

INTEGRATED SERVICES OF KALAMAZOO
FAMILY SUPPORT ADVISORY COUNCIL BY-LAWS FOR
YOUTH WITH SERIOUS EMOTIONAL DISTURBANCE

ARTICLE I

NAME

The name of this body is the Integrated Services of Kalamazoo (ISK) Family Support Advisory Council for Youth with Serious Emotional Disturbance.

ARTICLE II

PURPOSE

The Family Support Advisory Council members will represent the population served in terms of diversity and shall serve/advise the Integrated Services of Kalamazoo Board (hereafter called the Board). Diversity is defined by such factors as geographic area, race, ethnicity, gender identity, disability, age, or sexual orientation. The Council shall serve to advise the Board in areas relating to the planning, delivery and operation of services for families of children with serious emotional disturbance. More specifically, the Council shall:

1. Serve/advise the Board in examining and evaluating the family support needs of the county and the public/non-public services necessary to meet those needs.
2. Serve/advise the Board in reviewing and evaluating the quality, effectiveness and efficiency of services provided through the Department.
3. Serve/advise the Board in developing an annual program plan and budget that reflects the mental health service needs of the County.
4. Make recommendations to the Board on conceptual/procedural issues.
5. Make recommendations to the Board in relation to proposed Federal, State, Departmental rules, laws and policies.
6. Serve as an advocate for persons receiving community mental health services and assist the Board in educating the general community in relation to mental health services.
7. The Council shall perform the above duties and communicate its findings to the Board. The Council shall not act independent of the Board.

INTEGRATED SERVICES OF KALAMAZOO
FAMILY SUPPORT ADVISORY COUNCIL BY-LAWS FOR
YOUTH WITH SERIOUS EMOTIONAL DISTURBANCE

ARTICLE III

COUNCIL ORGANIZATION

Section I - COUNCIL MEMBERSHIP

1. FSAC members or potential members are appointed by the Board to serve on the Council.
2. The Family Support Advisory Council shall consist of up to fifteen (15) diverse members that represent the population served.
3. Members must attend at least fifty (50) percent of all meetings held throughout the year.
4. Exceptions will be made for prearranged/excused absences.

Section II - VACANCIES IN OFFICE

There is a formal application process (attachment A). The Council shall interview applicants and make recommendations to the Board.

Section III - THE OFFICERS

Each Council shall elect a Chairperson and Vice-chairperson. The Chairperson shall preside at all meetings of the Council and make periodic reports as required/desired to the Board. The Vice-chairperson shall preside in the absence of the Chairperson.

ARTICLE IV

BOARD/COUNCIL RELATIONSHIPS

The Council will have the opportunity to make a formal report to the Board at least annually.

Section I - COMMUNICATIONS/GENERAL RELATIONSHIPS

The Council shall operate to serve/advise the Board. No Council member may act independent of the Council and the Council shall not act independent of the Board. It is recognized however that Council members may belong to other advocacy or advisory groups that may express views to the Board.

INTEGRATED SERVICES OF KALAMAZOO
FAMILY SUPPORT ADVISORY COUNCIL BY-LAWS FOR
YOUTH WITH SERIOUS EMOTIONAL DISTURBANCE

Section II – PERFORMANCE OF DUTIES

The Council shall perform its duties by assisting and advising the Board. The Executive Director shall assign a member of the staff to serve/advise the Council in the performance of its duties. All reports from the Council to the Board shall be processed through the Board Chair or Vice Chair.

Section III – SPECIAL COMMITTEE/TASK FORCE

The Council, through prior approval of the Board, may establish time limited task forces or special committees to serve/advise in the completion of specific assignments.

ARTICLE V

COUNCIL/STAFF RELATIONS

Section I – GENERAL RELATIONSHIPS

The ISK management staff is responsible to the ISK Executive Director.

Section II – RESPONSIBILITIES

The Council is an advisory body charged with assisting and advising the Board in relation to service areas. The Chair of each Family Support Advisory Council shall prepare recommendations for ISK action. In such situations where the recommendations of the Executive Director and the Council differ, both recommendations will be presented.

ARTICLE VI

AMENDMENT OF BY-LAWS

These by-laws are created and placed into effect by the Board and may be amended, altered, changed, added to or repealed by the affirmative vote of a majority of the members of the entire Board at any regular or special meeting provided notice of the intention to amend has been included in the call. A 2/3 vote of the entire Board shall be required when a motion to amend, alter, change, add to or repeal these by-laws has not been included in the regular call.

**INTEGRATED SERVICES OF KALAMAZOO
RECIPIENT RIGHTS ADVISORY COMMITTEE
BYLAWS**

ARTICLE I

Name

The name of this body is the INTEGRATED SERVICES OF KALAMAZOO / RECIPIENT RIGHTS ADVISORY COMMITTEE.

ARTICLE II

Purpose

The Recipient Rights Advisory Committee (RRAC) shall be established by the Integrated Services of Kalamazoo (ISK) Board. The RRAC shall serve to advise the ISK Board, ISK Executive Director and the Recipient Rights Director in areas relating to recipient rights. More specifically, the RRAC shall:

1. Protect the Recipient Rights Office from pressures which could interfere with impartial, evenhanded and thorough performance of its duties.
2. Recommend candidates to head the Office of Recipient Rights.
3. Consult with the ISK Executive Director prior to the dismissal of the Director of the Recipient Rights Office. If the Committee is in disagreement concerning the proposed dismissal, the Committee may appeal to the ISK Board.
4. Serve as an advocate for the Recipient Rights system to ensure protection of the rights of all recipients.
5. Ensure that the Recipient Rights Office carries out its duties concerning prevention, education and investigations by reviewing bi-monthly the activities of the Recipient Rights staff.
6. Advise the Board concerning unmet policy needs.

ARTICLE III

Committee Organization

Section I – COMMITTEE MEMBERSHIP

The Committee shall consist of not less than 10 members and up to 22 members.

Candidates shall be reviewed by the RRAC Nomination Subcommittee and be recommended to the ISK Board. The Nomination Subcommittee composition is referenced in Article III section VII.

