning ascribed to them in the Subscription Agreement agreed upon between iCIMS and Subscriber.

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1 Overview

1.1 Document Purpose

This Statement of Work ("SOW") serves to align the Subscriber and iCIMS, Inc. ("iCIMS") on the scope of the professional services engagement.

1.2 Document Authors

The following individuals were involved in the authoring, review, and approval of this document.

iCIMS

Name	Title	SOW Involvement	Email
Scott Moravek	Client Partner	Project Scope Discussion Lead	Scott.moravek@icims.com
Stephanie Lucchesi	Account Executive	Sales Representative	stephanie.lucchesi@icims.com

SUBSCRIBER

Name	Title	SOW Involvement	Email
Laurie Johnson	Human Resources Coordinator	Reviewer/Anticipated Project Lead	laurie.johnson@healthwest.net

1.3 Roles & Responsibilities

1. iCIMS Professional Services Roles, involved as applicable
    a. **Project Specialist** – The Project Specialist is responsible for activation of applicable product(s) and initiation of email communications for Subscriber self-guided setup, where applicable. The Project Specialist will create one (1) user associated with each product and provide guidance for Subscriber to create additional users, as applicable.
    b. **Implementation Consultant(s)** - An Implementation Consultant will only implement a configuration where specified and as specified for applicable products within the Scope of Project below. Any other configurations are out of scope.
2. Subscriber Roles, involved as applicable
    a. **Project Lead** – Subscriber's Project Lead facilitates and is responsible for ensuring the implementation activities related to this SOW are performed by Subscriber on behalf of Subscriber's organization. Subscriber's Project Lead is responsible for managing Subscriber's internal stakeholders for task deliverables, decision-making, project communication and to set Subscriber's internal expectations on the project status, as well as coordinate the change

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management associated with launching the product(s). This includes oversight of creating content and content requests.

2 Scope of Project

2.1 SkillSurvey Pre-Hire

Automated reference check solution with job-specific surveys, predictive analytics, and talent pipeline expansion capabilities with reference sourcing.

1. Enablement of Pre-Hire application access for Subscriber User Admin oversight of user management and permissions
2. Configuration of one (1) standard Division
3. Enablement of reference checking and survey functionality

3 Project Considerations

3.1 Single Sign On (SSO) & Universal Login

Streamlined, unified login experience across all iCIMS products for both users and candidates.

1. Candidates will have a unified login experience which will allow them to leverage the same username and password across all iCIMS products
2. iCIMS supports the ability for Subscriber to utilize a single sign on method to relieve end users of the need to enter credentials separately to authenticate into the iCIMS Talent Cloud.
    a. If SSO is requested, Subscriber must write to iCIMS SSO specifications

4 Training

1. Standard product training is accessible on-demand via iCIMS Academy

5 Testing

Due to the nature of the SaaS/Single Source model, software testing is performed by iCIMS before release to customers. Only testing, validation, and approval of configurations and related processes within the Subscription are necessary and required of Subscriber. Testing of all configurations and processes are to be performed by Subscriber, and final approval by Subscriber is required. Standard scripts can be provided by iCIMS. Custom scripts regarding a configured process are to be developed by Subscriber.

6 Production Environment

iCIMS conducts its implementation within the production environment, with the exception of iCIMS Career Sites, which is built in staging. Subscriber will be instructed to denote test data as such and iCIMS will purge denoted data prior to go-live. iCIMS may retain a small number of test records for testing/troubleshooting purposes.

7 Change Request Procedures

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Should Subscriber wish to change the scope of its project set forth in this SOW following the full execution of this SOW, Subscriber will need to enter into a separate mutually executed statement of work with iCIMS, which will involve additional fees for professional services.

