INTEGRATED Services of Kalamazoo
Community • Independence • Empowerment

Administrative Services
610 South Burdick Street
Kalamazoo, MI 49007
www.iskzoo.org
(269) 553-8000

24-HOUR CRISIS HOTLINE or NON-EMERGENCY CLINICAL SERVICES: (269) 373-6000

AGENDA

November 2, 2026

Name: INTEGRATED Services of Kalamazoo Board of Directors
Commencement Time: 4:30PM
Location: 610 South Burdick Street/Kalamazoo, MI., 2nd Floor
ISK Boardroom #220

I. CALL TO ORDER – CITY & COUNTY DECLARATION
II. AGENDA
III. CITIZEN TIME
IV. RECIPIENT RIGHTS
   a. ORR Recipient Rights Monthly Report

V. PROGRAM SERVICE REPORT
   a. *Lauren Cooper,* Director/Youth & Families, Youth Community Services

VI. CONSENT CALENDAR/VERBAL MOTION
   a. Minutes *September 28, 2026*
   b. Board Purpose and Business Description (II.01)(Policy)
   c. Board Business Description (II.03)(Policy)
   d. Treatment of Persons Served w/Substantiated Complaints (V.01)(Policy & Report)
   e. Guidelines For Board Member Appointments (I.03)(Policy)
   f. Annual Customer Advisory Council (CAC) & Customer Service(Reports)
   g. Annual Family Support Advisory Council (FSAC)(Report)

VII. MONITORING REPORTS/ VERBAL MOTION
   a. Carver Model of Board Governance and Restructuring of ISK Board Policies
   Sheila Hibbs & Michael Schlack

VIII. FINANCIAL REPORTS
   a. Financial Condition Report
   b. Utilization Report
   c. Investment Report
   d. *September* 2026 Disbursement/MOTION

IX. CHIEF EXECUTIVE OFFICER VERBAL REPORT
   a. CLOSED SESSION/ MOTION

X. CITIZEN TIME

XI. ACKNOWLEDGEMENT of MERITORIOUS STATUS
   a. *Ms. Kim Shinavier* – 9 years of dedicated service to ISK!

XII. BOARD MEMBER TIME
   a. SWMBH (Southwest Michigan Behavioral Health) Updates/Michael Seals
XIII. ADJOURNMENT