The membership of the committee shall be broadly based so as to best represent the varied perspectives of the CMH services program's geographic area. At least 1/3 of the membership shall be primary consumers or family members, and of that 1/3, at least 1/2 shall be primary consumers. A current list of Committee members' names

**INTEGRATED SERVICES OF KALAMAZOO
RECIPIENT RIGHTS ADVISORY COMMITTEE
BYLAWS**

interests they represent, history of their term(s) and attendance history shall be maintained.

Section II – TERMS OF MEMBERS

The term of office of a Committee member shall be three (3) years from January of the year of appointment. Upon completion of terms, the ISK Board Nominating Committee referred to in Article III, Section I will recommend to the Board a reappointment or appoint a new member.

Section III – ATTENDANCE OF MEMBERS

Attendance is expected for all meetings. If a member has three (3) unexcused consecutive absences, the member will be contacted to determine if the member wishes to continue on the RRAC. The ISK Executive Director shall be informed by the Chairs of all such absences and of the need for any new appointment.

Section IV – VACANCIES

When a term expires or a vacancy occurs on the RRAC, the ISK Nominating Committee shall be informed and will take the appropriate actions to ensure an appointment is recommended to the ISK Board.

Section V – OFFICERS

The RRAC will elect two (2) co-chairs of equal status for a two (2) year term. One co-Chair will be elected during February of each term, causing staggering terms. Co-chairs will alternate Chair duties each meeting.

Section VI – Appeals

The Appeals Committee shall review appeals filed by a person who has filed a complaint with the Office of Recipient Rights, or who is the recipient or guardian to the recipient about whom the complaint was filed. The appeals will follow established procedure set forth in Chapter 7a of the Michigan Mental Health Code.

The RRAC has recommended Appeals Committee membership. The Appeals Committee is a 7-member committee appointed by the ISK Mental Health Board (MHB), the composition of which complies with Michigan Mental Health Code statutory composition requirements for an Appeals Committee.

Three members will be from the RRAC, at least 2 members from the CMHSP board and 2 primary consumers. Members can represent more than one of these categories. None shall be employed by the CMHSP or by MDHHS.

Section VII – SUBCOMMITTEES

Ad hoc committees of the RRAC will be established through the Senior Co-Chair on an as-needed basis. During February of each year, the Senior Co-Chair will appoint members to each sub-committee for a one-year term, except that of the Research Review Subcommittee. The term of office of a Research Review Subcommittee member shall be two (2) years.

**INTEGRATED SERVICES OF KALAMAZOO
RECIPIENT RIGHTS ADVISORY COMMITTEE
BYLAWS**

Standing subcommittees will be:

Nomination

The nomination committee shall consist of two (2) ISK MHB members and two (2) RRAC members. As needed, the nomination committee will personally interview applicants for appointment to the RRAC and make recommendations for appointment to the ISK MHB.

Research Review

The Research Review Subcommittee reviews all proposed research targeted for implementation in the ISK system to determine compliance with Federal and State regulations and to determine whether any identified risk to recipients is present. If risk is determined to be present, the RRAC will decide whether or not the potential benefits outweigh the risks. Recommendation is then made to the ISK Executive Director.

Meetings

Section I – REGULAR MEETINGS

Meetings shall be held bi-monthly (odd numbered months). The RRAC shall conduct a minimum of five (5) regular meetings per year.

Section II – SPECIAL MEETINGS

A special meeting of the RRAC may be called by either of the Co-chairs, the Director of the Office of Recipient Rights, the ISK Executive Director or the ISK Board.

Section III – ORDER OF BUSINESS

Committee meetings shall be conducted by way of an established agenda.

Section IV – QUORUM

One more than one-half of the established minimum number (10) for committee membership.

Section V – VOTING

All questions shall be determined by the vote of the majority of the Committee members present. Only the Committee members appointed to the Committee by the ISK Board shall be voting members.

Conflict of Interest

A member who is directly involved with a matter to be voted upon must abstain from voting or may be disqualified from voting by a two-thirds vote of the Committee present.

**INTEGRATED SERVICES OF KALAMAZOO
RECIPIENT RIGHTS ADVISORY COMMITTEE
BYLAWS**

ARTICLE IV

Board / Committee Relationships

Section I – COMMUNICATIONS

Committee Co-chairs and/or their designee shall serve to represent the Committee when interacting with the Board. No committee member may act independently to represent the Committee.

Section II – PERFORMANCE OF DUTIES

The ISK Executive Director will assign the Director of the Recipient Rights Office to assist the committee in the performance of its duties.

ARTICLE V

Committee / Staff Relationships

Section I – ADMINISTRATION STAFF RELATIONSHIPS

The Director of the Recipients Rights Office is responsible to the ISK Executive Director. As such, task assignments to the Director of the Recipient Rights Office shall be made by the ISK Executive Director. These assignments shall not be in conflict with the basic purpose of the Rights Office.

ARTICLE VI

Amendment of By-Laws

The ISK Board may amend, alter, change, add to or repeal the by-laws by the affirmative vote of a majority of the members of the entire Board at any regular or special meeting, provided the Recipient Rights Advisory Committee has been advised and given an opportunity to comment prior to action taken. The Committee may make recommendations to the ISK Board concerning amendments, alterations, changes, additions to or repeal of by-laws by the affirmative vote of a majority of members of the entire Committee.

The foregoing by-laws were developed and recommended for appointment by the Recipient Rights Advisory Committee to the ISK Board.

INTEGRATED SERVICES OF KALAMAZOO

BOARD POLICY II.06

AREA:	Governance		
SECTION:	Board Governance Process	PAGE:	1 of 1
SUBJECT:	ENDS DEVELOPMENT PROCESS	SUPERSEDES:	10/22/2012
		REVISED:	10/28/2019

PURPOSE/EXPLANATION

To define the Board's process for the development of Ends.

POLICY

The Board is responsible to develop Ends policies that define the needs that the organization will satisfy, for who and within the budget. In order to promote the development of appropriate and meaningful Ends policies, the following steps will be taken:

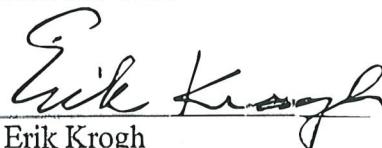
- A. Gather information and build knowledge regarding an identified topic through research and the exploration of current and state of the art practices, trends, etc.
- B. Gather input from the community and stakeholders, including:
 - 1. ownership (citizens)
 - 2. persons served and their families
 - 3. advocates
 - 4. providers
- C. Board discussion, development and approval of the Ends for each population.
- D. Request the Chief Executive Officer (CEO) and their staff to develop and propose to the Board a means to measure each of the Ends statements for each of the populations. The proposed means to measure will be presented to the Board for their approval.
- E. Review and assess current information regarding the population and stakeholder expectation on outcomes input and update the ends statements when needed.