8 Assumptions

1. All work will be completed within Subscriber's production database, unless explicitly noted above.
2. Subscriber and third-parties meet their obligations set forth in this SOW and project plan (if applicable) in a timely manner.
3. There are no material delays caused by Subscriber or a third-party.
4. Should Subscriber be unable to complete self-guided setup for applicable products and wishes to engage iCIMS resources for assistance, Subscriber will need to enter into a separate mutually executed statement of work with iCIMS, which will involve additional fees for professional services.
5. No custom documentation will be provided for this project (e.g., training materials, test scripts, process documentation, record of configurations).
6. No items or services outside of the above scope and requirements (including any additional integrations) will be provided under this Statement of Work.
7. If the professional services timeline is extended or additional professional services are required due to circumstances not originally contemplated by the parties, additional fees and time may be required.
8. This SOW requires signature no later than 10/31/2023.
9. The parties acknowledge and agree that any timelines or completion dates contained in this SOW are an estimate and not a commitment or obligation of iCIMS to assign resources or complete implementation of any of the above products within the timelines or completion dates contained in this SOW. The parties further agree, acknowledge, and understand that the actual timeline of the project will be finalized and mutually agreed to in writing after completion of the Design sessions between Subscriber and the assigned iCIMS project resource(s).
10. Subscriber will staff the internal project team with a Project Lead as well as Subscriber subject matter experts from Human Resources, Recruiting, and IT to ensure project success. Subscriber is responsible for obtaining third-party project resource(s) and/or Subscriber technical resource(s) for the integration project if deemed necessary. Integration project duration assumes that the third-party project resource(s) and/or Subscriber technical resource(s) are available at the time of integration project kickoff and as needed throughout the project.
11. Third-parties must be contracted with directly by Subscriber, regardless of whether the third-party is listed in the iCIMS Partner Marketplace. Subscriber owns all third-party relationships. Without limiting the foregoing, iCIMS may, in its sole discretion, collaborate with third-parties contracted by Subscriber to deliver the integration project in accordance with the iCIMS integration methodology. However, Subscriber will be solely responsible for such third-party, including being responsible for all communications, decisions, instructions, and interactions with and by such third-party.
12. Subscriber agrees, acknowledges, and understands that:
    a. All professional services are performed remotely unless otherwise mutually agreed to between the parties; and
    b. Any professional services not expressly included in the above scope are considered out of the scope of this SOW and therefore not subject to the timeline set forth herein.

9 Customizations

iCIMS strictly adheres to a single source code methodology. This approach is fundamental to the iCIMS vision and operation. Single source code means that iCIMS has developed only one set of source code for each product and the iCIMS Talent Cloud. As a result, all customers are using the same version of the products in the iCIMS Talent Cloud, and iCIMS does not customize it for individual customers.

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10 Scope Exclusions

Items not included within this SOW will be considered out of scope, subject to additional professional services fees, and will require the parties to enter into a separate statement of work.

11 Fees & Expenses

See attached Order Form

12 Other Terms

This SOW is the confidential information of iCIMS. It is intended solely for the subscriber identified in the applicable Order Form and may only be used for the limited purpose of documenting the services to be provided by iCIMS. All capitalized terms not defined herein shall have the meaning ascribed to them in the Subscription Agreement agreed upon between iCIMS and Subscriber. The work performed by iCIMS is a professional service and is subject to the terms of the Subscription Agreement entered into between iCIMS and Subscriber. In the event of any conflict between this SOW, the Subscription Agreement, and the applicable Order Form, the Order Form and Subscription Agreement shall govern and be given precedence. iCIMS reserves the right to utilize third-party resources to fulfill any or all obligations set forth in this SOW, including implementation and delivery.

If any assumption is not met or followed by Subscriber and a delay is caused, such delay will not impact payment of fees by Subscriber, nor be deemed a breach of iCIMS' obligations herein.

By signing below, the parties agree to be bound by the terms and conditions of this SOW.

[Signatures appear on next page]

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Statement of Work | Health West

Approvals:

iCIMS, Inc.

Signature: DocuSigned by: Michael Pastore 87D511B83FE440F...

Name: Michael Pastore

Title: VP, Sales Operations

Date: 9/29/2023 | 11:40:23 AM EDT

GCO Initial: GCO ***Date:*** 9/29/2023 | 11:32:53 AM EDT

Subscriber: Health West

Signature: DocuSigned by: Brandy Carlson AB2037BA3FF54DC...

