

COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEAST MICHIGAN  
 REGULAR BOARD MEETING  
 705 N. Zeeb Rd, Ann Arbor, MI  
 Wednesday, December 14, 2016  
 6:00 PM



Agenda

	<u>Guide</u>
I. Call to Order	1 min
II. Roll Call	2 min
III. Consideration to Adopt the Agenda as Presented	2 min
IV. Consideration to Approve the Minutes of the 10-12-16 Regular Meeting and Waive the Reading Thereof (Board Action) {Attachment #1}	2 min
V. Consideration to Approve the Minutes of the 11-9-16 All Board Meeting and Waive the Reading Thereof (Board Action) {Attachment #2}	2 min
VI. Audience Participation (5 minutes per participant)	
VII. Old Business	20 min
a. December Finance Report {Attachment #3}	
b. Board Action Request {Attachment #4, 4a}	
Consideration to accept the revised Michigan Consortium for Healthcare Excellence (MCHE) Articles of Incorporation as prepared by MCHE Counsel	
VIII. New Business	15 min
a. Board Action Request {Attachment #5}	
Consideration to allow CMHPSM full time employees to rollover up to 16 hours of Paid Time Off (PTO) leave time from one benefit year to the next	
b. Board Action Request {Attachment #6, 6a-b}	
Consideration to approve the 2017 Employee Handbook	
c. Board Action Request {Attachment #7}	
Consideration to approve the job description and posting for the Information Management Coordinator position as recommended by the CEO\CIO	
d. Board Action Request {Attachment #8}	
Consideration to approve the creation of a part-time Finance Assistant position	
e. Annual CEO Performance Review	
IX. PIHP CEO Report to the Board	15 min
a. Report from the SUD Oversight Policy Board (OPB)	
b. CEO Performance Fourth Quarter Metrics Report {Attachment #9}	
X. Adjournment	

**COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEAST MICHIGAN**  
**REGULAR BOARD MEETING MINUTES**  
**October 12, 2016**



**Members Present:** Kent Martinez-Kratz, Charles Londo, Judy Ackley, Sharon Slaton, Sandra Libstorff, Bob Wilson, Lisa Berry-Bobovski, Barb Cox

**Members Absent:** Greg Lane, Ralph Tillotson, Martha Bloom, Robin Damschroder, Charles Coleman

**Staff Present:** Connie Conklin, Katherine Szewczuk, Stephannie Weary, Marci Scalera, Trish Cortes, Lisa Jennings, Suzanne Stolz, James Colaianne, Zack Shapiro

**Others Present:** Lori Lutomski

I. Call to Order  
Meeting called to order at 6:00 p.m. by Board Vice-Chair Lisa Berry-Bobovski

II. Roll Call  
A quorum of members present was confirmed.

III. Consideration to Adopt the Agenda as Presented

**Motion by S. Slaton, supported by K. Martinez-Kratz, to approve the agenda**  
**Motion carried**

IV. Consideration to Approve the Minutes of the September 14, 2016 Regular Meeting and Waive the Reading Thereof

**Motion by J. Ackley, supported by B. Wilson, to approve the minutes of September 14, 2016 Regular Meeting and waive the reading thereof**  
**Motion carried**

Lenawee Update

- J. Ackley announced that Sandy Keener was hospitalized 1 week ago and will not return to work.
- The Lenawee CMH board voted unanimously to appoint K. Szewczuk as Interim Director.

V. Audience Participation  
None

VI. Old Business

- a. October Finance Report
  - S. Stolz presented the report. Discussion followed.
- b. Board Action Request {Attachment #3, 3b}  
Consideration to adopt the Regional Operating Agreement as revised

**Motion by S. Libstorff, supported by K. Martinez-Kratz, to adopt the Regional Operating Agreement as revised**

**Motion carried**

- c. November Four Board Meeting – State of the PIHP  
Topics to include: Where we've been, where we're going, and a 298 update  
November 9, 2016; 6:00 p.m. – 8:00 p.m.  
4135 Washtenaw Avenue, Ann Arbor  
Huron Room

VII. New Business

- a. Election of Regional Board Officers
  - L. Berry-Bobovski conducted the election process, standing in for Nominating Committee member G. Lane.

Board Chair

- The Nominating Committee recommended R. Tillotson to serve as Chair.
- There were no nominations from the floor.

**Motion by C. Londo, supported by B. Wilson, to unanimously elect R. Tillotson to the Chair position**  
**Motion carried**

Board Vice-Chair

- The Nominating Committee recommended C. Londo to serve as Vice-Chair.
- There were no nominations from the floor.

**Motion by K. Martinez-Kratz, supported by S. Slaton, to unanimously elect C. Londo to the Vice-Chair position**  
**Motion carried**

Board Secretary

- The Nominating Committee recommended B. Cox to serve as Secretary.
- There were no nominations from the floor.

**Motion by S. Slaton, supported by S. Libstorff, to unanimously elect B. Cox to the Secretary position**  
**Motion carried**

VIII. PIHP CEO Report to the Board

- a. Report from the SUD Oversight Policy Board (OPB)
  - There was no pending action that needed to be reported.
- b. Directors Report
  - T. Cortes provided an update on Washtenaw's progress regarding the Living Wage Ordinance.
  - J. Terwilliger provided an update on ongoing efforts at the state and regionally, including the 298 legislation, the regional electronic health record (EHR) and PIHP audit results.

IX. Adjournment

**Motion by S. Slaton, supported by J. Ackley, to adjourn the meeting**  
**Motion carried**

Meeting adjourned at 6:47 p.m.

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Barb Cox, CMHPSM Board Secretary

**COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEAST MICHIGAN**  
**ALL BOARD MEETING MINUTES**  
**November 9, 2016**



**Members Present:** Greg Lane, Charles Londo, Judy Ackley, Ralph Tillotson, Sharon Slaton, Lisa Berry-Bobovski, Bob Wilson, Barbara Cox, Sandra Libstorff, Martha Bloom

**Members Absent:** Kent Martinez-Kratz, Charles Coleman

**Staff Present:** Connie Conklin, Jane Terwilliger, Katherine Szewczuk, Stephannie Weary, Marci Scalera, Trish Cortes, Lisa Jennings, Suzanne Stolz, James Colaianne, Kristen Ora, Matt McDaniels

**Others Present:** Board members from Lenawee, Livingston, Monroe Washtenaw mental health boards

I. Call to Order  
Meeting called to order at 6:10 p.m. by Board Chair Ralph Tillotson

II. Roll Call  
A quorum of members present was confirmed.

III. Consideration to Adopt the Agenda as Presented

**Motion by G. Lane, supported by S. Libstorff, to approve the agenda**  
**Motion carried**

IV. Audience Participation  
None

V. CMHPSM – Where We've Been, Where We're Going

A. CMH and OPB Presentations

J. Terwilliger provided an overview of the region's current status and projected future.

a. Lenawee

- K. Szewczuk provided an update for Lenawee CMHA.

b. Livingston

- C. Conklin provided an update for Livingston CMHA.

c. Monroe

- L. Jennings provided an update for Monroe CMHA.

d. Washtenaw

- T. Cortes provided an update for Washtenaw CMH.

e. SUD Oversight Policy Board

- M. Scalera provided an update for Substance Use Disorder services in the region.

B. CMHPSM Strategic Planning

f. CMHPSM Mission, Vision, and Values

- J. Terwilliger presented the updated mission, vision and values statements for the region.

g. CMHPSM Proposed Strategic Plan Goals

Attachment #2 – December 2016

- J. Terwilliger reviewed the strategic planning efforts that are taking place within the region, and among the PIHP leadership team.
- J. Terwilliger presented the proposed strategic plan goals.

C. Discussion

- General discussion took place.

VI. Adjournment

Meeting adjourned at 7:47 p.m.

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Barbara Cox, CMHPSM Board Secretary



## Financial Highlights For the Period Ending October 31, 2016

Attachment #3 - December 2016

### Statement Of Revenue and Expenses:

#### 1. Revenue

- Medicaid Carryforward and Healthy Michigan Plan Carryforward are under budget due to recognition at year end for the closing process for financial reporting status. Fiscal Year 2016 is being finalized, final Carryforward numbers will be presented at the January Board Meeting.
- Autism Medicaid is under budget due to timing. Autism is payment delayed. Payments are five months in arrears.
- SUD Block Grant and PA2 revenues are under budget due to timing of payments and delayed implementation of programs. Expenditures correlate with revenues.

#### 2. Expenditures

- SUD Expenditures are under budget and correlate with revenues.
- Administrative costs are under budget due vacant positions.

### CMHPSM Strategies:

1. Preliminary financial statements for fiscal year end 2015/2016 will be presented and will include a balance sheet representative of the financial status of the organization's assets in January 2016.
2. CMHPSM will coordinate with CMHSP's to review current year budgets and actual expenditures, making amendments as needed.
3. A shared decision model will be utilized to monitor and update the fiscal year 2017 budget to be presented to the board for approval in the 2<sup>nd</sup> Quarter.
4. CMHPSM will trend traditional Medicaid Eligibles and HMP Enrollees from the most current listing to apply the rates and monitor incoming revenues.