CHIEF EXECUTIVE OFFICER



Jeff Patton
Chief Executive Officer

APPROVED



Erik Krogh
Board Chair

INTEGRATED SERVICES OF KALAMAZOO

BOARD POLICY IV.01

AREA: Governance	PAGE: 1 of 2
SECTION: System Governance	SUPERSEDES: 05/23/2016
SUBJECT: ENDS FOR INDIVIDUALS SERVED	REVISED: 10/29/2018

PURPOSE/EXPLANATION

To identify the ends which the Board desires to achieve for Integrated Services of Kalamazoo (ISK) populations served, which include:

- Children with Serious Emotional Disturbances
- Children with Intellectual/Developmental Disabilities
- Adults with Mental Illness
- Adults with Intellectual/Developmental Disabilities
- Individuals with Substance Use Disorders

These ends consist of *what benefits* for *what people* at *what cost*. Achievement of these ends will promote an effective service delivery system, which fulfills the mission of the agency and is consistent with the requirements of the Michigan Department of Health and Human Services (MDHHS) and Certified Community Behavioral Health Clinic (CCBHC).

POLICY

- I. Individuals will receive services and supports which enables them to be healthy, safe, and to reach their full potential. Each individual will experience services and supports that are individualized, strength-based, culturally & linguistically competent, home, community and school based, effective, sustainable, and continuously improving in quality. Services and supports will be delivered in the least restrictive, most natural settings possible.
- II. To accomplish these ends, goals and objectives will be set in the following domain areas for each population listed above:
 - A. Employment and Education
 - B. Living Arrangements
 - C. Recovery / Self-Determination
 - D. Health and Wellness

E. Family and Community Life

III. The Board established ends will be monitored on an ongoing basis by ISK staff and through semi-annual reports from the "Dashboard and Outcomes Reporting System".

REFERENCES

A. Public Act 258 of 1974 (Mental Health Code) supplemented through ACT 152 of 1996: Sections 206 and 208

CHIEF EXECUTIVE OFFICER


Jeff Patton
Chief Executive Officer

APPROVED


Erik Krogh
Board Chair

INTEGRATED SERVICES OF KALAMAZOO

BOARD POLICY II.08

AREA:	Governance		
SECTION:	Board Governance Process	PAGE:	1 of 2
SUBJECT:	ANNUAL BOARD PLANNING CYCLE	SUPERSEDES:	01/25/2005
		REVISED:	01/25/2010

PURPOSE/EXPLANATION

To define the annual board planning cycle.

POLICY**I. ANNUAL PLANNING CYCLE COMPONENTS**

To accomplish its business outcomes with a governance style consistent with Integrated Services of Kalamazoo (ISK) Board policies. The ISK Board will follow an annual agenda that provides scheduled opportunities to:

- A. Review overall planning documents such as mission, vision, values, and goals.
- B. Complete a review of all governance policies at least annually.
- C. Monitor all “Ends” and “Executive Limitations” policies.
- D. Review and approve an overall budget and attending documents with funding sources as needed.

II. ANNUAL BOARD PLANNING SCHEDULE

- A. The schedule will represent each calendar year’s planned events.
- B. The current year’s schedule will be reviewed at the ISK Board meeting in January to determine the need for modifications in the schedule.
- C. The schedule will include established ISK Board policy monitoring, and monitoring reports in the areas of “Ends” and “Executive Limitations”.
- D. To the extent feasible, the ISK Board will identify those areas of education and input needed to increase the level of wisdom and forethought it can give to subsequent choices.