Name: Brandy Carlson

Title: Chief Financial Officer

Date: 9/29/2023 | 5:51:21 AM PDT

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Executive	**REQUEST DATE** October 23, 2026		**REQUESTOR SIGNATURE** Susan Plotts, Human Resources Manager

SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)

HealthWest Board authorization is requested to approve a new temporary Director of Data Architecture and Analytics, Wage Grade HW13.

HealthWest's Director of Data Architecture and Analytics is retiring on November 30, 2026. We would like to hire a new director prior to the current director's retirement day and overlap the positions to allow for training time and project handoff from the current director. The new temporary position will be eliminated upon the retirement date of the current director. The overall cost of this temporary position is approximately $5,777 and will be absorbed in the budget through position vacancies.

Equipment
In addition, we are requesting approval to purchase the equipment necessary for approved new position(s), which includes computers, monitors, keyboards, and cell phones and will cost $2,500 for each new position. Equipment will be funded through the same funding sources as the new position(s).

SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)

I move to authorize a new temporary Director of Data Architecture and Analytics position, Wage Grade HW13, to be eliminated upon the retirement of Employee E93001101, effective upon Board approval.

COMMITTEE DATE	COMMITTEE APPROVAL _____ Yes _____ No _____ Other
BOARD DATE October 23, 2026	**BOARD APPROVAL** _____ Yes _____ No _____ Other

HWB 8-B

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE	BUDGETED NON-BUDGETED PARTIALLY BUDGETED X	
REQUESTING DIVISION Executive	**REQUEST DATE** October 23, 2026	**REQUESTOR SIGNATURE** Susan Plotts, Human Resources Manager

SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)

HealthWest Board Authorization is requested to approve a new temporary Interim Director of Integrated Health, Wage Grade HW13.

HealthWest's Director of Integrated Health is retiring on January 1, 2027. We would like to appoint an Interim director prior to the current director's retirement day and overlap the positions to allow for training time and project handoff from the current director. The new temporary interim position will be eliminated upon hiring a permanent Director of Integrated Health allowing time for training and proper project handoff, not to exceed a total of six months. The cost of this interim position will be approximately $25,033 and will be absorbed in the budget through position vacancies.

Equipment
In addition, we are requesting approval to purchase the equipment necessary for approved new position(s), which includes computers, monitors, keyboards, and cell phones and will cost $2,500 for each new position. Equipment will be funded through the same funding sources as the new position(s).

SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)

I move to authorize a new temporary Interim Director of Integrated Health position, Wage Grade HW13, and to eliminate that position upon a permanent Director of Integrated Health being hired and trained, not to exceed six months, effective upon Board approval.

COMMITTEE DATE	COMMITTEE APPROVAL _____ Yes _____ No _____ Other
BOARD DATE October 23, 2026	**BOARD APPROVAL** _____ Yes _____ No _____ Other

HWB 9-B

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE	BUDGETED	NON-BUDGETED	PARTIALLY BUDGETED
			X
REQUESTING DIVISION	**REQUEST DATE**		**REQUESTOR SIGNATURE**
Administration	October 23, 2026		Brandy Carlson, Chief Financial Officer

SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)

Authorization is requested for HealthWest to provide the following HealthWest offered staff salary changes, retention incentives and self-care tools for a maximum estimated cost of $1,225,000, effective October 1, 2026, through September 30, 2027. In addition, authorization is requested to provide the county offered incentives beginning October 1, 2026.

HealthWest Offered Incentives and Pay Adjustment	
2.5% Cost of Living Increase	$964,000
Employee Referral Bonus	$10,000
Tri-Share and MI-Share Child Care Assistance	$60,000
Calm Application	$17,000
Professional Development	$24,000
Tuition Reimbursement	$150,000
New County Offered Incentives and Programs	
One additional personal day	Cost is lost productivity
Inclement weather shift premium 1 ½ times pay for non-exempt staff who must work on site when the county closes for inclement weather	$1,000
Cola/Longevity increase Increase COLA maximum from $416 to $500 and longevity from $600 with $100 payments to $700 with $150 payments for each year completed.	$90,000
Logo Clothing Allowance $100 per employee per year for Muskegon County or HealthWest Logo Clothing	$45,000
Paid Parental Leave 8 weeks of paid parental leave	Cost is lost productivity
Attendance Incentive Incentive paid for excellent attendance – criteria being developed by County HR	$400,000

Based on positive feedback from staff regarding the incentives offered specifically by HealthWest, we would like to continue the HealthWest incentive programs for 2027. In addition, we would like to provide the new County incentives for FY 2027 as listed above. The budget will need to be adjusted for the County offered incentives.

SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)

I move to authorize the HealthWest Executive Director to provide HealthWest employee incentive programs to eligible HealthWest staff at a total cost not to exceed $1,225,000, effective October 1, 2026, through September 30, 2027, and to approve providing the new County offered incentive programs beginning October 1, 2026.

COMMITTEE DATE	COMMITTEE APPROVAL
	_____ Yes _____ No _____ Other
BOARD DATE October 23, 2026	**BOARD APPROVAL** _____ Yes _____ No _____ Other

Fiscal Year 2026
Incentive & Stipend Use Report

$1,286,106.77* paid with a $1,950,000 budget for a positive variance of $663,893.23.

- Salary and Wage Increase - $1,103,561.66 (budget $1,700,000) - 702.000

  Justin Robillard

  3% Cost of living increase for all positions

- Employee Referral Bonus - $5,600 (budget $10,000) -702.000

  Amber Berndt

  17 staff hired were referred to by current staff, of which 14 are still employed with HealthWest.

- Tri-Share & MI-Share Child Care Assistance - $46,197.73 (budget $60,000) – 702.000

  Laurie Johnson

  26 staff met the requirements and utilized the program. Of which all 26 staff remain employed with HealthWest

- CALM App - $15,903.60 (budget $15,000) – 7120-801.000

  Susan Plotts

  312 staff (68%) have signed up for the application, with 239 active users. This equates to 3,958 total sessions, an average of 18 minutes, 855 mindful days and 71,427 mindful minutes through October 5, 2026. Stress and focus are the most used sessions. Staff use the application most during the hours of 10:00 pm – 7:00 am

- Professional Development Dollars - $15,422.90 (budget $15,000) – 957.000

  Jason Bates

  98 training/development opportunities by 82 individual staff members.

  Nature of Training

  - 37% Professional licensure exams and certifications
  - 26% Conferences and training events
  - 16% Continuing Education Units (CEUs)
  - 11% Professional memberships/subscriptions
  - 10% Books and study materials

- Tuition Reimbursement – $99,420.88 (budget $150,000) – 702.000

  Kim Huey

  33 staff members utilized tuition reimbursement so far in 2026. Tuition reimbursement is paid based on a calendar year per IRS guidelines.

Fiscal Year 2027
Incentive & Stipend Use Recommendations

$1,225,000* budgeted

- Salary and Wage Increase - $964,000
  - **2.5% Increase for all Positions**
- Employee Referral Bonus - $10,000
  - **$400 - $200 paid upon hire and $200 paid upon successful completion of six months**
  - **Only payable if submitted before hire. Not payable for previously hired HW staff.**
- Tri-Share & MI-Share Child Care Assistance - $60,000
- CALM App - $17,000
- Professional Development Dollars - $24,000
- Tuition Reimbursement – $150,000
  - **$5,000 max per year, per staff**

County of Muskegon Driven Incentives Outside of the Current Fiscal Year 2027 Budget

$536,000* non-budgeted

- Inclement Weather Shift Differential - $1,000
  - **Time and a half pay for non-exempt staff that are required to work in office during inclement weather in which HealthWest is closed.**
- Attendance Incentive - $400,000
  - **Up to $1,000 paid for staff who call in sick within a sick month period utilizing 28 hours or less. This is a tiered payout from $500 - $1,000 based on the number of hours paid out in non-preapproved sick leave.**

- Increased payout for COLA/Longevity annually - $90,000
- County/HealthWest Logo Clothing - $45,000
  - **Up to $100 per staff member per year to purchase HealthWest or County clothing**
- Personnel Days increasing from 2 days per year to 3 days per year
- Paid Parental Leave

HealthWest
Muskegon's Behavioral Wellness Connection

Consumer Advisory Committee Update:

