Pleasant View Shiawassee County Health and Human Services Board Meeting Minutes
September 19th, 2025

Call to Order: Mrs. Knauff called the meeting to order at 10:04 AM.
The following were in attendance: Londa Knauff (Board Chair), Cindy Civille (Board Co-Chair - Virtual), Greg Bontrager (Board Member), Shana Espinoza (Administrator), Eric Ross (Administrative Assistant to the Administrator), Sandy Lamb (Human Resources), Theresa Delau (DCO), Kelly Bakousidis (DON), Jeff Smithingell (Plant Operations), Brandy Quaderer (Activities), Cheri Gokee (Dietary), Rachel Baldwin (Marketing/PR), Tabitha Woodruff (Central Supply), Michael Miller (IT), Jeff Gallant (ClarkHill), Pete Domas (Apex Health Law Connect- Virtual), Brian Keeler (Spence Brothers), Bruce Smith (Spence Brothers)

1. **Appreciation Minute:** The team took a moment to extend our appreciation to Hollie Dowen, RN Assistant Director of Nursing! She consistently brings exceptional knowledge, leadership and compassion to Pleasant View. She fosters a collaborative environment and provides invaluable support to the nursing leadership team, especially during times of transition and growth within our organization. Hollie has been a trusted and steadfast support to the DCO for many years and continues to provide the DON with the highest level of professionalism, guidance and assistance. Her leadership has a meaningful impact on all that we do at Pleasant View!

2. **Approval of the Pleasant View Shiawassee County Medical Care Facility/Shiawassee County Department of Health and Human Services Board Meeting Minutes of August 15th, 2025:**

   - Mr. Bontrager made motion to approve the minutes of the August 15th, 2025 DHHS Board Meeting. Mrs. Knauff supported the motion, which passed by an all yea vote.

3. **Public participation**: No public participation occurred.

4. **Expansion Update**: Brian Keeler and Bruce Smith, both from Spence Brothers, were in attendance and gave updates on the expansion. Brian Keeler gave an update on the GMP. The estimate was significantly higher than was previously presented at multiple check points, and Bruce and Brian both gave commentary on why this estimate was incorrect, although no direct reason has been identified yet. The Board had questions related to the estimate and discussion occurred. The Administrator suggested holding another meeting in regard to the status of the project in the upcoming weeks. The Board stated that they would like to be a part of this process. Both the Board and the Administrator stated that the commitment made to our community would be fulfilled.

5. **Closed Session:** Mr. Bontrager made motion to enter closed session, pursuant to Section 8(h) of the Michigan Open Meetings Act to discuss confidential communication from legal counsel. Mrs. Knauff supported the motion, which passed by an all yea vote.

   - The meeting entered closed session at 10:25AM
   - The meeting exited closed session at 11:05AM

6. **Financial Report**: Mr. Alt presented the financial report for July 2025. Commentary was given on the summarized balance sheet, income statement, and month-end recap. Mr. Alt indicated that our financial status was holding strong.

   - Mr. Bontrager made motion to approve the unaudited July 2025 Financials. Mrs. Knauff supported the motion, which passed by an all yea vote.

7. **Accounts Payable**: The Board reviewed the check registers from 8/2/25-8/15/25 and 8/16/25-8/29/25.

   - Mrs. Knauff made motion to approve the payment of check register date of 8/15/25 in the amount of $616,180.01. Mr. Bontrager supported the motion, which passed by an all yea vote.

   - Mr. Bontrager made motion to approve the payment of check register date of 8/29/25 in the amount of $707,606.61. Mrs. Knauff supported the motion, which passed by an all yea vote.

8. **Occupancy Data**: Mrs. DeLau presented the occupancy data for July. Our current census is 134, with 2 residents out-of-facility, and 8 in dialysis.

9. **Write-Off's**: None to present this month.

10. **Write-Off's Less than $1000:** None to present this month.

11. **AR Reconciliation:** The Administrator presented the AR reconciliation form to the Board.

12. **Star Rating with CMS:** The Administrator presented the facility remains at a 5-star, and discussion occurred. Will continue to follow the star system rating, and any changes that are made.

13. **State:** We have no outstanding FRI's at this time.

14. **Updated Policies:** None to present at this meeting.

15. **Dialysis:** Mrs. DeLau presented that our current dialysis census is at 8.

16. **Billing Assessment:** The Administrator discussed the billing assessment that was recently completed by Medic Management. The group reviewed the billing assessment. This assessment was completed to explore additional options for healthcare services. Medic Management was able to provide a detailed assessment and estimate the impact of a model change. The Administrator stated that Medic Management has the potential to be a strong partner in our healthcare setting in the future.