E. Other items will be added to the schedule as needed by a majority vote of the ISK Board.

EXHIBITS

A. Annual Board Planning Schedule
B. Annual Board Monitoring Activities

CHIEF EXECUTIVE OFFICER


Jeff Patton
Chief Executive Officer

APPROVED


Erik Krogh
Board Chair

INTEGRATED SERVICES OF KALAMAZOO

2026 ANNUAL BOARD PLANNING CYCLE

January 26		February 23		March 23	
Monitoring Report	Policy Review	Monitoring Report	Policy Review	Monitoring Report	Policy Review
MISSION, BYLAWS & APPOINTMENTS: MISSION/VISION/VALUE STATEMENT (V.01)	X	LIMITS: QUALITY MANAGEMENT (V.09)		(at Board Retreat)	X
MISSION, BYLAWS & APPOINTMENTS: BYLAWS AND RULES OF PROCEDURE (V.02)	X	SYSTEM GOV: INVESTMENT POLICY (V.02)		BOARD GOV: BOARD MEMBERS' CODE OF CONDUCT (V.09)	X
SYSTEM GOV: ANNUAL LEAVE RESERVE (V.01)	X	BOARD GOV: BOARD TRAVEL (V.14)	X	BOARD GOV: DEPRECIATION (V.04)	X
BOARD GOV: ANNUAL BOARD PLANNING CYCLE (V.08)	X	LIMITS: COLLABORATION (V.10) (Discussion on Board Retreat)	X	BOARD GOV: CONFLICT OF INTEREST (V.11)	X
BOARD GOV: ENDS DEVELOPMENT PROCESS (V.06)	X			Utilization Management (UM) Plan	X
INVESTMENT REPORT	X				
LIMITS: QUALITY IMPROVEMENT PLAN	X				
LIMITS: PERFORMANCE MEASUREMENT AND MANAGEMENT PLAN	X				
RECIPIENT RIGHTS ANNUAL REPORT	X				
Strategic Plan	X				
April 27		May 25		June 22	
Monitoring Report	Policy Review	Monitoring Report	Policy Review	Monitoring Report	Policy Review
BOARD GOV: BOARD COMMITTEE PRINCIPLES (V.05)	X	BOARD ELECTIONS			
BOARD GOV: CHAIRPERSON'S ROLE (V.04)	X	BOARD GOV: BOARD MEMBER RESPONSIBILITIES (V.12)		X	
TREATMENT OF PERSONS SERVED SUBSTANTIATED COMPLAINTS REPORT	X	BOARD GOV: INPUT FROM STAKEHOLDERS (V.13)		X	
BOARD GOV: RESERVES MANAGEMENT (V.05)	X	BOARD GOV: ACCESSIBILITY (V.15)		X	
INVESTMENT REPORT	X				
NOMINATING COMMITTEE FOR BOARD OFFICERS					
YEAR-END REPORT & ENDS (ALL POPULATIONS)					
YEAR-END REPORT & ENDS (All POPULATIONS) (at Board Retreat)	X				
COMPLIANCE & RISK: BOARD TRAINING					
COMPLIANCE & RISK: STATUS REPORT	X				
CUSTOMER SERVICES REPORT	X				
July 27		August 24		September 28	
Monitoring Report	Policy Review	Monitoring Report	Policy Review	Monitoring Report	Policy Review
BOARD EXEC: CHIEF EXECUTIVE OFFICER PERFORMANCE (V.03)	X	LIMITS: BUDGETING (V.03)		X	
BOARD EXEC: MONITORING EXECUTIVE PERFORMANCE (V.04)	X	LIMITS: FINANCE (V.04)		X	
BOARD EXEC: CHIEF EXECUTIVE OFFICER ROLE (V.01)	X	LIMITS: ASSET PROTECTION (V.07)		X	
BOARD EXEC: DELEGATION TO THE CHIEF EXECUTIVE OFFICER (V.02)	X				
BOARD GOV: BOARD FINANCE COMMITTEE (V.10) (Insurance)	X				
INVESTMENT REPORT	X				
ENDS: ALL POPULATIONS	X				
RECIPIENT RIGHTS SEMI-ANNUAL	X				
Strategic Plan	X				
October 26		November 23		December 28	
Monitoring Report	Policy Review	Monitoring Report	Policy Review	Monitoring Report	Policy Review
BOARD GOV: BOARD PURPOSE AND BUSINESS DESCRIPTION (V.01)	X	CHIEF EXECUTIVE OFFICER EVALUATION <i>(Jeff Patton)</i>			
BOARD GOV: Board Business Description (V.03)	X	LIMITS: COMMUNICATION & COUNSEL TO THE BOARD (V.06)		X	
LIMITS: TREATMENT OF PERSONS SERVED (V.01) (include Substantiated Complaints)	X	BOARD GOV: GOVERNING STYLE (V.02)		X	
MISSION, BYLAWS & APPOINTMENTS: GUIDELINES FOR BOARD MEMBER APPOINTMENTS (V.03)	X	LIMITS: EMERGENCY EXECUTIVE'SUCCESSION (V.05)		X	
INVESTMENT REPORT	X	SYSTEM GOV: ENDOWMENT FUND (V.03)		X	
CUSTOMER SERVICES REPORT	X	LIMITS: CORPORATE COMPLIANCE AND RISK MANAGEMENT (V.11)		X	
Family Support Advisory Council (FSA) Annual Report	X	COMPLIANCE & RISK: FY ANNUAL PLAN		X	
Customer Advisory Council (CAC) Annual Report	X	COMPLIANCE & RISK: FY STATUS REPORT		X	
LIMITS: Financial Condition - Presented monthly		NOTE: Bylaws and Rules of Procedure do not necessarily need to be reviewed on an annual basis, but should be revised as needed.			
Program Services report <i>monthly</i>					

ANNUAL BOARD MONITORING ACTIVITIES

2026

JANUARY	<ul style="list-style-type: none"> ❖ MISSION, BYLAWS & APPOINTMENTS: MISSION/VISION/VALUE STATEMENT (I.01) <i>(Policy)</i> ❖ MISSION, BYLAWS & APPOINTMENTS: BYLAWS AND RULES OF PROCEDURE (I.02) <i>(Policy)</i> <ul style="list-style-type: none"> ○ <i>Policy and attachments</i> <ul style="list-style-type: none"> ▪ I.02A ISK Bylaws and Rules of Procedure ▪ I.02B Family Support Advisory Council Bylaws for Youth with SED ▪ I.02C Recipient Rights Advisory Committee Bylaws ❖ SYSTEM GOV: ANNUAL LEAVE RESERVE (VI.01) <i>(Policy & Monitoring)</i> ❖ BOARD GOV: ANNUAL BOARD PLANNING CYCLE (II.08) <i>(Policy)</i> <ul style="list-style-type: none"> ○ <i>Policy and Attachments</i> <ul style="list-style-type: none"> ▪ II.08A Annual Board Planning Schedule ▪ II.08B Annual Board Monitoring Activities ❖ BOARD GOV: ENDS DEVELOPMENT PROCESS (II.06) <i>(Policy)</i> ❖ BOARD GOV: ENDS FOR INDIVIDUALS SERVED (IV.01) <i>(Policy)</i> ❖ RECIPIENT RIGHTS ANNUAL REPORT <i>(Monitoring)</i> ❖ INVESTMENT REPORT <i>(Monitoring)</i> ❖ LIMITS: Quality Improvement Plan <i>(Monitoring)</i> ❖ LIMITS: Performance Measurement and Management Plan <i>(Monitoring)</i> ❖ Strategic Plan <i>(Monitoring)</i>
FEBRUARY	<ul style="list-style-type: none"> ❖ LIMITS: QUALITY MANAGEMENT (V.09) <i>(Policy)</i> ❖ SYSTEM GOV: INVESTMENT POLICY (VI.02) <i>(Policy)</i> ❖ BOARD GOV: BOARD TRAVEL (II.14) <i>(Policy)</i> <ul style="list-style-type: none"> ○ <i>Policy and Attachments</i> <ul style="list-style-type: none"> ▪ II.14A ISK Board Member Travel Request ▪ II.14B Travel Expense Voucher ❖ BOARD GOV: COLLABORATION (V.10) <i>(Policy & Monitoring)</i> ❖ Discussion on Board Retreat
MARCH	<ul style="list-style-type: none"> ❖ BOARD GOV: BOARD COMPENSATION (II.07) <i>(Policy)</i> <ul style="list-style-type: none"> ○ <i>Policy and Attachments</i> <ul style="list-style-type: none"> ▪ II.07A Resolution to Establish Compensation for ISK Authority Board Members ❖ BOARD GOV: BOARD MEMBERS' CODE OF CONDUCT (II.09) <i>(Policy)</i> ❖ BOARD GOV: DEPRECIATION (VI.04) <i>(Policy)</i> ❖ BOARD GOV: CONFLICT OF INTEREST (II.11) <i>(Policy)</i> <ul style="list-style-type: none"> ○ <i>Policy and Attachments</i> <ul style="list-style-type: none"> ▪ II.11A Board Member Disclosure Statement ▪ II.11B Resolution to the Board ▪ II.11C Conflict of Interest Waiver ❖ UTILIZATION MANAGEMENT (UM) PLAN <i>(Monitoring)</i>