**Community Mental Health Partnership of Southeast Michigan**  
**Statement of Revenues and Expenditures**  
**For the Period Ending October 31, 2016**

	FY17 Original Budget	YTD Actual	YTD Budget	YTD Actual O/(U) Budget
<b>Operating Revenue</b>				
Medicaid Capitation	\$129,070,670	\$10,972,953	\$10,755,889	\$217,064
Medicaid Carryforward	7,763,318	-	646,943	(646,943) a
Healthy Michigan Plan	12,668,071	1,039,487	1,055,673	(16,185)
Healthy Michigan Carryforward	2,414,927	-	201,244	(201,244) a
Autism	1,661,715	-	138,476	(138,476) b
SUD Community Grant	3,767,460	410,451	313,955	96,496
SUD PA2 - Cobo Tax Revenue	1,806,604	-	150,550	(150,550) c
Local Match	1,577,780	131,482	131,482	-
Other Revenue	253,225	20,000	21,102	(1,102)
<b>Total Revenue</b>	<b>\$160,983,770</b>	<b>\$12,574,374</b>	<b>\$13,415,314</b>	<b>\$(840,941)</b>
<b>Funding For CMHSP Partners</b>				
Lenawee CMHSP	17,898,153	1,512,086	1,512,086	- d
Livingston CMHSP	24,926,088	2,083,701	2,083,701	- d
Monroe CMHSP	26,589,319	2,220,695	2,220,695	- d
Washtenaw CMHSP	67,904,980	5,768,093	5,768,093	- d
<b>Total Funding For CMHSP Partners</b>	<b>\$ 137,318,540</b>	<b>\$ 11,584,576</b>	<b>\$11,584,576</b>	<b>\$ -</b>
<b>Funding For SUD Services</b>				
Lenawee County	1,278,823	92,801	\$106,569	(13,767) e
Livingston County	1,614,420	60,879	134,535	(73,656) e
Monroe County	1,506,177	66,067	125,515	(59,448) e
Washtenaw County	4,026,893	324,647	335,574	(10,928) e
<b>Total Funding For SUD Services</b>	<b>\$ 8,426,313</b>	<b>\$ 544,394</b>	<b>\$702,193</b>	<b>\$(157,799)</b>
<b>Other Contractual Obligations</b>				
Hospital Rate Adjuster	2,207,816	177,212	\$183,985	(6,772)
USE and HICA Tax	4,949,850	631,705	412,488	219,217 f
Local Match	1,577,780	131,482	131,482	-
10% Health Home Match Washtenaw	-	(640)	-	(639)
<b>Total Other Costs</b>	<b>\$8,735,446</b>	<b>\$939,759</b>	<b>\$727,954</b>	<b>\$211,806</b>
<b>CMHPSM Administrative Costs</b>				
Salary & Fringe	2,002,998	130,833	\$166,917	(36,083) g
Administrative Contracts	1,143,352	86,125	95,279	(9,154)
Board Expense	14,260	2,504	1,188	1,316
All Other Costs	203,135	21,874	16,928	4,946
<b>Total Administrative Expense</b>	<b>\$3,363,745</b>	<b>\$241,336</b>	<b>\$280,312</b>	<b>\$(38,976)</b>
<b>Risk Reserve Provision</b>	<b>\$0</b>		<b>-</b>	<b>-</b>
<b>Contribution to Fund Balance/Carry Forward</b>	<b>\$3,139,726</b>		<b>261,644</b>	<b>(261,644)</b>
<b>Total Expense</b>	<b>\$160,983,770</b>	<b>\$13,310,065</b>	<b>\$13,556,678</b>	<b>\$(246,613)</b>
<b>Revenues over (under) Expenditures</b>	<b>\$ (0)</b>	<b>\$(735,691)</b>		

a - Timing difference, recognition will occur at year end corresponding to expenditures and close out with MDHHS.

b - Timing difference, Autism benefit receipts delayed.

c - Timing difference, PA2 is paid quarterly.

d - Funding of partners is on a cash basis, these amount do not reflect the partners projected use of fund sources

e - SUD expenses are under budget, Projects awarded for engagement centers have not been fully implemented.

f - Timing difference, the State of Michigan use tax will conclude in December of 2016

g - Administrative expenses under budget due to vacant positions throughout the year.



**COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEAST MICHIGAN**  
**Projected Summary by Funding Source**  
**FY 2016/2017**

		Current Budget	Projected Use of Funding Source	Over (Under) Final Budget to Actual
<b>M E D I C A I D</b>	Lenawee	16,253,000	16,253,000	-
	Livingston	22,547,500	22,547,500	-
	Monroe	24,332,600	24,332,600	-
	Washtenaw	59,950,000	59,950,000	-
	<b>Medicaid Total</b>	<b>123,083,100</b>	<b>123,083,100</b>	<b>-</b>
<b>H M P</b>	Lenawee	1,500,000	1,500,000	-
	Livingston	1,800,000	1,800,000	-
	Monroe	2,000,000	2,000,000	-
	Washtenaw	5,200,000	5,200,000	-
	<b>HMP Total</b>	<b>10,500,000</b>	<b>10,500,000</b>	<b>-</b>



## Regional Board Action Request

Board Meeting Date: Wednesday, December 14, 2016

Action Requested: Consideration to accept the revised Michigan Consortium for Healthcare Excellence (MCHE) Article of Incorporation

Background: Last month the CMHPSM Board approved the Bylaws for MCHE as CMHPSM is a member of MCHE. This is the next step in establishing the MCHE.

Connection to PIHP/MDCH Contract, Regional Strategic Plan or Shared Governance Model: MCHE is a vehicle for PIHPs across the state to enhance collaboration and increase local and statewide efficiencies.

Recommend: Approval

# MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS CORPORATIONS, SECURITIES & COMMERCIAL LICENSING BUREAU

Date Received

(FOR BUREAU USE ONLY)

This document is effective on the date filed, unless a subsequent effective date within 90 days after received date is stated in the document.

Name

Michigan Consortium for Healthcare Excellence

Address

5250 Lover's Lane, Suite 210

City

Portage

State

MI

ZIP Code

49002

EFFECTIVE DATE:

Document will be returned to the name and address you enter above.  
If left blank, document will be returned to the registered office.

## RESTATED ARTICLES OF INCORPORATION For use by Domestic Nonprofit Corporations (Please read information and instructions on the last page)

*Pursuant to the provisions of Act 162, Public Acts of 1982, the undersigned corporation executes the following Restated Articles:*

1. The present name of the corporation is:

Michigan Consortium for Healthcare Excellence

2. The identification number assigned by the Bureau is: 701-297

3. All former names of the corporation are:

Michigan Association of Substance Abuse Coordinating Agencies  
Michigan Association of Substance Abuse Coordinators

4. The date of filing the original Articles of Incorporation was: July 6, 1982

*The following Restated Articles of Incorporation supersede the Articles of Incorporation as amended and shall be the Articles of Incorporation for the corporation:*

### ARTICLE I

The name of the corporation is:

Michigan Consortium for Healthcare Excellence

### ARTICLE II

The purpose or purposes for which the corporation is formed are:

Article II

### ARTICLE III

1. The corporation is formed on a nonstock basis.  
(stock or nonstock)
2. If formed on a stock basis, the aggregate number of shares that the corporation has authority to issue is \_\_\_\_\_ . If the shares are or are to be divided into classes, the designation of each class, the number of shares in each class, and the relative rights, preferences, and limitations of the shares of each class to the extent that the designations, numbers, relative rights, preferences, and limitations have been determined are as follows:
  - 
  - 
  -
- 3a. If formed on a nonstock basis, the corporation is to be financed under the following general plan:
  1. Dues and fees from Members.
  2. Grants, contributions, gifts, devises, bequests and other donations.
  3. Investment income and other sources that may be available.
- b. The corporation is formed on a membership basis.  
(membership or directorship)

### ARTICLE IV

1. The name of the resident agent is: Bradley Casemore
2. The address of the registered office is:  
5250 Lover's Lane, Suite 200 Portage , Michigan 49002  
(Street Address) (City) (ZIP Code)
3. The mailing address of the registered office, if different than above:  
\_\_\_\_\_, Michigan \_\_\_\_\_  
(Street Address or P.O. Box) (City) (ZIP Code)

**ARTICLE V (Additional provisions, if any, may be inserted here; attach additional pages if needed.)**

See attached: Article V  
Article VI  
Article VII  
Article VIII

**5. COMPLETE SECTION (a) IF THE RESTATED ARTICLES WERE ADOPTED BY THE UNANIMOUS CONSENT OF THE INCORPORATOR(S) BEFORE THE FIRST MEETING OF THE BOARD OF DIRECTORS, OTHERWISE, COMPLETE SECTION (b). DO NOT COMPLETE BOTH.**

- a. ☐ These Restated Articles of Incorporation were duly adopted on the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, in accordance with the provisions of Section 641 of the Act by the unanimous consent of the incorporator(s) before the first meeting of the Board of Directors under Section 611(1)(a).

Signed this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

(Signatures of a Majority of Incorporators; Type or Print Name Under Each Signature)

- b. ☒ These Restated Articles of Incorporation were duly adopted on the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, in accordance with the provisions of section 641 of the Act: (check one of the following)

☐ by the Board of Directors without a vote of the members or shareholders. These Restated Articles of Incorporation only restate and integrate the articles and include only amendments adopted under section 611(1) or section 611(2) of the Act and there is no material discrepancy between those provisions and the provisions of the Restated Articles of Incorporation.