- ***The Consumer Advisory Packet is posted on the HealthWest website on the Consumer Advisory page.***
- ***The Committee identified a Nominations Committee that will gather prior to the December 9th meeting to get official nominations.***
    - ***Voting for new committee members will take place at the February Consumer Advisory Committee meeting.***
- ***Gary Ridley presented a Strategic Plan update, and it is posted on the website.***
- ***Future Meeting Guests:***
    - ***December: Quality Improvement with Pam Kimble***
- ***Performance Improvement Committee***
    - ***David presented updates that an IT specialist went over their strategic plan and stated that they are getting some updated equipment.***
- ***The meeting adjourned early at 2:45pm due to an internet outage at HealthWest.***
- ***Next meeting is December 9th, 2026.***

HealthWest Employee Recognition / Feedback from Consumers:

FY26 Regional Customer Satisfaction Survey

- *Very satisfied with HealthWest and my case worker.*
- ***What has been the most helpful thing about the services you and your child received over the last 6 months?*** *(Please comment): The help and talking with Tami. She has ideas I never thought of. Great work Tami Borucki!*
- ***What has been the most helpful thing about the services you and your child received over the last 6 months? (Please comment):*** *My child feels they have someone who will support them outside of the people in our home.*
- ***What would improve the services here? (Please comment):*** *Allow for more support for caregivers.*
- *We would like to recognize the work of Eric Hilt RN. He is on top of A's medication needs, always answers questions quickly and is genuinely caring and kind individual.*
- ***What has been the most helpful thing about the services you and your child received over the last 6 months? (Please comment):*** *Respite! The therapy, CLS and group therapy have been helpful as well. J is just a tough case - it's hard for him to learn and respite is so very necessary for us to continue his care. Keep up the great work Youth Teams!*
- *As the consumer's mom I am satisfied with the services but wished a variety of services existed for participation. Especially those with special needs do not all fit in the same services*
- *I always recommend HealthWest to everyone I feel could benefit from their services as they have helped me with every aspect of my life! I have been receiving services from HealthWest for almost 10 years and honestly don't known where I'd be without them! Thank you for all the years of assistance and support. Keep up the great work Rebecca Bolli & Team*
- ***What has been the most helpful thing about the services you and your child received over the last 6 months? (Please comment):*** *In the last 6 months the ladies working with my child have helped it easy for her to open up and talk to me and family/friends. Keep up the great work Youth Teams!*
- ***What would improve the services here? (Please comment):*** *Services have been great. Keep up the great work Youth Teams!*
- *"My psychiatrist is excellent and she has balanced my meds. I feel but not too much or too little. Thank you, Andrea MacIntosh. My case manager helps a lot too. Melissa Bisson "*
- *I have been with HealthWest for many years. I find it a caring, compassionate go to place for my mental health needs and concerns. I take advantage of the multiple services offered. Thank you so much!!*

- ***What has been the most helpful thing about the services you and your child received over the last 6 months? (Please comment):*** *medication, crisis line, case worker helping with respite. Crisis Line! KUDOS - Keep up the great work!*

- ***What would improve the services here? (Please comment):*** *ABA helping at the location of behaviors... i.e. daycare. daycare for children with behaviors. Autism Program! KUDOS - Keep up the great work!*

- *"I am in creative coping classes session; I am satisfied with all services at HealthWest."*

- *"Tina Johnston, my case manager has been great! She is available and very helpful, especially when I was in crisis. Urgent care was very helpful but needs to be open more than twice a week. Med consults take too long. I needed med adjustments to happen faster."*

- *CMH, I have the best thing to come there. I love CMH. They help us. Keep up the great work on the Adult IDD teams!*

- *I am pleased with the staff and workers that help me and listen to not only my medication but my troubles I have emotionally. Keep up the great work adult teams!*

- *I attend HealthWest and everything seems to be going fine. Ive been there for the last six years and you guys are the best. Thank you for helping me. Keep up the great work, Emily Quigley and the MI Adult team!*

- *I am doing much better now thanks to HealthWest. The people there care and have helped me a lot. Keep up the great work Sharlisa Willey and team*!