ANNUAL BOARD MONITORING ACTIVITIES

2026

APRIL	<ul style="list-style-type: none"> ❖ BOARD GOV: BOARD COMMITTEE PRINCIPLES (II.05) (<i>Policy</i>) ❖ BOARD GOV: CHAIRPERSON'S ROLE (II.04) (<i>Policy</i>) ❖ TREATMENT OF PERSONS SERVED Substantiated Complaints Report (<i>Monitoring</i>) ❖ BOARD GOV: RESERVES MANAGEMENT (VI.05) (<i>Policy & Monitoring</i>) ❖ INVESTMENT REPORT (<i>Monitoring</i>) ❖ Nominating Committee for Board Officers ❖ YEAR-END REPORTS & ENDS (all populations) (<i>Monitoring</i>) ❖ COMPLIANCE & RISK: BOARD TRAINING (<i>Monitoring</i>) ❖ COMPLIANCE & RISK: STATUS REPORT (<i>Monitoring</i>) ❖ CUSTOMER SERVICES REPORT (<i>Monitoring</i>)
MAY	<ul style="list-style-type: none"> ❖ Board Elections ❖ BOARD GOV: BOARD MEMBER RESPONSIBILITIES (II.12) (<i>Policy</i>) ❖ BOARD GOV: INPUT FROM STAKEHOLDERS (II.13) (<i>Policy & Monitoring</i>) ❖ BOARD GOV: ACCESSIBILITY (II.15) (<i>Policy</i>)
JUNE	<ul style="list-style-type: none"> ❖ ANNUAL PUBLIC HEARING
JULY	<ul style="list-style-type: none"> ❖ BOARD EXEC: CHIEF EXECUTIVE OFFICER PERFORMANCE (III.03) (<i>Policy</i>) ❖ BOARD EXEC: MONITORING EXECUTIVE PERFORMANCE (III.04) (<i>Policy</i>) <ul style="list-style-type: none"> ○ <i>Policy and Attachments</i> <ul style="list-style-type: none"> ■ III.04A Process for Conducting Executive Evaluation ■ III.04B Handling Complaints About CEO ■ III.04C CEO Board Policy Non-Compliance Complaint ■ III.04D CEO Annual Evaluation ■ III.04E CEO Monthly Evaluation ❖ BOARD EXEC: CHIEF EXECUTIVE OFFICER ROLE (III.01) (<i>Policy</i>) ❖ BOARD EXEC: DELEGATION TO THE CHIEF EXECUTIVE OFFICER (III.02) (<i>Policy</i>) ❖ BOARD GOV: BOARD FINANCE COMMITTEE (II.10) (<i>Insurance</i>) (<i>Policy & Monitoring</i>) ❖ INVESTMENT REPORT (<i>Monitoring</i>) ❖ ENDS: ALL POPULATIONS (<i>Monitoring</i>) ❖ RECIPIENT RIGHT SEMI-ANNUAL (<i>Monitoring</i>) ❖ Strategic Plan (<i>Monitoring</i>)
AUGUST	<ul style="list-style-type: none"> ❖ LIMITS: BUDGETING (V.03) (<i>Policy</i>) <ul style="list-style-type: none"> ○ <i>Policy and Attachments</i> <ul style="list-style-type: none"> ■ V.03A MCL Section 141.412 ❖ LIMITS: FINANCE (V.04) (<i>Policy</i>) ❖ LIMITS: ASSET PROTECTION (V.07) (<i>Policy & Monitoring</i>)
SEPTEMBER	<ul style="list-style-type: none"> ❖ LIMITS: STAFF TREATMENT (V.02) (<i>Policy & Monitoring</i>) ❖ LIMITS: COMPENSATION & BENEFITS (V.08) (<i>Policy & Monitoring</i>) ❖ ANNUAL BUDGET PUBLIC HEARING

ANNUAL BOARD MONITORING ACTIVITIES

2026

OCTOBER	<ul style="list-style-type: none"> ❖ BOARD GOV: BOARD PURPOSE AND BUSINESS DESCRIPTION (II.01) <i>(Policy)</i> ❖ BOARD GOV: BOARD BUSINESS DESCRIPTION (II.03) <i>(Policy)</i> ❖ LIMITS: TREATMENT OF PERSONS SERVED (V.01) <i>(Policy & Monitoring; include Substantiated Complaints)</i> ❖ MISSION, BYLAWS & APPOINTMENTS: GUIDELINES FOR BOARD MEMBER APPOINTMENTS (I.03) <i>(Policy)</i> ❖ INVESTMENT REPORT <i>(Monitoring)</i> ❖ CUSTOMER SERVICES REPORT <i>(Monitoring)</i> ❖ Family Support Advisory Council (FSAC) Annual Report <i>(Monitoring)</i> ❖ Customer Advisory Council (CAC) Annual Report <i>(Monitoring)</i>
NOVEMBER	<ul style="list-style-type: none"> ❖ Chief Executive Officer Evaluation ❖ LIMITS: COMMUNICATION & COUNSEL TO THE BOARD (V.06) <i>(Policy & Monitoring)</i> ❖ BOARD GOV: GOVERNING STYLE (II.02) <i>(Policy)</i> ❖ LIMITS: EMERGENCY EXECUTIVE SUCCESSION (V.05) <i>(Policy)</i> ❖ SYSTEM GOV: ENDOWMENT FUND (VI.03) <i>(Policy & Monitoring)</i> <ul style="list-style-type: none"> ○ <i>Policy and Attachments</i> <ul style="list-style-type: none"> ■ VI.03A <i>Endowment Fund Application</i> ■ 08.10A <i>Endowment Fund Application</i> ❖ LIMITS: CORPORATE COMPLIANCE AND RISK MANAGEMENT (V.11) <i>(Policy)</i> ❖ COMPLIANCE & RISK: FY ANNUAL PLAN <i>(Monitoring)</i> ❖ COMPLIANCE & RISK: STATUS REPORT <i>(Monitoring)</i>
DECEMBER	<p><i>*NO MONITORING REPORTS OR POLICY REVIEW*</i></p> <p>TO BE DETERMINED...</p>