☒ were duly adopted by the shareholders, the members, or the directors (if organized on a nonstock directorship basis). The necessary number of votes were cast in favor of these Restated Articles of Incorporation.

☐ were duly adopted by the written consent of all the shareholders or members entitled to vote in accordance with section 407(3) of the Act.

☐ were duly adopted by the written consent of all the directors pursuant to section 525 of the Act as the corporation is formed on a directorship basis.

☐ were duly adopted by the written consent of the shareholders, members, or their proxies having not less than the minimum number of votes required by statute in accordance with section 407 of the Act. Written notice to members or shareholders who have not consented in writing has been given. (Note: Written consent by less than all of the shareholders, members, or their proxies is permitted only if such provision appears in the Articles of Incorporation).

Signed this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

By \_\_\_\_\_  
(Signature of Authorized Officer or Agent)

\_\_\_\_\_  
(Type or Print Name)

\_\_\_\_\_  
(Type or Print Title)

Preparer's Name Timothy M. Perrone (P37940)Business Telephone Number ( 517 ) 372-9000**INFORMATION AND INSTRUCTIONS**

1. The Articles of Incorporation cannot be restated until this form, or a comparable document, is submitted.
2. Submit one original of this document. Upon filing, the document will be added to the records of the Corporations, Securities & Commercial Licensing Bureau. The original will be returned to your registered office address, unless you enter a different address in the box on the front of this document.  
  
Since this document will be maintained on electronic format, it is important that the filing be legible. Documents with poor black and white contrast, or otherwise illegible, will be rejected.
3. This document is to be used pursuant to the provisions of Act 162, P.A. of 1982 for the purpose of restating the Articles of Incorporation of a domestic nonprofit corporation. Restated Articles of Incorporation are an integration into a single instrument of the current provisions of the corporation's Articles of Incorporation, along with any desired amendments to those articles.
4. Item 2 - Enter the identification number previously assigned by the Bureau. If this number is unknown, leave it blank.
5. This document is effective on the date endorsed "filed" by the Bureau. A later effective date, no more than 90 days after the date of delivery, may be stated.
6. If the restated articles of incorporation change the term of existence to a specific date or restates to become a corporation governed by the business corporation act, 1972 PA 284, or another domestic or foreign business entity, then consent to the restated articles of incorporation or a written statement that the consent is not required must be obtained from the Attorney General's Office and submitted with this document for all nonprofit charitable purpose corporations, unless organized for religious purposes. Contact the Charitable Trust Section, Consumer Protection Division, Department of Attorney General, P.O. Box 30214, Lansing, MI 48909 or phone (517) 373-1152. Application for the consent should be made at least 120 days before the desired effective date of the restated articles of incorporation. This document cannot be filed unless it is accompanied by either the written consent of the Attorney General or an affidavit attesting to the submission of a written request to the Attorney General for consent to the filing and the failure of the Attorney General to respond within 120 days.
7. This document must be signed by: (COMPLETE Item 5(a) or 5(b), BUT NOT BOTH)  
Item 5(a): must be signed by at least a majority of the incorporators listed in the Articles of Incorporation.  
Item 5(b): must be signed by an authorized officer or agent.
8. **NONREFUNDABLE FEE:** Make remittance payable to the State of Michigan. Include corporation name and identification number on check or money order.....**\$10.00**

Submit with check or money order by mail:

Michigan Department of Licensing and Regulatory Affairs  
Corporations, Securities & Commercial Licensing Bureau  
Corporations Division  
P.O. Box 30054  
Lansing, MI 48909

To submit in person:

2501 Woodlake Circle  
Okemos, MI  
Telephone: (517) 241-6470

Fees may be paid by check, money order, VISA,  
Mastercard or Discover when delivered in person  
to our office.

MICH-ELF (Michigan Electronic Filing System):

First Time Users: Call (517) 241-6470, or visit our website at <http://www.michigan.gov/corporations>

Customer with MICH-ELF Filer Account: Send document to (517) 636-6437

LARA is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

**RESTATED ARTICLES OF INCORPORATION  
MICHIGAN CONSORTIUM FOR HEALTHCARE EXCELLENCE**

**Formerly known as:**

**Michigan Association of Substance Abuse Coordinating Agencies**

**ARTICLE II  
PURPOSE**

The Corporation is organized, and shall at all times be operated, exclusively for charitable, educational and scientific purposes within the meaning of Section 501(c)(3) of the Internal Revenue Code of 1986, as amended (the “Code”), or corresponding provisions of subsequent legislation, and in furtherance thereof for the following purposes:

- A. To improve the health and welfare of Michigan youth, adults, families and communities facing problems associated with behavioral health and related issues;
- B. To interpret to the community, the Legislature, the Governor and relevant executive departments and regulatory agencies, including, but not limited to, the Michigan Department of Health and Human Services, the problems and needs of individuals and communities resulting from behavioral health needs and related issues to assist in mobilizing necessary resources to meet these needs;
- C. To monitor and influence public policy-making related to individuals and communities facing problems resulting from behavioral health and related issues;
- D. To promote prevention, treatment, and recovery services for behavioral health and related needs in Michigan recognizing the value of local service delivery;
- E. To seek and secure alliances, initiatives, and partnerships with similarly focused organizations for the purpose of improving population health in Michigan;
- F. To collect, analyze, utilize and disseminate data and other information including but not limited to operational and outcomes data regarding prevention, treatment and recovery services within behavioral health programs and related issues in Michigan;
- G. In furtherance of its purposes, but not by way of limitation:
  - i. To acquire, purchase, own, maintain, hold, use, convey, manage, exchange, transfer, mortgage, lease, sublease, or rent all real and personal property of every kind and nature in furtherance of the Corporation’s charitable purposes described in Section 501(c)(3) of the Internal Revenue Code (the “Code”);

- ii. To loan, borrow, manage, and invest funds;
- iii. To accept, seek, solicit, request, and hold in trust or otherwise, contributions, legacies, devises, grants, bequests, donations, gifts, and benefactions which may be left, made, or given to the Corporation;
- iv. To make gifts and grants to other organizations which are exempt from tax under Section 501(a) of the Code which promote the health of the community or other charitable, educational or scientific purposes under Section 501(c)(3) of the Code; and
- v. To take all such actions and do all such things as may be necessary, convenient, or desirable to accomplish the foregoing purposes within the restrictions and limitations of the Corporation's Articles of Incorporation, Bylaws, and applicable law, with all the powers conferred on a nonprofit corporation by the laws of the State of Michigan, including the Michigan Nonprofit Corporation Act, 1982 PA 162, as amended, (the "Act").

H. Notwithstanding any other provisions of these Articles of Incorporation, the Corporation shall not carry on any activity not permitted to be carried on by:

- i. A Corporation described in Section 501(c)(3) of the Code, exempt from federal income tax under Section 501(a) of the Code; or
- ii. A Corporation, contributions to which are deductible under Section 170(c)(2) of the Code; or
- iii. A Corporation classified as other than a private foundation under Section 509(a) of the Code.



**RESTATED ARTICLES OF INCORPORATION  
MICHIGAN CONSORTIUM FOR HEALTHCARE EXCELLENCE**

**ARTICLE V  
MEMBERSHIP**

There shall be one exclusive class of Members of the Corporation, consisting of department-designated community mental health entities, as defined in the Michigan Mental Health Code, 1974 PA 258, as amended, and specifically MCL 330.1100a(22). Each Member shall have one (1) vote and shall possess all the rights, powers and authority reserved to Members under the Act, these Articles of Incorporation and the Bylaws of the Corporation, which shall include without limitation the power to approve the following:

- A. All matters requiring action by the Members under the Act;
- B. All amendments or restatements to these Articles of Incorporation in accordance with the Act;
- C. A plan of merger or consolidation of the Corporation that has been adopted and proposed by the Board of Directors;
- D. The sale, lease, exchange or other disposition of all, or substantially all, the property and assets of the Corporation that has been adopted and proposed by the Board of Directors;
- E. The dissolution of the Corporation and distribution of its assets that has been adopted and proposed by the resolution of the Board of Directors;
- F. The addition of any new Members and the removal of an existing Member; and
- G. The appointment and removal of the Board of Directors.

**RESTATED ARTICLES OF INCORPORATION  
MICHIGAN CONSORTIUM FOR HEALTHCARE EXCELLENCE**

**ARTICLE VI  
DISSOLUTION**

Upon dissolution of the Corporation, after all debts and other obligations have been satisfied, any remaining assets shall be distributed at the direction of the Members of the Corporation, for one or more exempt purposes within the meaning of Section 501(c)(3) of the Code, or to the federal government for a public purpose, or to a state or local unit of government for a public purpose. Any such assets not so disposed of shall be disposed of by the Circuit Court of the county in which the principal office of the Corporation is located, to such organization or organizations which are then described in Section 501(c)(3) of the Code, as said Court shall determine.