- **What has been the most helpful thing about the services you and your child received over the last 6 months? (Please comment):** Receiving proper testing and gaining results. *Keep up the great work Youth teams!*

- *Parking - no car transportation - lives too far out of the city for any kind of transportation & way too far to walk - distance Grateful case manager will come pick me up for me to follow through my treatment. Keep up the great work Tina Johnston!*

- ***What has been the most helpful thing about the services you and your child received over the last 6 months? (Please comment):*** *Starting ABA and getting assistance and help for my child when school became a problem and we needed help getting him help. -All the med review during the appts and helping create a positive experience when he did not have that prior. Good job team and good job Autism team and providers!*

- As an agency, please continue to advocate for better pay, training and acknowledgment of group home support staff.

- *I completed this form after completing services. There are not enough words to express how thankful I am to have found this and all the other people I met at services of Hope. I feel complete, I love myself, I am volunteering and making friends there, (where I volunteer) I've accepted family dynamics that I cannot change. I am enjoying the family that I have relationships with. My youngest great grandson said: "When I have children I hope they get to meet you". I could not be more blessed.*

- *Ive been taken care of. HealthWest has been great for me and giving me help when I need it so I can try to live a healthy lifestyle.*

- *I am deeply grateful that Shannon Woodwyck is my case manager. She reaches out to me at least once per month; we schedule an interview, an annual review, and respond to my text messages. Periodically I have onset symptoms of a maniac attack and text Shannon that I need to talk myself down. She sees me within 24 Hours. Our talks are always effective.*

- *The services are provided for my autistic sister. Although it's hard to answer the survey questions based on the services she gets. I will say that her daily activities provided through HealthWest mean everything to her and have meant a lot to our family supporting her. Great job Adult IDD teams! Keep it up!*

- ***What has been the most helpful thing about the services you and your child received over the last 6 months? (Please comment):*** *Virtual Psychiatrist - Dr. Dobias, Team therapy - Tom Jenkins - Pretty much there whenever needed. Case manager transports and has good rapport with the case manager.*

- ***What would improve the services here? (Please comment):*** *I would like to see more in-depth therapy as to the origin of the problems and less treating with meds.*

- *I feel like the people I see make me feel comfortable and friendly. Dayton is my case worker and Saheed is my doctor. Laura is my employment specialist. Great job, Dayton, Dr. Saheed and Laura! Way to embrace the HealthWest way! Keep up the great work!*

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

- ***What would improve the services here? (Please comment):*** *my child being more open to services.*

- *I found the post-traumatic stress class very helpful when trying to cope and heal. The girls in the group were always funny and for me it was like a getaway to zone out but also not feel alone. The activities were fun and creative to heal our souls/spirits from past damage. I would recommend the class again. I was fortunate to be blessed with a cool counselor as well. My counselor has been patient and someone I can laugh with but trust. My counselor has be4en part of my journey and I am thankful. I am also grateful for the services financially until receiving this letter that (Lap) will not be paying for services soon. I see a totally different person from when I can in your facility two years ago. I do not feel broken or traumatized from the cruelty of men. The experience taught me wisdom and strength to keep going no matter how deep the wounds were. I will be sad when I must leave my counselor. I have few people I can trust. Keep up the great work - Groups & Adult teams!*

Executive Team Recognition:

Great work, Natalie, Kasi, Ayla, David, and Dee! 🎉

You all met your productivity guidelines for the month of August, and I know that was no small accomplishment. On behalf of our clients and the Executive Team, please know that we see your hard work and dedication, and we truly appreciate everything you do. Your commitment to serving our clients while meeting these expectations makes a meaningful difference every day. Thank you for your perseverance, professionalism, and the positive impact you have on those we serve. Keep up the great work!

Peer Recognition:

I just wanted to take a moment to recognize Amber Berndt and let you know how much I truly appreciate her. Since the day I started working here, Amber has always been so kind, patient, helpful, and welcoming. She has such a great depth of knowledge and is wonderful at communicating and helping myself and others. Whenever I have the opportunity to work with her on audits, I genuinely enjoy it. She is someone I can count on, and I always appreciate her willingness to help and share her knowledge. Beyond being a great co-worker, Amber is just a genuinely wonderful person, and I feel very fortunate to have the opportunity to work alongside her. People like Amber can make such a positive difference in the workplace, and I wanted to make sure her efforts and the kindness she shows do not go unnoticed. I just wanted to give her some well-deserved kudos and make sure you knew what an amazing person and co-worker she is.