LIMITS: FINANCIAL CONDITION (presented monthly)

Program Services Report (presented monthly)

INTEGRATED SERVICES OF KALAMAZOO



Period Ended
December 31, 2025

Monthly Finance
Report

INTEGRATED SERVICES OF KALAMAZOO

Statement of Net Position

December 31, 2025

	December 2024 (unaudited)	December 2025
Assets		
Current assets		
Cash and investments	\$ 22,705,022	\$ 23,010,843
Accounts receivable	3,688,155	7,248,588
Due from other governments	15,825,580	8,538,582
Prepaid items	1,256,672	1,405,699
Total current assets	<u>43,475,429</u>	<u>40,203,712</u>
Non-current assets		
Capital assets, net of accumulated depreciation	13,500,768	14,938,565
Net pension asset, net of deferred outflows	7,214,053	8,442,339
Total non-current assets	<u>20,714,821</u>	<u>23,380,904</u>
Total assets	<u><u>\$ 64,190,250</u></u>	<u><u>\$ 63,584,616</u></u>
Liabilities		
Current liabilities		
Accounts payable	\$ 12,972,863	\$ 8,954,851
Due to other governments	62,257	164,837
Accrued payroll and payroll taxes	2,060,086	3,104,462
Unearned revenue	195,405	149,357
Total current liabilities	<u>15,290,611</u>	<u>12,373,507</u>
Net position		
Designated	9,171,891	13,905,501
Undesignated	26,341,483	24,537,302
Investment in fixed assets	13,500,768	13,277,168
Previous year close	-	-
Net gain (loss) for period	(114,503)	(508,862)
Net position	<u><u>\$ 48,899,639</u></u>	<u><u>\$ 51,211,110</u></u>

INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2025 through December 31, 2025

Percent of Year is 25.00%

	Original 2026 Budget	YTD Totals 12/31/25	Remaining Budget	Percent of Budget - YTD
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Operating revenue

Medicaid:				
Traditional Capitation	\$ 86,641,701	21,613,240	\$ 65,028,461	24.95%
Healthy Michigan Capitation	9,119,193	1,629,886	7,489,307	17.87%
State General Fund:				
Formula Fundings	3,900,516	975,129	2,925,387	25.00%
CCBHC Demonstration	34,258,759	8,477,196	25,781,563	24.74%
CCBHC Quality Bonus	1,326,190	-	1,326,190	0.00%
County Allocation	1,550,400	387,600	1,162,800	25.00%
Client Fees	1,069,711	170,872	898,839	15.97%
Other grant revenue	6,780,003	1,536,041	5,243,962	22.66%
Other earned contracts	1,958,805	557,514	1,401,291	28.46%
Interest	157,232	37,069	120,163	23.58%
Local revenue	508,606	10,397	498,209	2.04%
Total operating revenue	\$ 147,271,116	\$ 35,394,943	\$ 111,876,173	24.03%

Operating expenses

Salaries and wages	\$ 32,403,237	7,321,217	25,082,020	22.59%
Employee benefits	12,643,544	2,474,984	10,168,559	19.58%
Staff development	300,933	30,513	270,420	10.14%
Payments to providers	93,008,476	23,150,607	69,857,869	24.89%
Administrative contracts	8,262,621	2,139,477	6,123,144	25.89%
IT software and equipment	928,129	212,655	715,474	22.91%
Client transportation	52,900	9,247	43,653	17.48%
Staff travel	386,676	66,832	319,844	17.28%
Office expenses	685,668	142,533	543,135	20.79%
Insurance expense	168,769	70,205	98,564	41.60%
Depreciation expense	585,704	89,480	496,223	15.28%
Utilities	363,874	87,479	276,395	24.04%
Facilities	36,265	32,298	3,967	89.06%
Local match	305,108	76,277	228,831	25.00%
Total operating expenses	\$ 150,131,903	\$ 35,903,805	\$ 114,228,099	23.91%

Change in net position	(2,860,787)	(508,862)	\$ (2,351,925)
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Beginning net position	51,719,971	51,719,971
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Ending net position	\$ 48,859,184	\$ 51,211,110
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INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2025 through December 31, 2025

Percent of Year is 25.00%

	Specialty Services			Healthy Michigan			SUD Block Grant			Totals		
	YTD Totals 12/31/25	YTD Budget	YTD Totals 12/31/25	YTD Budget	YTD Totals 12/31/25	YTD Budget	YTD Totals 12/31/25	YTD Budget	YTD Totals 12/31/25	YTD Budget	YTD Totals 12/31/25	Variance
Operating revenue												
Medicaid:												
Traditional Capitation	\$ 21,660,425	\$ 22,726,689	\$ -	\$ 2,279,798	\$ 1,853,201	\$ -	\$ -	\$ 21,660,425	\$ 22,726,689	\$ 1,066,263		
Healthy Michigan Capitation	-	-		(1,113,449)	(767,245)	(223,315)	-	-	2,279,798	1,853,201	(426,597)	
Settlement Estimate	1,106,857			-	21	-	-	-	339,613	(1,336,764)	(1,676,377)	
Client Fees	1,817			-	-	-	-	1,838	-	-	(1,838)	
Total operating revenue	\$ 22,769,100	\$ 21,613,240	\$ 1,512,574	\$ 1,629,886	\$ -	\$ -	\$ -	\$ 24,281,674	\$ 23,243,126	\$ (1,038,548)		
Operating expenses												
Internal services	\$ 566,396	\$ 710,039	\$ 3,489	\$ 967	\$ -	\$ -	\$ -	\$ 569,885	\$ 711,006	\$ 141,121		
External services	19,061,282	18,446,634	1,300,398	1,443,666	-	-	-	20,361,680	19,890,300	(471,379)		
Delegated managed care	3,141,422	2,456,566	208,688	185,253	-	-	-	3,350,110	2,641,820	(708,290)		
Total operating expenses	\$ 22,769,100	\$ 21,613,240	\$ 1,512,574	\$ 1,629,887	\$ -	\$ -	\$ -	\$ 24,281,674	\$ 23,243,126	\$ (1,038,548)		
Change in net position	-	(0)	-	(0)	-	(0)	-	-	-	-	-	