**RESTATED ARTICLES OF INCORPORATION  
MICHIGAN CONSORTIUM FOR HEALTHCARE EXCELLENCE**

**ARTICLE VII  
VOLUNTEER DIRECTOR AND VOLUNTEER OFFICER LIABILITY**

No member of the Board of Directors of the Corporation who is a volunteer director or volunteer officer, as those terms are defined in the Act, shall be personally liable to the Corporation for monetary damages for a breach of the volunteer director's or volunteer officer's fiduciary duty; provided, however, that this provision shall not eliminate or limit the liability of a volunteer director or volunteer officer for any of the following:

- A. A breach of the volunteer director's or volunteer officer's duty of loyalty to the Corporation or its members;
- B. Acts or omissions not in good faith or that involve intentional misconduct or a knowing violation of law;
- C. A violation of Section 551(1) of the Act;
- D. A transaction from which the volunteer director or volunteer officer derived an improper personal benefit;
- E. An act or omission occurring before the effective date of this provision; and
- F. An act or omission that is grossly negligent.

The Corporation hereby assumes all liability to any person other than the Corporation or its Members for all acts or omissions of a volunteer director, as defined in the Act, occurring on or after the effective date of these Restated Articles of Incorporation and incurred in the good faith performance of the volunteer director's duties as such; provided, however, that the Corporation shall not be considered to have assumed any liability to the extent such assumption is inconsistent with the status of the Corporation as an organization described in Section 501(c)(3) of the Code.

**RESTATED ARTICLES OF INCORPORATION  
MICHIGAN CONSORTIUM FOR HEALTHCARE EXCELLENCE**

**ARTICLE VIII  
VOLUNTEER LIABILITY**

The Corporation hereby assumes liability for all acts or omissions of a volunteer director, volunteer officer, or other volunteer occurring on or after the effective date of the provision granting limited liability if all of the following are met:

- A. The volunteer was acting or reasonably believed he or she was acting within the scope of his or her authority;
- B. The volunteer was acting in good faith;
- C. The volunteer's conduct did not amount to gross negligence or willful and wanton misconduct;
- D. The volunteer's conduct was not an intentional tort; and
- E. The volunteer's conduct was not a tort arising out of the ownership, maintenance, or use of a motor vehicle for which tort liability may be imposed as provided in Section 500.3135 of the Michigan Compiled Laws.

If the Act is amended to authorize the further elimination or limitation of the liability of volunteers of nonprofit corporations, then the liability of the volunteers, in addition to the limitation, elimination, and assumption of personal liability contained in this Article, shall be assumed by the Corporation or eliminated or limited to the fullest extent permitted by the Act as so amended, except to the extent such limitation, elimination, or assumption of liability is inconsistent with the status of the Corporation as an organization described in Section 501(c)(3) of the Code. No amendment or repeal of this Article shall apply to or have any effect on the liability or alleged liability of any volunteer of this Corporation for or with respect to any acts or omission of such volunteer occurring prior to the effective date of any such amendment or repeal.



## Regional Board Action Request

Board Meeting Date: Wednesday, December 14, 2016

Action Requested: Consideration to allow CMHPSM full time employees to rollover up to 16 hours of Paid Time Off (PTO) leave time from one benefit year to the next.

Background: This will allow employees to use earned time throughout the year as needed without losing earned days at the end of a calendar year. It does not allow employees to build up a bank of days beyond the additional 16 hours, or 2 full days of PTO. Employees do not receive compensation for unused PTO days when they leave employment with CMHPSM.

Connection to PIHP/MDCH Contract, Regional Strategic Plan or Shared Governance Model: Recruitment and retention of employees is an important consideration and this additional flexibility in the use of PTO allows staff to better manage their work load and benefit time.

Recommend: Approval



## Regional Board Action Request

Board Meeting Date: Wednesday, December 14, 2016

Action Requested: Consideration to Approve the 2017 Employee Handbook

Background: The Employee Handbook comes to the CMHPSM Board on an annual basis after an internal review has been completed and areas of the Handbook are updated. The Handbook includes updates to benefits as well as other modifications to clarify sections that have been problematic or unclear. The Handbook is given to new employees as part of their orientation and is used as a reference for current employees.

Connection to PIHP/MDCH Contract, Regional Strategic Plan or Shared Governance Model: The Handbook provides a reference for staff regarding CMHPSM policies and practices.

Recommend: Approval



# EMPLOYEE HANDBOOK

Community Mental Health  
Partnership of Southeast  
Michigan Employee Policies  
and Protocols

2017

Approved by the Community Mental  
Health Partnership of Southeast  
Michigan Regional Board on xx

## CMHPSM Employee Handbook

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### Exhibits and Forms

- A. Employee Handbook Acknowledgement and Receipt
- B. Board Approval of Employee Handbook
- C. Organizational Chart
- D. Receipt of Ethics Policy
- E. Receipt of 30 Day Rights Training
- F. Receipt of Employee Education for Compliance, Medicaid Integrity and Service Verification

## CMHPSM Employee Handbook



### **Welcome Statement**

For those of you who are commencing employment with CMHPSM, let me extend a warm and sincere welcome. We are confident that you will find our organization a dynamic and rewarding place in which to work and we look forward to a productive and successful association. We are glad to have you with us.

For those of you who have been with us, thank you for your past and continued service.

I extend to you my personal best wishes for your success and happiness here at CMHPSM. We understand that it is our employees who provide the services that our customers rely upon, and who will grow and enable us to create new opportunities in the years to come.

Mary M. O'Hare Jane Terwilliger, LMSW  
CMHPSM Chief Executive Officer Managing Director

### **Scope, Purpose and Intent**

We consider the employees of the Community Mental Health Partnership of Southeast Michigan to be one of its most valuable resources. This handbook has been written to serve as the guide for the employer/employee relationship.

As an employee, you may have questions regarding benefits, obligations, work rules, policies and procedures, and other related matters. It is the intent of this employee handbook to provide general information on personnel issues which are of common interest to many employees as well as guide you in your rights and obligations in your employment relationship with CMHPSM. In addition, there is a more detailed set of personnel policies and procedures available at [www.CMHPSM.org](http://www.CMHPSM.org). While this handbook's contents present an overview of CMHPSM policies and procedures, the actual policies should be consulted for more detailed information. Further questions or details should be discussed with your supervisor or the Regional Coordinator.

This personnel manual is applicable to personnel employed by the Community Mental Health Partnership of Southeastern Michigan (hereinafter referred to as "CMHPSM"). It is not applicable to any employee or group of employees which is now or will hereafter be included in a union bargaining unit or covered under a collective bargaining agreement.

Neither this handbook nor any other CMHPSM document confers any contractual right, either expressed or implied, to remain in CMHPSM's employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will with or without cause and without prior notice by CMHPSM, or you may resign for any reason at any time. No supervisor or other representative of CMHPSM (except the Chief Executive Officer) has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the above, and any such agreement entered into by the Chief Executive Officer must be in writing.

CMHPSM reserves and retains, solely and exclusively, all rights to manage and operate its affairs and neither the constitutional nor the statutory rights, duties and obligations of CMHPSM will in any way whatsoever be abridged by the terms of this manual. The procedures, practices, policies and benefits described here may be modified or discontinued from time to time, within the sole discretion of CMHPSM. We will try to inform you of any changes as they occur. An employee cannot rely upon custom or prior practice. The fact that these policies may have been applied differently in the past does not affect their current or future enforcement.

## CMHPSM Employee Handbook

### SECTION I: GOVERNING PRINCIPLES OF EMPLOYMENT

#### 1.1 CMHPSM Vision, Mission and Values

##### Our Vision

The CMHPSM shall address the challenges confronting people living in our region by influencing public policy and participating in initiatives that reduce stigma and disparities in health care delivery and promote recovery and wellness.

The CMHPSM will be a comprehensive system of care working in an integrated fashion with substance abuse and primary healthcare systems so that the care and services provided better meet consumer needs in a more efficient and cost effective manner.

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##### Our Mission

Through effective partnerships, the CMHPSM shall ensure and support the provision of quality integrated care that focuses on improving the health and wellness of people living in our region.

The mission of the CMHPSM is to provide quality behavioral health care that promotes recovery and wellness, fosters resilience and supports self-determination and empowerment so that individuals served in our four-county Affiliation are successful in achieving their personal goals and dreams.

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##### Our Values

Strength Based and Recovery Focused

Trustworthiness and Transparency

Accountable and Responsible

Shared Governance

Innovative and Data Driven Decision Making

Learning Organization Values

- Respect the diversity of our community and the people we serve
- Zero tolerance for stigma
- Coordinated and continuous care between and across healthcare systems and providers
- Meaningful partnerships with consumers and community stakeholders
- Learning organization disciplines of systems thinking, team learning, shared vision, personal mastery, and mental models
- Data based decision making
- Innovation and creativity
- Provide the best quality services to the most people at the best cost

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#### 1.2 CMHPSM Administration

The CMHPSM Board consists of thirteen (13) members; twelve (12) members from the four Partner agencies and one (1) from the Substance Use Disorder Oversight Policy Board. Three (3) representatives are appointed by each Partner agency. At least one (1) appointee from each Partner must be a primary or secondary consumer. Each member is appointed for a three-year term. The CMHPSM Board appoints a Chief Executive Officer who is responsible for day-to-day operations of the CMHPSM and reports to the CMHPSM Board.

#### 1.3 Equal Employment Opportunity

CMHPSM provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, creed, color, religion, sexual orientation, sex, height, weight, familial status, marital status, age, national origin or disability in accordance with applicable federal, state and local laws. CMHPSM

## **CMHPSM Employee Handbook**

complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions or privileges of employment, including hiring, compensation and promotion.

