Shiawassee County Health and Human Services Board Meeting Minutes

April 17th, 2026

Call to Order: Mrs. Knauff called the meeting to order at 10:01AM.

The following were in attendance: Londa Knauff (Board Chair), Greg Bontrager (Board Member), Cindy Civille (Board Co-chair), Shana Espinoza (Administrator), Sandy Lamb (Workforce Engagement), Jeff Smithingell (Plant Operations), Cheri Gokee (Dietary), Rachel Baldwin (PR/Marketing), Kelly Knieper (Financial Director), Theresa Delau (Director of Clinical Operations), Tabitha Woodruff (Central Supply), Michael Miller (IT), Hollie Dowen (ADON), Erika Tomac (Activities Director), Phil Alt (Contracted CFO), Erin Kelley (Corporate Compliance), Eric Ross (Administrative Assistant), Andrew Pike (EFC), Bill Rogers (EFC), Chad Dean (Spence Brothers), Vince Drumright (Spence Brothers), Jeff Gallant (Clarkhill – Virtual), John Melzarek (CLA), Sarah Knutson (CLA)

1. **Appreciation Minute:** This month we would like to give our full appreciation to the staff members that assisted in our recent gas line emergency! We had many staff members who coordinated interdepartmentally to assist wherever they were needed. Many staff members were willing to stay over or return to work to assist in this event, and all are much appreciated. We are proud of our staff members who continue to uphold the highest standards of the Pleasant View way, and the DHHS Board passed their recognition to all Pleasant View staff.
2. **Approval of the Pleasant View Shiawassee County Medical Care Facility/Shiawassee County Department of Health and Human Services Board Meeting Minutes:**
   - *Mrs. Civille made motion to approve of the minutes of the March 20th, 2026, board meeting. Mr. Bontrager supported the motion, which passed by an all yea vote.*
3. **Approval of the Pleasant View Shiawassee County Medical Care Facility/Shiawassee County Department of Health and Human Services Closed Session Board Meeting Minutes:**
   - *Mr. Bontrager made motion to approve of the first closed session minutes of the March 20th, 2026, board meeting. Mrs. Civille supported the motion, which passed by an all yea vote.*
   - *Mrs. Civille made motion to approve of the second closed session minutes of the March 20th, 2026, board meeting. Mr. Bontrager supported the motion, which passed by an all yea vote.*
4. **Public Participation:** No public participation occurred.

5. **Expansion Update:** The Administrator presented the most recent updates for Pleasant View's expansion project. The CON for both 20 high-occupancy beds and memory care beds have been approved.

   Renovations continue to occur inside the building and phase one is complete. Phase two is set to begin next week which will renovate the current therapy space into offices. The Administrator gave thanks to Plant Operations Director for his assistance in moving employees into their temporary offices.

   The gas line has been set to be relocated on April 22nd and operational impacts are being coordinated.

   The Administrator discussed the recent gas line incident, which occurred on 4/8/2026. A gas line was hit by construction at approximately 5:00PM, which caused an immediate shutdown of several internal operations. Evacuation was not necessary but was continually monitored throughout the night, as well as internal temperatures. The facility was fully operational by 2:00AM on 4/9/2026. No harm had occurred during the entirety of this incident. A debrief meeting was scheduled for the following day, with all department heads attending. A corrective plan of action was created and implemented immediately, with construction resuming on 4/13/2026, following this corrective plan. Administrator stated that the facility is required to do a report to state because of service interruption of 6 hours. Spence Brothers were swift in their response to this incident and thanks was given for their efforts. Reimbursement regarding expenses during this incident will be discussed at a future board meeting.

   Administrator discussed the change order document relating to post bid addendums, courtyard design and VE item changes. It was stated that landscaping will now be owner's responsibility. Administrator then presented the construction contingency, which now shows the VE changes mentioned above. Administrator presented the owner's contingency report, which was stated to now reflect the VE items with 50% to owner's contingency. Spence's $88,878.29 proposed change order includes application of the owner's portion of VE 50% savings to reduce the total. Administrator went into the details of the PBA and VE lists, detailing the items that are essential to the expansion. It was stated by the Administrator that all parties related to the construction are now on the same level of understanding. It was stated that an additional meeting, with all construction-related parties in attendance, would be set up to flush out all outliers. The construction project remains on track with an anticipated completion of Spring of 2027.
6. **Construction Check Register:** Administrator presented the construction check register with date of 3/27/26 for the bond activity in the amount of $413,198.62.

- *Mr. Bontrager made motion to approve the payment of check register date of 03/27/26 in the amount of $413,198.62. Mrs. Civille supported the motion which passed by an all yea vote.*

7. **Low Voltage:** The Administrator stated that the RFP is now complete for low voltage. Two companies have bid on this project, and both companies have been fully vetted.