INTEGRATED SERVICES OF KALAMAZOO

Statement of Revenue, Expenses and Change in Net Position

October 1, 2025 through December 31, 2025

Percent of Year is 25.00%

	State General Fund		CCBHC		Other Funding Sources		Totals	
	YTD	YTD Totals 12/31/25	YTD	YTD Totals 12/31/25	YTD	YTD Totals 12/31/25	YTD	YTD Totals 12/31/25
	Budget		Budget		Budget		Budget	
Operating revenue								
General Fund	\$ 975,129	\$ 975,129	\$ 9,063,817	\$ 8,644,776	\$ -	\$ -	\$ 975,129	\$ 975,129
CCBHC Demonstration	-	-	-	-	1,482,585	1,536,041	8,644,776	\$ (419,041)
Other Federal and State Grants	-	-	-	-	266,122	127,016	1,536,041	53,456
Earned Revenue	-	-	-	-	39,308	37,069	39,308	(139,107)
Interest	-	-	-	-	387,600	387,600	387,600	(2,239)
County Allocation	-	-	-	-	127,152	181,269	181,269	-
Local Revenue	1,781	-	-	-	-	-	-	52,336
Transfer from GF	-	-	18,475	17,6,613	-	-	18,475	158,138
Total operating revenue	\$ 976,910	\$ 975,129	\$ 9,082,292	\$ 8,821,389	\$ 2,302,767	\$ 2,268,994	\$ 12,361,969	\$ 12,065,512
Operating expenses								
Internal Programs	\$ 221,632	\$ 178,184	\$ 9,582,532	\$ 9,392,038	695	\$ 19,613	\$ 9,804,859	\$ 9,589,835
External Programs	607,501	529,573	-	-	164,125	255,679	771,626	785,252
Other Federal and State Grants	-	-	-	-	1,679,534	1,348,562	1,679,534	13,626
HUD Grants	-	-	-	-	455,467	415,819	455,467	(330,972)
Managed Care Administration	129,302	90,760	-	-	-	-	129,302	415,819
Homeless Shelter	-	-	-	-	96,379	80,054	96,379	80,054
Transfer from GF	18,475	176,613	-	-	-	-	18,475	176,613
Local match expense	-	-	-	-	76,277	76,277	76,277	158,138
Non-DCH Activity Expenditures	-	-	-	-	14,278	11,202	14,278	-
Total operating expenses	\$ 976,910	\$ 975,129	\$ 9,582,532	\$ 9,392,038	\$ 2,486,756	\$ 2,207,206	\$ 13,046,197	\$ 12,574,374
Change in net position	0	(0)	(500,240)	(570,649)	(183,989)	61,788	\$ (684,229)	\$ (508,861)
								175,367

INTEGRATED SERVICES OF KALAMAZOO

CCBHC

October 1, 2025 through December 31, 2025

Percent of Year is 25.00%

	CCBHC Medicaid	CCBHC Healthy MI	CCBHC Non-Medicaid	CCBHC YTD Totals
Operating revenue				
CCBHC revenue	\$ 6,401,532	\$ 2,075,665	\$ -	\$ 8,477,196
CCBHC SAVISHA Grant	-	-	167,580	167,580
Total CCBHC Revenue (PPS-1 of \$318.50 x encounters)	\$ 6,401,532	\$ 2,075,665	\$ 167,580	\$ 8,644,776
Operating expenses				
Internal services	\$ 4,743,776	\$ 1,347,419	\$ 962,448	\$ 7,053,643
DCO Contracts	1,508,190	513,956	316,249	2,338,395
Total operating expenses	\$ 6,251,966	\$ 1,861,375	\$ 1,278,697	\$ 9,392,038
Operating change in net position				
	149,565	214,289	(1,111,117)	(747,262)
Reclassification to cover Non-Medicaid	-	-	176,613	176,613
Total change in net position	\$ 149,565	\$ 214,289	\$ (934,504)	\$ (570,649)

CCBHC Cost per daily visit

	2023	FY 2024	FY 2025	12/31/25
Total CCBHC Cost	\$ 27,687,187	\$ 31,777,786	\$ 35,393,270	\$ 392,038
Daily Visits	99,802	110,326	125,458	30,786
Cost per daily visit	277.42	288.04	282.11	305.07

AUTISM SERVICES

Report Period: October 1st, 2025 through December 31st, 2025

Favorable/(Unfavorable):

Total 274,514

YOUTH COMMUNITY INPATIENT SERVICES

Report Period: October 1st, 2025 through December 31st, 2025

UTILIZATION COMPARISONS FY 25/26						
FY 24/25 Actual	FY 25/26 Budget		FY 25/26 Actual		Days Difference	
	Dollars	Clients Served	Dollars	Days	Favorable	Cost Difference
OCTOBER	111	\$96,759	86	\$84,863	101	\$101,060
NOVEMBER	117	\$114,545	86	\$84,863	98	\$98,100
DECEMBER	52	\$51,318	86	\$84,863	74	\$74,090
JANUARY	97	\$95,247	86	\$84,863	12	\$10,773
FEBRUARY	100	\$97,792	86	\$84,863		
MARCH	77	\$75,342	86	\$84,863		
APRIL	80	\$78,400	86	\$84,863		
MAY	82	\$80,360	86	\$84,863		
JUNE	42	\$41,160	86	\$84,863		
JULY	47	\$46,178	86	\$84,863		
AUGUST	35	\$34,329	86	\$84,863		
SEPTEMBER	50	\$48,608	86	\$84,863		
TOTALS	890	\$860,038	1,032	\$1,018,350	273	\$273,250
MONTHLY AVERAGES	74		86		91	
GROSS ANNUAL COST		\$860,038		\$1,018,350		\$273,250