CMHPSM expressly prohibits any form of unlawful harassment based race, creed, color, religion, sexual orientation, sex, height, weight, familial status, marital status, age, national origin, disability in accordance or any other legally protected classification. Improper interference with the ability of CMHPSM employees to perform their expected job duties is absolutely not tolerated.

### **1.4 Anti-Harassment Policy and Complaint Procedure**

CMHPSM is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, CMHPSM expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

Harassment or discrimination in the workplace based upon race, creed, color, sex, age, national origin, religion, marital status, height, weight, sexual orientation, disability, or any other protected status will not be tolerated, whether committed by or directed toward co-workers, supervisors, vendors/consultants, or those persons receiving services from CMHPSM.

#### ***Definitions of Harassment***

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Harassment does not have to be of a sexual nature, however and can include offensive remarks about a person's sex. For example, it is illegal to harass a woman/man by making offensive comments about women/men in general.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

The harasser can be the victim's supervisor, a supervisor in another area, a coworker or someone who is not an employee of the CMHPSM, such a vendor, consumer or contractor.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an

## **CMHPSM Employee Handbook**

individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an hostile work environment; or b) otherwise adversely affects an individual's tangible employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

### ***Individuals Covered***

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to CMHPSM (e.g., an outside vendor, contractor or consumer).

### ***Complaint Process***

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should immediately file a written complaint with the CMHPSM Regional Coordinator or Chief Executive Officer. If an employee has any questions regarding the reporting of such matters, he or she should contact the Regional Coordinator.

CMHPSM encourages the prompt reporting of complaints so that timely and constructive action can be taken before relationships become irreparably strained and to permit CMHPSM to undertake to address the matter.

Any reported allegations of harassment, discrimination or retaliation will be impartially investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

To the extent possible, the investigation will be conducted in a manner calculated to protect the privacy of the individuals involved, and the confidentiality of the complainant. However, no employee is promised strict or absolute confidentiality. Employees who become aware of complaints or investigations of harassment are expected to refrain from unnecessary and unprofessional discussions with coworkers concerning the individuals involved as such discussions may themselves be a form of retaliation or harassment.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be timely investigated and addressed.

If the investigation reveals that harassment has occurred, disciplinary action up to and including discharge will be taken. The nature of the discipline will depend upon the circumstances of each case. Complaints of harassment, discrimination or retaliation which are established to not have been made in good faith may be the subject of appropriate disciplinary action.



## CMHPSM Employee Handbook

### **1.5 Safety**

The health and safety of employees and others on CMHPSM property are of critical concern to CMHPSM. CMHPSM intends to comply with all health and safety laws applicable to our business. It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a consumer.

All employees must report unsafe conditions to their supervisors. CMHPSM follows the guidelines established by the Michigan Occupational Safety and Health Administration (MIOSHA) to insure the safety and well-being of all CMHPSM employees.

CMHPSM also follows procedures to comply with requirements of the Michigan "Right-To-Know" Law as it relates to CMHPSM operations including labeling of hazardous materials, procurement and proper placement of Material Safety Data Sheets (MSDS), development of a written Hazardous Communication Program, maintaining a chemical inventory and training of employees. The MSDS may be reviewed by employees and is available in the main kitchen area.

**Any workplace injury, accident or illness must be reported to your supervisor as soon as possible, regardless of the severity of the injury or accident.** Any employee involved in a work related accident or injury must (1) report that accident or injury to his/her immediate supervisor as soon as possible (ideally within 24 hours) after the injury and (2) fill out the proper reporting forms, i.e. Employee's Report of Injury. Failure to properly report an injury may disqualify an employee for benefits. It is the employee's responsibility to immediately notify their immediate supervisor or in the absence of the immediate supervisor, the next available supervisor of any injuries sustained while on the job. An employee who completes an accident report claiming their injury or illness is work related may be sent to a CMHPSM doctor or a prior approved medical facility or doctor.

Any employee involved in a workplace injury or accident occurring on Washtenaw County property shall also report that accident or injury to the CMHPSM building safety committee member. The building safety committee member will report the incident to Washtenaw County for their records.

#### ***Emergency Response Plan***

The Emergency Response Plan is updated annually by the building safety committee. This plan outlines procedures for responding to situations including: fire, tornado warnings, severe thunderstorm warnings, disruptive persons, safe rooms, and first aid. The Emergency Response Plan is located on the CMHPSM shared drive. Quick reference guides are posted throughout the office to be readily available and easy to use in case of emergency. Safety training is provided to new employees at orientation and to all employees annually.

#### ***Inclement Weather or Other Emergency Closure***

On occasion it may be necessary to delay the start of a workday, or close CMHPSM for an entire day, due to inclement weather or other emergency. The Chief Executive Officer makes the determination and a fan-out communication list is used to notify staff prior to working hours of any CMHPSM closures and procedures to follow in the event of inclement weather or other emergency. It is your responsibility to ensure that your contact information has been updated with your supervisor. Notifications of CMHPSM closings or delayed openings are also advertised on WAAM radio, AM 1600 or WEMU, FM 89.1.

## CMHPSM Employee Handbook

### **1.6 Workplace Violence**

CMHPSM is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to CMHPSM and personal property.

All employees, consumers, vendors and contractors must be treated with courtesy and respect at all times. We do not expect you to become an expert in psychology or to physically subdue a threatening or violent individual. Indeed, we specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage you to exercise reasonable judgment in identifying potentially dangerous situations.

#### ***Prohibited Conduct***

Violence towards or conduct that threatens, intimidates or coerces another employee, consumer, vendor or contractor will not be tolerated. CMHPSM resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace.

CMHPSM strictly prohibits and will not tolerate any threatened or actual workplace violence. This includes, but is not limited to, any of the following conduct in or around the work environment:

- Threatening injury or damage against a person or property;
- Fighting or threatening to fight with another person;
- Threatening to use a firearm or any other weapon;
- Having unauthorized possession of a firearm or any other weapon while on CMHPSM premises or CMHPSM business;
- Abusing or injuring another person;
- Bullying which is defined as persistent, malicious, unwelcome, severe and pervasive mistreatment that which is intended to intimidate and creates a risk to the health and safety of the employee, whether verbal, physical or otherwise, at the place of work and/or in the course of employment;
- Abusing or damaging property;
- Using obscene or abusive language or gestures in a threatening manner;
- Raising voices in a threatening manner;
- Harassing behavior inconsistent with normal work relationship or stalking;

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#### ***Procedures for Reporting Workplace Violence***

Any violations of this policy should be immediately reported in writing to the Regional Coordinator or Chief Executive Officer. CMHPSM will not discipline employees for making a good faith complaint. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede, during an incident.

CMHPSM will promptly and impartially investigate reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. CMHPSM will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities. In order to maintain workplace safety and the integrity of its investigation, CMHPSM may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

If CMHPSM determines, after an appropriate good faith investigation, that someone has violated these guidelines, they will be subject to prompt disciplinary action up to and including termination of employment.

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If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

### ***Intimate Partner Violence***

Employees should promptly inform the Regional Coordinator of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. CMHPSM is committed to supporting victims of intimate partner violence by providing referrals to CMHPSM's employee assistance program (EAP) and community resources and providing time off for reasons related to intimate partner violence.

### **1.7 Drug and Alcohol-Free Workplace**

To help ensure a safe, healthy and productive work environment for our employees and others, to protect CMHPSM property, and to ensure efficient operations, CMHPSM has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for CMHPSM.

To ensure a safe and efficient work place, CMHPSM will strictly enforce the following Rules:

1. No employee shall possess, distribute, use or be impaired by alcohol or illegal prohibited drugs on CMHPSM property, while on CMHPSM business, or during working hours, including rest and meal periods. "Illegal prohibited drugs" are those substances that are illegal to sell or possess under either State or Federal law and drugs which require a prescription if the employee does not possess a valid prescription.
2. Where management has reason to believe that an employee may be under the influence of drugs or alcohol, CMHPSM, at its discretion, may require the employee to submit to breath, urine or blood testing, at CMHPSM's expense, to determine the presence of drugs or alcohol. Refusal to submit to such testing may result in immediate dismissal.
3. Employees subject to the Drug-Free Work Place Act who are convicted of any criminal drug violation occurring in the workplace must report such conviction to their supervisor within five (5) days of the conviction.

Violation of this policy will result in disciplinary action, up to and including discharge. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.

CMHPSM sincerely desires to help employees who have alcohol or drug-related problems. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs, or jeopardizes the health and safety of any CMHPSM employee, including themselves. It is the employee's responsibility to seek assistance. Requests for such a leave of assistance will be considered confidential. However, seeking assistance after disciplinary action has begun or is imminent will not preclude disciplinary action.

CMHPSM will assist and support employees who voluntarily seek help for such problems before becoming subject to discipline and/or termination under this or other policies. Such employees may be allowed to use accrued paid time off, placed on leaves of absence, referred to treatment providers and otherwise

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accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests.

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### **1.8 Tobacco-Free Workplace**

NO use of tobacco or smoking will be allowed anywhere in any CMHPSM building or property. CMHPSM is a tobacco-free and smoke-free work place for the health, safety and well-being of all of its employees and visitors.