17. **Incident/Accident Report Data**: Mrs. Bakousidis gave commentary on our Incident/Accident Report for June 2025 through August 2025.

18. **HR Updates:** Mrs. Lamb provided updates from the HR Department. She gave updates on our job fair, which occurred on August 25th, as well as HR's collaboration with colleges and schools for employee development.

19. **Restructure:** Mrs. Lamb informed the Board that a HR restructuring plan has been initiated, as part of developing strategy along with our expansion. Additional information is still being gathered at this time and will be discussed at the next Board meeting.

20. **Payroll:** Mrs. Lamb presented the payroll summaries for the pay periods 7/28/25-8/10/25 and 8/11/25-8/24/25.

    - Mr. Bontrager made motion to approve payroll from 7/28/25-8/10/25 in the amount of $479,988.20. Mrs. Knauff supported the motion which passed by an all yea vote.

    - Mr. Bontrager made motion to approve payroll from 8/11/25-8/24/25 in the amount of $493,953.64. Mrs. Knauff supported the motion which passed by an all yea vote.

21. **Nurse Bonus:** Administrator presented the nurse bonus information. The total cost for the nurse bonus since the last payroll, presented at the previous meeting, is $6,700. Last time was $8,000.

22. **Generator Support Services:** The Administrator and Mr. Smithingell both discussed a new contract with the generator company, Wolverine, which would provide additional testing for our generators and monthly inspections for both transfer switches and generators. The increased frequency of our generator tests will provide increased support of essential equipment. A quote from Wolverine was presented to the Board. The Administrator also informed the Board that this contract could be

cancelled at any time. It was noted that checks and maintenance of the generators are a requirement of the regulations.

- Mr. Bontrager made motion to approve the Wolverine Power Systems agreement as written. Mrs. Knauff supported the motion, which passed by an all yea vote.

23. **Plant Operations Concerns List:** Mr. Smithingell discussed the plant operations concerns list. Discussion occurred.

24. **Quality Measure Report:** Mrs. Bakousidis presented the CASPER report. Discussion occurred.

25. **Marketing/PR General Updates**: Mrs. Baldwin presented the monthly updates for marketing/PR. Discussion occurred.

26. **Activities General Update:** Mrs. Quaderer provided commentary on general updates for activities.

27. **Planned Activities:** Mrs. Quaderer informed the group of upcoming activities for the month of October.

28. **Dietary:** Mrs. Gokee presented general dietary updates. Discussion occurred.

29. **Central Supply:** Mrs. Woodruff presented the updates for Central Supply for the month. Discussion occurred.

30. **IT Updates:** Mr. Miller discussed monthly updates to the IT department.

31. **Camera System:** During the August Board meeting, the Administrator stated that our current camera system has exceeded life expectancy and has had recent issues. This could be replaced by Rhombus, which would provide a more enhanced camera experience. The Board has previously approved the new Rhombus camera system with a cap of $350,000. The final quote from Rhombus was presented by the Administrator, which requires approval, as the cost exceeds our $350,000 cap.

    - Mr. Bontrager made motion to approve the Rhombus camera system totaling $373,334.37. Mrs. Knauff supported the motion, which passed by an all yea vote.

32. **Retention Credit:** The appeals officer that was originally designated to us has been removed from our case, as a personal bias has been established. As a result, our facility has been assigned a new appeals officer. The Administrator informed the group that the facility has received a letter of determination from the IRS. The IRS

has denied our claim. Work with Scott Aliferis will continue with regard to federal lobby support.

33. **Closed Session:** Mr. Bontrager made motion to enter closed session, pursuant to Section 8(h) of the Michigan Open Meetings Act to discuss confidential communication from legal counsel. Mrs. Knauff supported the motion, which passed by an all yea vote.

- The meeting entered closed session at 12:03PM
- The meeting exited closed session at 12:24PM

34. **Strategic Planning:** The Administrator presented the current Strategic Plan, which covered a SWOT outline (Strength, Weakness, Opportunities, Threats) analysis, facility strategy, visual charts, an understanding of expansion planning. Continued education to solidify the difference between a strategic plan and strategic goals is ongoing. Discussion to maintain our status as a quality SNF provider occurred. The Board gave commentary on the Strategic Plan and discussion occurred. Further details will be provided in future meetings.

35. **Next Meeting Date:** October 17th, 2025 at 10AM.

36. **Adjourn:** Mr. Bontrager made motion to adjourn the meeting. Mrs. Knauff supported the motion, which passed by an all yea vote. The meeting adjourned at 1:00PM.

Londa Knauff