Administrator stated that we are recommending Smart Homes, Inc. Administrator presented the low voltage quote, which was $595,506.94. The quote was stated to include all low voltage coordination, all infrastructure wiring and audio/visual, along with the public address/paging system. This quote was in conjunction with three additional vendors: Thumb Alarm, Converge One, and Compass, who will hold direct contracts with the facility. The overall quote costs include all components that will be installed. Administrator stated the overall quote is pending legal review. Andrew Pike (EFC) was present to discuss. Mr. Pike stated that at this point, he has no concerns.

- *Mr. Bontrager made motion to approve of the contract with Smart Homes, Inc. in the amount of $364,591.43, pending final legal review of contract. Mrs. Civille supported the motion which passed by an all yea vote.*
- *Mrs. Civille made motion to approve the purchase/install of door access control system with Thumb alarm in the amount of $117,409.30. Mr. Bontrager supported the motion which passed by an all yea vote.*
- *Mr. Bontrager made motion to approve the purchase/install of telephone/voice with Converge One in the amount of $58,886.65. Mrs. Civille supported the motion which passed by an all yea vote.*
- *Mrs. Civille made motion to approve the purchase/install of Call light system with Compass in the amount of $54,619.56. Mr. Bontrager supported the motion which passed by an all yea vote.*

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

- *The meeting entered closed session at 10:26AM.*

9. **Return to open session:** The meeting exited closed session at 10:45AM.

- *Mr. Bontrager made motion to begin negotiations with ELA to settle outstanding fees. Mrs. Knauff supported the motion which passed by an all yea vote.*
- *Mr. Bontrager made motion to approve the owner's contingency report as written. Mrs. Knauff supported the motion which passed by an all yea vote.*
- *Mrs. Civille made motion to approve of the Spence change order as written in the amount of $88,878.29, which included the post-bid addendums, courtyard final designs, value engineering, and removal of landscaping. Mr. Bontrager supported the motion which passed by an all yea vote.*
- *Mr. Bontrager made motion to approve of the construction contingency use report as written. Mrs. Civille supported the motion which passed by an all yea vote.*

10. **Financial Audit Presentation:** John Melzarek and Sarah Knutson, both from CLA, were present to discuss the financial audit. Mr. Melzarek thanked Phil Alt (CFO) and the PV team for assisting with the audit process. CLA discussed rate adjustments and overall revenue numbers. CFO was present to discuss specifics as they relate to the audit. Mrs. Knutson went over industry updates, and touched base on AI and new technology. The

One Big Beautiful Bill was another topic discussed and was stated to have potential impacts to Medicaid funding. Discussion occurred on potential funding cuts and impact areas. CLA continues to apply updates to the data to best inform PV of any changes. CLA discussed financial highlights, pertaining to Pleasant View, and highlighted the benefits of being a class III medical care facility. CLA gave details on Pleasant View's average costs of residents per day, hours per resident day as well as salaries and benefits. CLA discussed occupancy averages, and stated Pleasant View consistently has a high occupancy percentage. Discussion occurred on staffing costs and on future considerations for staffing. Both members of CLA assured the team we could follow up with them for and questions.

11. **Medicaid Cost Report Audit for 2023:** CFO was present to discuss the Medicaid Cost Report for 2023. CFO stated that the annual audit of PV's filed Medicaid cost report was performed in March and the exit conference to review results was held on 3/26/2026, noting a negative adjustment to reimbursable cost estimated to be approximately $420,000. It is important to note that most Medicaid cost report audits result in a negative outcome. CFO discussed the specifics of operating income with millage. It was stated that the 2016 bonds will be paid off by the end of 2026. Discussion occurred.
12. **Financial Report:** CFO presented the February 2026 unaudited financial statements, including the summarized balance sheet, income statement, and month-end recap.

- *Mr. Bontrager made motion to approve the unaudited February 2026 financials. Mrs. Civille supported the motion which passed by an all yea vote.*

13. **Accounts Payable:** The Administrator presented the check registers for the pay period dated 02/28/26-03/13/26 and 03/14/26-03/27/26.

- *Mrs. Civille made motion to approve the payment of check register date of 3/13/26 in the amount of $1,053,280.58. 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 03/27/26 in the amount of $411,858.95. Mrs. Civille supported the motion which passed by an all yea vote.*

14. **Occupancy Data:** Administrator discussed recent discharges and admissions. DCO went over specifics regarding the waiting list. Our current census was discussed and was stated at 132 with 4 at the hospital and 1 currently being discharged.
15. **Write-Off's:** There were no write-off's to present for this month.
16. **Write-Off's Less Than $1000:** There were no write-off's to present this month.
17. **AR Reconciliation:** Financial Director presented the AR reconciliation form. Discussion occurred.
18. **Medicaid Outstation Worker Quarterly Report:** Financial Director discussed the Medicaid Outstation Worker Quarterly Report. Financial Director gave thanks to Kim Crawford, who continues to be a great asset to Pleasant View and the community.