The tobacco-free workplace policy applies to:

- All employees, temporary employees and student interns.
- All visitors (e.g. consumers or vendors) to the company premises.
- All contractors and consultants and/or their employees working on the company premises.
- All areas of CMHPSM buildings and adjacent parking areas.
- All CMHPSM-sponsored off-site conferences and meetings.

Employees who violate this policy will be subject to disciplinary action up to and including immediate discharge.

**CMHPSM Employee Handbook**  
**SECTION II: EMPLOYMENT GUIDELINES**

**2.1 Working Hours and Schedule**

Normal business hours are 8:30 a.m. to 5:00 p.m. Monday through Friday. The work week will normally consist of five (5) working days. To accommodate the needs of the CMHPSM, employees may be required to work specifically scheduled days or hours. Staffing and operational needs may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Employees may use flex time when planning their working hours, as approved by their supervisor. [Telecommuting options are available based on CMHPSM policy and when authorized by your supervisor.](#) It is expected that employees will maintain an up-to-date electronic calendar using the shared calendaring system to communicate planned schedules and availability to the team and supervisor.

**2.2 Work Break Periods**

***Lunch and Rest Breaks***

Salaried employees, as they are paid a weekly salary regardless of the hours they work, may choose to take breaks as needed.

***Lactation Breaks***

For up to one year after a child's birth, any employee who is breastfeeding her child will be provided reasonable break times as needed to express breast milk for her baby. A private area will be designated for breastfeeding as necessary. An employee may use her private office area for milk expression if she prefers. Employees who work off-site or in other locations will also be accommodated with a private area as necessary. Contact your supervisor to make a request for lactation breaks and space.

**2.3 Attendance and Punctuality**

CMHPSM expects that all employees shall be punctual in reporting to work each day and attend work regularly. Vacation must be scheduled with one's supervisor in advance. PTO may be used in the case of emergency or sudden illness without prior scheduling.

If you know that you are going to be late or absent, it is your responsibility to notify your supervisor [and the Regional Coordinator](#) at the beginning of your workday, or prior to that, when possible. Not reporting to work and not calling to report the absence is a no-call/no-show and is a serious matter. The first instance of a no call/no show will result in a written warning. The second separate offense may result in termination of employment with no additional disciplinary steps. **A no call/no show lasting three days may be considered job abandonment and may be deemed an employee's voluntary resignation of employment.**

**Kommentar [SW1]:** Should we include a "plus one" person, to make sure absences are conveyed to staff? I'd be willing to be the plus one.

**2.4 Employment Classification**

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. ~~The CMHPSM currently employs only exempt employees. The following is intended to help employees understand employment classifications and employees' employment status:~~ [Most employees of the CMHPSM are classified as exempt employees.](#)

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**Exempt employees** are generally managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor. (Please contact the Regional Coordinator for more information about classification and eligibility for benefits.)

## CMHPSM Employee Handbook

Nonexempt employees are those that the Federal Fair Labor Standards Act (FLSA) requires that in addition to paying at least the minimum hourly wage, employers also must pay overtime with the employee works more than 40 hours in a given workweek. (Please contact the Regional Coordinator for more information about classification and eligibility for benefits.)

~~This Neither classification does not~~ guarantees employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and CMHPSM.

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### Job Descriptions

CMHPSM attempts to maintain job descriptions for all authorized positions. The contents of the job descriptions are within the sole discretion of CMHPSM. Each employee shall receive a written job description at time of hire and at every change thereafter. Each employee will review, sign and date their job description. Copies of job descriptions will be kept in individual personnel files. Job descriptions may be revised or altered at the sole discretion of CMHPSM as a means of operational efficiency and the changing nature of conducting business.

### 2.5 Payroll and Paycheck Procedures

CMHPSM employees are normally paid every other Friday. Each pay period covers the two (2) weeks ending on the Sunday before payday.

Altering, falsifying or tampering with time records is prohibited and shall subject the employee to discipline, up to and including discharge. Timesheets must be completed by the deadline given by your supervisor or payroll liaison via the online timesheet application. Employees may be required to submit a timesheet early if a holiday or approved vacation falls within the pay period.

CMHPSM currently requires employees to use direct deposit or a payroll debit card in compliance with the Michigan Wage and Fringe Benefit Act. CMHPSM will provide a written form to each employee to select debit card or direct deposit (and for the employee to provide account information for the direct deposit). With the exception of employees who currently are paid by direct deposit, an employee's failure to return their selection form within 30 days with the requisite account information shall result in payment by debit card. In addition, CMHPSM shall provide the following disclosures concerning the payroll debit card:

- Terms and conditions of use, including a detailed list of fees associated with the card;
- Means of accessing wages without cost;
- Notice that use of card outside of an ATM network may result in additional fees;
- Instruction on making balance inquiries at no cost;
- The right to elect to be paid by direct deposit rather than a debit card; and,
- Notice that the payroll debit card does not provide access to a checking or savings account.

If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, a new W-4 form must be submitted to the Regional Coordinator.

### 2.6 Safe Harbor

It is our policy and practice to accurately compensate employees and to do so in compliance with the Fair Labor Standards Act (FLSA). To ensure that you are paid properly and that no improper deductions are made, you must review your pay stubs promptly to identify and report all errors.

If you are classified as an exempt salaried employee (see section 2.4 Employment Classification), you will receive a salary which is intended to compensate you for all hours you may work for the CMHPSM. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject

### CMHPSM Employee Handbook

to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless state law requires otherwise, your salary can be reduced for the following reasons:

- When an exempt employee is absent from work for one or more full days for personal reasons other than sickness or disability;
- When an exempt employee is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- To offset amounts received as witness or jury fees, or for military pay;
- When an exempt employee does not perform any work during a workweek;
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions of major significance;
- For penalties imposed in good faith for infractions of safety rules of major significance;
- For weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act; and
- Also, an employer is not required to pay the full salary in the initial or terminal week of employment. In these circumstances, either partial day or full day deductions may be made.

Deductions may be taken from your salary as permitted or required by law. This would include, but is not limited to, the employee portion of health, dental or life insurance premiums; state, federal or local taxes; social security; legal garnishments; and voluntary contributions to a retirement plan.

If you believe you have been subject to any improper deductions, you should immediately report the matter to your supervisor. If the supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact the Regional Coordinator. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

### **2.7 Performance and Salary Review**

During the first year of employment, employees will normally receive performance reviews a minimum of two times; once near the end of the first six (6) months of employment and again near the one (1) year anniversary date. Once an employee has completed one (1) year of service, they will normally be reviewed every year thereafter during the CMHPSM-wide annual review period.

Employees will complete a self-evaluation performance review, submit the self-review to their supervisor and then meet with their supervisor to discuss the review. The performance review will be discussed, and both the employee and manager will sign the form to ensure that all strengths, areas for improvement and job goals for the next review period have been clearly communicated. Performance review forms will be retained in the employee's personnel file.

A positive performance review does not always result in an automatic salary increase, a promotion or continued employment. Compensation increases and the terms and conditions of employment, ~~including job assignments,~~ transfers, promotions and demotions are determined by and at the discretion of ~~management~~ the CMHPSM CEO.



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~~Salary adjustments are occasionally requested or warranted at times other than the employee's scheduled annual salary reviews. Out of cycle salary increases must be preapproved by the Chief Executive Officer. The Regional Coordinator will review all salary increase/adjustment requests to ensure internal equity and compliance with organization policies and guidelines. All requests must be approved by the CMHPSM Board.~~

### ***Supervision and Work Plans***

In addition to formal annual performance reviews, CMHPSM encourages regular meetings with your supervisor to discuss your job performance and work plan. Normally supervision sessions are scheduled as needed, but normally occur once per quarter. The purpose of these sessions is to recognize positive performance, improve poor performance and/or to address other issues in the work environment.

To improve supervision, each employee should work with their supervisor to develop an annual work plan. This work plan shall be developed at the beginning of each annual review cycle. The work plan should be designed to meet the goals of the organization and the employee. The work plan should include goals such as targets for project completion, improved accuracy of work, and professional development where needed. The work plan should be reviewed at each quarterly supervision meeting to ensure the employee is on target to meet goals and to discuss where goals should be adjusted, added or removed and ways the supervisor may be able to remove obstacles to meeting identified goals.

### **2.8 Internal Transfers/Promotions**

CMHPSM is dedicated to assisting employees in managing their careers and reaching their professional goals through promotion and transfer opportunities. Management prefers to promote from within and may first consider current employees with the necessary qualifications and skills to fill vacancies above the entry level. CMHPSM reserves the right to seek applicants solely from outside sources or to post positions internally and externally simultaneously. Management maintains the right to initiate transfers of employees between facilities to meet specified work requirements and reassignment of work requirements.

### **2.9 Separation of Employment and Eligibility for Rehire**

Separation of employment within an organization can occur for several different reasons.