October 23, 2026

MEETING NOTICE NOVEMBER 2026

The HealthWest Board will meet in the following sessions during the month of November 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, November 13, 2026
Full Board Meeting	Friday, November 20, 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

MEMORANDUM

Date: 10/23/2026

To: HealthWest Board of Directors

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

From: Rich Francisco, Executive Director

Subject: Director's Update

MDHHS Updates:

- 4 PIHP Lawsuits – now 5 PIHP, due to the LRE being included in it by Judge Patel because of our recent case with FY22 Cost settlement. My last update regarding this case was that they are now in the "discovery phase." Taft Law represents the LRE, and the most recent update is that the LRE generated a list of individuals that could provide insight and information on how the 7.5% was selected for the ISF.
- MDHHS continues to hold listening sessions related to CCBHC demonstrations and prepares for it to eventually become part of capitation or some sort of waiver. In addition, CMHA is also holding CCBHC Caucus meetings with current CCBHCs to continue to improve the system and make recommendations to MDHHS.

LRE Level Updates:

- LRE Executive committee and Ops meeting was held on 10/21/2026.
  - Regional FY27 rates discussion – LRE is reviewing multiple scenarios for what the LRE will consider our budget. The final rates that Milliman provided estimated to be about a 10% decline in HMP enrollment and that estimate according to LRE/CMHSPs is an incredibly low estimate because of the impact of HR1 and Medicaid enrollment dropping. The LRE is preparing a 12.5%, 15%, 18% and 30% scenario. The LRE already ran the numbers for 15% and 30% and there was not much difference. For the LRE Risk Management Strategy submission, the region will utilize the 15% estimate.

- FY26 rate adjustment – there is going to be a rate adjustment for FY26 (last year). This will narrow the gap for CMHSPs that predicted a shortfall; however, it will not be enough to cover all the deficit.

CMH Level Updates: Update from Quality Improvement team – Pam Kimble

- HealthWest received strong marks in our FY26 CMHSP site review, demonstrating high levels of compliance and quality across multiple areas. The organization received perfect scores in several desk audit categories: Member rights and information, Health Information Systems, and Behavior Treatment Plan Review Committee. Others program areas that also received 100 percent Fiscal Management Services, Self Direction, and Trauma-Informed Care.
    - 100% validation of all audited Critical Incidents and Risk Events.
    - An overall Credentialing and Training audit score of 98.84% (NOTE: all citations were contracted provider citations. HealthWest, as a provider, was 100% in this area).
    - An overall Clinical Audit score of 97.18%, reflecting strong documentation, assessments, and care coordination practices.
    - Positive performance in the Crisis Residential Unit review and no corrective action required in SUD Prevention services.
    - The review also identified opportunities for improvement in service availability, authorization processes, and select clinical documentation practices. Corrective action plans will address these areas while building on the many strengths recognized throughout the review.
    - Corrective Action Plan is due to LRE on 10/9/26.
- Preparation has started for FY26 Waiver audit. MDHHS will be auditing HealthWest October 28 – November 6.
- CARF – initiated a permanent change of our organization's accreditation date following analysis of anticipated upcoming surveys. The new date expiration is 10/31/27 (Previously 5/21/27). This means our audit is pushed back to August/Sept of 2027 and so will be using the new 2027 standards which will be coming out in Jan. 2027
- HR1 review, analysis, and preparation. HealthWest continues to prepare for HR1. Finance, clinical, and the communications team have been making efforts to ensure that our clients do not lose eligibility. The impact of HR1 on our budget is also being looked at closely, especially on GF funds. There is greater emphasis on the GF funding bucket because we do not have as much GF as other funding (Medicaid).
- CSU update: We have been working with TBD on the feasibility study for the CSU and TDB solutions presented the data to the executive team. In the future, I hope to share the report as well have TBD present the data and information the board.