Favorable/(Unfavorable): Total (18,661)

COMMUNITY INPATIENT SERVICES

Report Period: October 1st, 2025 through December 31st, 2025

Favorable/(Unfavorable):

Total 58,811

COMMUNITY LIVING SUPPORTS (CLS), PERSONAL CARE (PC) & CRISIS RESIDENTIAL
ALL POPULATIONS

Report Period: October 1st, 2025 through December 31st, 2025

SERVICE	Month	Avg. Daily Rate	No. Served	Days of Service	FY 25/26 Budget		FY 25/26 Actual	Favorable / (Unfavorable)
					Dollars	Dollars		
PC/CLS	Nov	\$298	382	34,746	\$10,242,426		10,347,099	(\$104,674)
CRISIS RES.		\$608	18	264	\$249,025		\$160,591	\$88,434
CLS (SIP)	Nov	NA	300		\$3,561,248		3,497,877	\$63,371
Annual Cost								\$47,132

Personal Care (P.C.)-hands on of daily personal activities such as laundry, feeding, bathing, etc.

Community Living Supports (CLS)-services to increase or maintain personal self -sufficiency with a goal of community inclusion, independence and productivity.

Specialized Residential (S.R.)-Licensed setting where Personal Care and Community Living Supports occur.

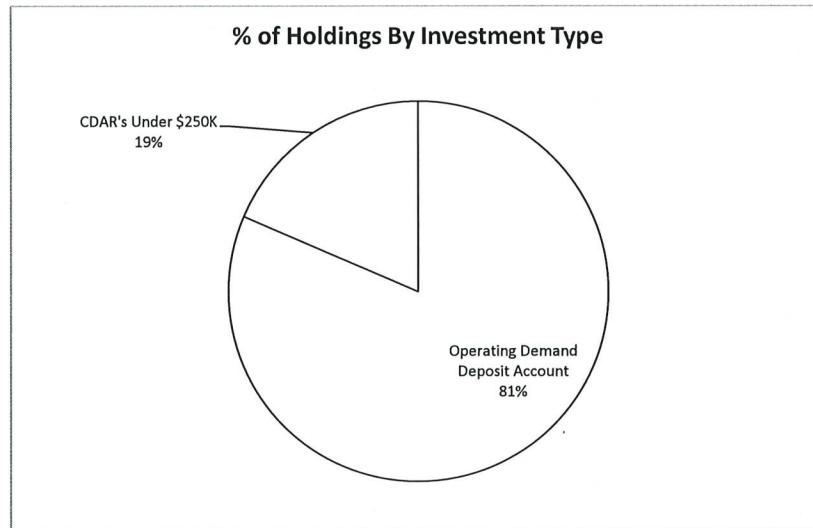
Supported Independent Program (SIP)-more independent setting where Personal Care and Community Living Supports occur.

Quarterly Cash & Investments Report
Quarter Ending December 30th, 2025

VIII.c.

Financial Institution	Type of Investment	Cost Basis	Maturity Date	% Yield
CASH				
PNC	Operating Demand Deposit Account	\$18,670,778	NA	0.03%
	Payroll Account	\$5,000		
	Accrued Leave Reserve	\$124,331		
	Pretax Reimbursement Account	\$90,247		
	Various Petty Cash Funds	\$780		
	Total Cash Accounts	\$18,891,136		
INVESTMENTS				
CDAR's (via Independent Bank)	CD's Issued Under FDIC Limit of \$250,000	\$4,251,054		3.16%
Total CDAR's		\$4,251,054		
	Total Investments	\$4,251,054		
TOTAL CASH AND INVESTMENTS				
		\$23,142,190		

% of Holdings By Institution		% of Holdings By Investment Type	
PNC - Cash	81.63%	Cash	81.63%
CDAR's (via Independent Bank)	18.37%	CDAR's	18.37%
	100.00%		100.00%



VIII.d.



Community • Independence • Empowerment

Integrated Services of Kalamazoo MOTION

Subject:	<u>November & December 2025</u> Disbursements	
Meeting Date:	January 26, 2026	Approval Date:
Prepared by:	Charlotte Bowser	<u>January 26, 2026</u>

Recommended Motion:

“Based on the Board Finance meeting review, I move that ISK approve the November 2025 vendor disbursements of \$11,333,717.26 and the December 2025 vendor disbursements of \$12,189,146.17.”

Summary of Request:

As per the November 2025 Vendor Check Register Report dated 12/08/2025 that includes checks issued from 11/01/2025 to 11/30/2025 and the December 2025 Vendor Check Register Report dated 1/12/2026 that includes checks issued from 12/1/2025 to 12/31/2025.

I affirm that all payments identified in the monthly summary above are for previously appropriated amounts.

Staff: C. Bowser, Finance Director

Date of Board
Consideration: January 26, 2026

Integrated Services of Kalamazoo

BOARD OF DIRECTORS RESOLUTION MERITORIOUS STATUS FOR

Kathy Huffman

WHEREAS, Kathy, it is with great admiration and heartfelt appreciation that we recognize your remarkable career dedicated to serving adults with Intellectual and Developmental Disabilities at Integrated Services of Kalamazoo for 28 years beginning in 1997; and

WHEREAS, her work has been more than a profession, it has been a calling marked by compassion, advocacy and unwavering commitment to the dignity and worth of every individual she served.

WHEREAS, her career consistently showed patience, empathy and respect, ensuring that those in her care were not only supported but truly valued. Her ability to see potential where others might see limitations has made a lasting impact in countless lives. With her efforts, individuals were empowered to grow, to be heard, and to live with greater independence and confidence.

WHEREAS, her legacy is found in the lives she touched, the trust she earned, and the hope she helped foster. Long after individual moments her work will continue to be felt for years to come.

NOW, THEREFORE, BE IT RESOLVED, we thank her for her extraordinary service and for a career that truly mattered. May her next season of her journey be filled with peace and fulfillment. Integrated Services of Kalamazoo is pleased to grant **MERITORIOUS STATUS** to *Ms. Kathy Huffman* with all the rights and privileges appertaining thereto.



Dated this 26th of January 2026

Karen Longanecker
Karen Longanecker
ISK Board Chair

Jeff Patton
Jeffrey W. Patton
ISK Chief Executive Officer