- **Resignation:** Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks' notice, preferably in writing, to facilitate a smooth transition out of the organization. The employee will only receive payment for any actual hours worked during their last week of employment. However, CMHPSM reserves the right to provide an employee with two weeks' pay in lieu of notice in situations where job or business needs warrant such action. If an employee provides less notice than requested, the employer may deem that individual to be ineligible for rehire depending on the circumstances regarding the notice given.
- **Retirement:** Employees who wish to retire are required to notify their department director and CMHPSM in writing at least one (1) month before the planned retirement date.
- **Job abandonment:** Employees who fail to report to work or contact their supervisor for three (3) consecutive workdays shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the third day. The supervisor shall notify the Regional Coordinator at the expiration of the third workday and initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible for rehire.

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- **Discharge:** Employees of CMHPSM are employed on an at-will basis, and the company retains the right to discharge an employee at any time. Discharged employees may be deemed ineligible for rehire depending on the circumstances of the discharge.

As noted previously, all employees are employed at-will and nothing in this provision changes that status.

#### ***Return of Company Property***

The separating employee must return all company property at the time of separation, including cell phones, keys, laptops, tablets, parking passes, credit or procurement cards, and identification cards. Failure to return some items may result in deductions from the final paycheck. An employee will be required to sign the Wage Deduction Authorization Agreement to deduct the costs of such items from the final paycheck.

The separating employee shall contact the Regional Coordinator as soon as notice is given to schedule an exit interview. The interview will be on the employee's last day of work or another mutually agreed upon day.

Health insurance terminates the last day of ~~employment, the month of employment, unless an employee requests immediate termination of benefits. Employees will be required to pay their share of the dependent health and dental premiums through the end of the month.~~ Information for Consolidated Omnibus Budget Reconciliation Act (COBRA) continued health coverage will be provided.

#### ***Rehire***

Former employees who left CMHPSM in good standing and were classified as eligible for rehire may be considered for reemployment. An application must be submitted to the Regional Coordinator, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam, when required.

Supervisors must obtain approval from the Chief Executive Officer or designee prior to rehiring a former employee. Rehired employees begin benefits just as any other new employee. Previous tenure will not be considered in calculating leave accruals or any other benefits.

An applicant or employee who is terminated for violating policy, who resigned in lieu of termination from employment due to a policy violation, or who resigned without providing two weeks written notice will be ineligible for rehire.

#### **2.10 Background Checks**

To ensure that individuals who join CMHPSM are well qualified and to ensure that CMHPSM maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form.

All offers of employment are conditioned on receipt of a background check report that is acceptable to CMHPSM. All background checks are conducted in conformity with the Americans with Disabilities Act, and state and federal laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead CMHPSM to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

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Additional checks such as a driving record may be made on applicants for particular job categories if appropriate and job related.

Regular criminal background checks will be conducted for all current employees every three years. CMHPSM also reserves the right to conduct a background check for current employees.

### Disclosing Certain Criminal Information.

All employees shall fully disclose to the Regional Coordinator any criminal felony or work-related misdemeanor convictions. Any employees that work directly with minors or who will have access to minor's records that are convicted of a felony or misdemeanor, including expressly any law relating to drugs or other controlled substances, or are charged with a felony, or are placed on the CPS Central Registry as a perpetrator, shall notify in writing the Regional Coordinator immediately, and in all cases, no later than five (5) days after such conviction, charge, or placement on the CPS Central Registry. An employee must disclose to the CMHPSM any conviction resulting from such pending charges as described in this Section. However, as required by Federal regulation, employees working with minors must disclose any arrests or charges related to child sexual abuse, child abuse, or child neglect and the disposition of such arrest or charges, and may also be required to certify that no case of child abuse or neglect has been substantiated against them.

### 2.11 Progressive Discipline

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform their duties to the best of their ability and to the standards as set forth in their job description or as otherwise established.

CMHPSM supports the use of progressive discipline to address issues such as poor work performance or minor misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. CMHPSM reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines CMHPSM's progressive discipline process:

- **Verbal warning:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.
- **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.
- **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when an employee has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be placed on a Performance Improvement Plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days. Within this

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time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the PIP period, the PIP may be closed or, if established goals are not met, suspension or discharge may occur.

- **Suspension with or without pay:** ~~Senior management~~ The CEO and responsible Senior Manager determines when ~~this suspension~~ is an appropriate level for the offense and the responsible Senior Manager notifies the employee. A written record of the suspension is placed in the employee's file for future reference. If unacceptable behavior continues, discharge may occur.
- **Discharge:** The CEO and the responsible Senior Manager determines when ~~discharge this~~ is an appropriate level for the offense and the responsible Senior Manager notifies the employee. A written record of the termination is placed in the employee's file for future reference.

Should an employee disagree with a disciplinary action that is either a suspension without pay, demotion, or discharged prior to the implementation of the suspension without pay, demotion or discharge CMHPSM reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including verbal and written warnings, ~~PIP~~, suspension with or without pay, demotion and immediate discharge.

### **2.12 Business Expense Reimbursement**

#### ***Expenses for Conferences and Travel***

Employees will be reimbursed for reasonable expenses incurred in connection with approved travel on behalf of CMHPSM.

Travelers seeking reimbursement should incur the lowest reasonable travel expenses and exercise care to avoid the appearance of impropriety. If a circumstance arises that is not specifically covered in the travel policies, the most conservative course of action should be adopted.

Requests for reimbursement of mileage for travel between work sites and other sites for meetings, training or provider monitoring will be reimbursed at the Internal Revenue Service approved travel rate. Allowable mileage amounts between CMHPSM buildings are available from your supervisor.

Travel must be authorized in advance. Travelers should verify that planned travel is eligible for reimbursement before making travel arrangements. Expenses may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. You should contact your supervisor in advance if you have any question about whether an expense will be reimbursed.

Upon completion of the trip, and within 30 days, the traveler must submit a Business Expense Reimbursement Form and supporting documentation to obtain reimbursement of expenses. Documentation is required for all expenses. Any expenses incurred during the conference that are not covered under the pre-registration process, must have supporting receipts submitted within two (2) business days of returning from the pre-approved conference.

Exempt employees will be paid their regular salary for weeks in which they travel.

[See the CMHPSM Employee Travel policy for more details.](#)

## **SECTION III: BENEFITS**

## **CMHPSM Employee Handbook**

CMHPSM currently offers a flexible benefit program for all regular employees. This program allows each employee to choose those benefits that best meet their individual needs. The program year for the plan is December 1 through November 30 ~~January 1 through December 31~~, and is renewed on an annual basis.

For more information regarding benefits programs or who is eligible for coverage, please contact the Regional Coordinator.

### **3.1 Medical and Dental Insurance**

CMHPSM currently offers regular full-time employees enrollment in medical and dental insurance coverage options as specified in plan documents. Employees have up to 30 days from their date of hire to make medical and dental plan elections. Once made, elections are fixed for the remainder of the plan year.

All qualified changes in family status (births, marriages, etc.) which may affect coverage must be reported to the Regional Coordinator within thirty (30) days of the event. It is the responsibility of the employee to notify CMHPSM of all changes. Please contact the Regional Coordinator to determine if a family status change qualifies under the Plan document and IRS regulations.

The Regional Coordinator is available to answer benefits plan questions and assist in enrollment as needed.

The terms of the insurance policies control the benefits provided thereunder and the employee's eligibility for benefits. CMHPSM reserves and retains the unilateral right to amend or terminate any benefit, benefit level, employer contribution or benefit plan. In the event there arises any conflict between this summary and the plan documents, the plan documents control.

### **3.2 Vision Insurance**

CMHPSM's current vision plan covers employees' standard eye care examinations, lenses, frames, or contacts. Certain limitations apply and not all optical centers accept the current plan. A more detailed explanation of the plan and locations of optical centers that accept the CMHPSM plan are available in the summary plan booklet provided by the insurance company.

The terms of the insurance policies control the benefits provided thereunder and the employee's eligibility for benefits. CMHPSM reserves and retains the unilateral right to amend or terminate any benefit, benefit level, employer contribution or benefit plan. In the event there arises any conflict between this summary and the plan documents, the plan documents control.

### **3.3 Life and Accidental Death & Dismemberment Insurance**

CMHPSM currently offers regular full-time employees an employer-paid basic group term life policy along with an accidental death and dismemberment policy. The terms of the insurance policies control the benefits provided thereunder and the employee's eligibility for benefits. CMHPSM reserves and retains the unilateral right to amend or terminate any benefit, benefit level, employer contribution or benefit plan. In the event there arises any conflict between this summary and the plan documents, the plan documents control. The Regional Coordinator is available to answer benefits plan questions and assist in enrollment as needed.

### **3.4 Worker's Compensation**

The company is covered under statutory state workers' compensation laws. Employees who sustain work-related injuries must immediately notify their supervisor. Contact the Regional Coordinator for further information.

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An employee receiving workers' compensation payments will not earn any PTO, nor shall they be eligible to receive holiday leave pay during the time off. In the event a regular employee is off work and is being compensated under the workers' compensation law for an on-the-job injury or illness, CMHPSM will continue for eligible employees for a maximum of six (6) months from the date of injury, to pay the premiums on medical, dental, disability and life insurance, if applicable. Thereafter, the employee may make arrangements to pay the premiums to continue those insurances, subject to the terms of the plan documents. All other fringe benefits will cease while on workers' compensation.

Worker's Compensation is solely a monetary benefit and not a leave of absence. Employees who will be out of work must also request a formal leave of absence. (See Section IV – Leaves of Absence in this handbook for more information).