19. **Corporate Compliance:** Erin Kelley (Corporate Compliance Officer) was present to present the quarterly corporate compliance report. Corporate Compliance Officer discussed the one item on her corporate compliance report. Discussion occurred.
20. **Star Rating with CMS:** We remain at a 5-star! We continue to follow the star system rating, and any changes that are made.
21. **State:** Administrator stated that we currently have 7 outstanding FRI's and that we are also currently in our annual survey window. DCO discussed the specifics of the FRI's. Discussion occurred.
22. **Involuntary Discharge:** Discussion occurred on the involuntary discharge process.
23. **Updated policies and Contracts:** There were no policies or contracts to provide this month.
24. **Dialysis:** DCO stated the current census for dialysis was at 10.
25. **BCBS:** Administrator stated that the BCBS coverage for Michigan Medicine continues to be monitored and there is no update at this time.
26. **Incident/Accident Report:** ADON discussed the incident/accident report for the months of January 2026 through March 2026.
27. **Workforce Engagement Updates:** Workforce Engagement Director covered a summary of the WE department. Workforce Engagement Director touched base on turnover and retention, and the Board inquired which department currently has the highest turnover rate. Nursing was cited as having the highest turnover rate.
28. **Payroll:** Workforce Engagement Director presented the payroll summaries for pay periods 02/23/26-03/08/26 and 03/09/26-03/22/26. Discussion occurred.

- *Mr. Bontrager made motion to approve payroll from 02/23/26-03/08/26 in the amount of $568,855.74. Mrs. Civille supported the motion which passed by an all yea vote.*
- *Mrs. Civille made motion to approve payroll from 03/09/26-03/22/26 in the amount of $582,835.16. Mr. Bontrager supported the motion which passed by an all yea vote.*

29. **Bonus:** DCO presented the total cost for the nurse bonus since the last payroll presented at the previous meeting, which is $6,100. Last time it was $5,000. We have also had to utilize our emergency bonus structure for the certified nurses aides. This amount was stated to have totaled $2,400. Last time it totaled $360.
30. **Expansion Staffing Needs:** Administrator discussed the expansion staffing needs for the opening of the 2027 expansion. Administrator discussed the staffing needs and revenue percentages required for the expansion. It was noted that the percentages and projections are subject to some change due to potential future shifts in wage rates, reimbursement, and other operational results. A 'thanks' was given to our CFO, who assisted greatly in this project. Administrator noted that potential start dates could flux depending on any construction start date delays.

- *Mr. Bontrager made motion to approve the plan as written, with regular updates to occur to the Board. Mrs. Civille supported the motion which passed by an all yea vote.*

31. **Plant Operations List:** Plant Operations Director presented the most recent updates to plant operations. Discussion occurred.
32. **Quality Measure Report:** Assistant Director of Nursing presented the CASPER report and discussion occurred.
33. **Marketing/PR Updates:** Marketing Director presented the most recent updates from the Marketing/PR department. Discussion occurred.
34. **Activities Update:** Activities Director presented the most recent updates from the activities department. Discussion occurred.
35. **Planned Activities:** Activities Director presented the list of scheduled events for the month of May.
36. **Dietary Updates:** Dietary Director discussed the most recent updates from the dietary department.
37. **Central Supply:** Central Supply Director discussed the most recent updates from the Central Supply Department.
38. **IT Updates:** IT Team lead presented the updates from the IT department.
39. **Strategic Planning:** Administrator stated that the flow sheets for the four strategic initiatives have been finalized. Administrator stated that the scorecard is being developed to measure metrics and set goals within the strategic initiative focus areas. Administrator discussed the Financial portion of the strategic initiative and stated that the facility may begin developing a Financial Strategy and Stewardship Committee. Administrator then discussed the Community Engagement and Outreach portion of the strategic initiative and discussion occurred.

    The Administrator then discussed the Mission and Vision statement with the Board, noting that the Pleasant View leadership team sat down together and drafted the Mission Vision statement. The Board gave their input on the draft. Discussion will occur on the Mission Vision statement at our next Board meeting.
40. **Retention Credit:** The Administrator stated that a lawsuit has been filed on 4/10/26. As K&L Gates continues to review legal strategy, legal updates will occur and will be presented to the Board.
41. **July Meeting date:** Administrator requested to move the July Board meeting date from July 17th to a new proposed date on July 15th. Administrator stated that this was due to a NACo conference that begins on July 17th. The Board approved of this change and the Administrator stated that she appreciates the support from everyone.
42. **Next meeting Date:** May 15th, 2026 at 10AM.
43. **Adjourn:** *Mr. Bontrager made motion to adjourn. Mrs. Civille supported the motion which passed by an all yea vote. The meeting adjourned at 12:32PM.*

Londa Knauff