### 3.5 Unemployment Compensation

Unemployment compensation is designed to provide a temporary income for those who are out of work through no fault of their own. Depending upon the circumstances, employees may be eligible for unemployment compensation upon termination of employment with CMHPSM. The State of Michigan Unemployment Insurance Agency determines eligibility for unemployment compensation. CMHPSM pays the entire cost of this insurance program.

### 3.6 Social Security

The United State Government operates a system of mandated insurance known as Social Security. As a wage earner, employees are required by law to contribute a set amount of weekly wages to the trust fund from which benefits are paid. As employer, CMHPSM is required to deduct this amount from each paycheck an employee receives. In addition, CMHPSM matches employee contribution dollar for dollar, thereby paying one-half of the cost of employee Social Security benefits.

### 3.7 Retirement Benefits

Eligible employees ~~are strongly encouraged to will be automatically enrolled~~ in the CMHPSM's 401(a) retirement plan. ~~Pursuant to such automatic enrollment, unless an eligible employee either affirmatively elects to opt out of the CMHPSM 401(a) retirement plan or affirmatively elects a different percentage to be contributed, CMHPSM will automatically deduct from each paycheck 3% of an employee's gross wages as the employee contribution to the retirement plan.~~ The CMHPSM will match the mandatory first 3% of the employee's gross wages with an employer contribution equal to 100% of the employee's contribution. The CMHPSM will match an employee's contribution from 3% up to 6% of the employee's gross wages with an employer contribution equal to the 50% employee's contribution. Upon becoming eligible to participate in the retirement plan, an employee will be provided with communication about the retirement plan, the CMHPSM's contributions, vesting requirements, and an employee's right to opt-out of the retirement plan.

**Kommentar [JC2]:** The removal of mandatory enrollment has tax implications. We will need to talk to our retirement representatives as mandatory enrollment allows the plan contributions to be pre-tax in the 401a plan.  
[http://www.icmarc.org/products-and-services/401\(a\)-defined-contribution-plans.html](http://www.icmarc.org/products-and-services/401(a)-defined-contribution-plans.html)

<u>Employee Contribution</u>	<u>Employer Match of Employee Contribution %</u>
<u>N/A, Less than 3% of gross wages</u>	<u>N/A (A minimum employee contribution of 3% is required to be enrolled into the CMHPSM retirement plan.)</u>
<u>Minimum 3% of gross wages</u>	<u>100% Match of employee contribution</u>
<u>Greater than 3% up to 6% of gross wages</u>	<u>50% Match of employee contribution</u>
<u>Greater than 6% of Salary</u>	<u>0%</u>

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**Formatierte Tabelle**

<u>Employee</u>	<u>Contribution</u>	<u>Employer Contribution</u>	<u>Example (% of Employee</u>	<u>Total Employee and</u>
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**Formatierte Tabelle**

## CMHPSM Employee Handbook

Example	<u>Annual Salary)</u>	<u>Employer Contribution</u> <del>Total Contribution</del>
<u>Mandatory 3%</u>	<u>3% of Employee Salary</u>	6%
<u>4%Additional 1%</u>	<u>3Additional .5% of Employee Salary</u>	7.5%
<u>5Additional 1%</u>	<u>Additional 4.5% of Employee Salary</u>	9%
<u>6Additional 1%</u>	<u>Additional 4.5% of Employee Salary</u>	10.5%
<u>&gt;6%*</u>	<u>Maximum employer contribution 4.5% of employee salary.</u>	<u>Employee contribution + 4.5%</u>

- Employee contribution may not exceed IRS retirement plan maximum annual contribution limits. Contact Regional Coordinator for current tax year information.

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CMHPSM reserves and retains the unilateral right to amend or terminate any benefit, benefit level, employer contribution or benefit plan. In the event there arises any conflict between this summary and the plan documents, the plan documents control.

### **3.8 Short-Term and Long-Term Disability**

Full-time employees are eligible to participate in the short-term and long-term disability plans, subject to all terms and conditions of the agreement between the CMHPSM and the insurance carrier.

This is solely a monetary benefit and not a leave of absence. Employees who will be out of work must also request a formal leave of absence. (See Section IV – Leaves of Absence in this handbook for more information). The terms of the insurance policies control the benefits provided thereunder and the employee's eligibility for benefits. CMHPSM reserves and retains the unilateral right to amend or terminate any benefit, benefit level, Employer contribution or benefit plan. In the event there arises any conflict between this summary and the plan documents, the plan documents control.

### **3.9 COBRA**

Consolidated Omnibus Budget Reconciliation Act (COBRA) provides certain former employees, retirees, spouses, former spouses, and dependent children the right to temporary continuation of health coverage at group rates. This coverage, however, is only available when coverage is lost due to certain specific events. Group health coverage for COBRA participants is usually more expensive than health coverage for active employees, since the employer typically pays a part of the premium for active employees while COBRA participants generally pay the entire premium themselves. Please contact the Regional Coordinator for more information.

\*\*COBRA coverage is required for employers with 20 or more employees.

### **3.10 Health Savings Account**

CMHPSM employees participating in ~~at the~~ CMHPSM high-deductible group medical plan may elect to contribute to a health savings account to cover eligible healthcare expenses. Questions regarding this policy should be directed to the Regional Coordinator. CMHPSM reserves and retains the unilateral right to amend or terminate any benefit, benefit level, employer contribution or benefit plan. In the event there arises any conflict between this summary and the plan documents, the plan documents control.

### **3.11 Employee Assistance Program (EAP)**

CMHPSM sponsors a free Employee Assistance Program to help employees and their immediate family members who are experiencing personal problems such as stress, emotional or family problems, chemical or alcohol dependency, legal, or financial difficulties. Your involvement with the EAP is completely confidential. A non-

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CMHPSM agency provides the counseling. EAP counselors are available 24 hours a day, 7 days a week. For more information, please go to [www.CMHPSM.org/employeebenefits](http://www.CMHPSM.org/employeebenefits).

### **3.12 Domestic Partner Benefits**

CMHPSM acknowledges the needs of a diverse workforce and fairness in providing benefits to our employees, their dependents, and their spouses and domestic partners. ~~Therefore, if permitted by Michigan law domestic partners currently receive the same benefits that are available to spouses of company employees. (e.g., [insert applicable benefits, as allowed by plan documents such as medical insurance, dental insurance, beneficiary designations on retirement plans, sick leave, and bereavement leave]).~~

Domestic partners are those individuals who meet the following criteria:

- At least 18 years old and mentally competent to consent to a contract.
- Not legally married to anyone.
- Not related by blood to a degree of closeness that would prohibit legal marriage in the State of Michigan.
- Have entered into the domestic partner relationship voluntarily and without reservation.
- Are jointly responsible for each other's common welfare and shared financial obligations.
- Intend to continue the domestic partner relationship indefinitely, with the understanding that the relationship can be terminated at any time by either partner.

Employees who wish to apply for domestic partner benefits must complete an Affidavit of Domestic Partnership ~~Statement of Domestic Partnership~~. The original form will be kept in the Regional Coordinator's office. This original form will be kept on file indefinitely with CMHPSM and will be deemed effective until one of the following occurs:

- The employee changes the partner designation by completing a new ~~Statement of Domestic Partnership~~ Affidavit of Domestic Partnership and returns the new form to CMHPSM.

The employee requests removal of the document and completes an Affidavit Of Termination Of Domestic Partnership ~~Statement of Termination of Domestic Partnership~~.

Benefits coverage for the domestic partner and his or her dependents will terminate at the end of the month in which the relationship ended.

## **SECTION IV: Time Off / Leaves of Absence**

### **4.1 Holiday Leave**

CMHPSM observes the following holidays each year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve Day\*
- Christmas Day
- New Year's Eve Day\*



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Should a holiday fall on a Saturday, the holiday will be observed on the preceding Friday. Should a holiday fall on a Sunday, the holiday will be observed on the following Monday. Should the Christmas Eve or New Year's Eve holiday fall on Friday, that holiday will be observed on the preceding Thursday. Should Christmas Eve or New Year's Eve fall on Saturday or Sunday, that holiday shall be observed the preceding Friday.

### Floating Holidays

In addition to the holidays listed above, CMHPSM also observes four (4) floating holidays. The floating holidays are available to all full-time, regular employee to be taken off on either the day of the holiday, or on a different day following the date of the holiday as chosen by the employee. These four floating holidays allow employees to have additional paid leave to cover absences for personal reasons, such as religious observances or parent-teacher conferences, or to supplement vacation, sick and holiday leave.

Floating holidays are available at the beginning of each calendar year. Employees are eligible for the designated floating holidays that occur after their start-date with the organization. The designated floating holidays are:

- Martin Luther King Day
- Presidents' Day
- Columbus Day
- Veteran's Day

Floating holidays may only be used to cover full-day absences. They must be taken in the calendar year in which given, and on or after the date of the floating holiday. Under no circumstances will these days be carried over to the next calendar year, nor may they be cashed out if not taken or paid upon termination of employment.

A floating holiday must be scheduled and approved in advance by the employee's supervisor.

### 4.2 Paid Time Off

We know how hard you work and recognize the importance of providing you with time for rest, relaxation, illness, well-care and other appointments. We fully encourage you to get this rest and take care of yourself and your family by taking your paid time off. The paid time off (PTO) program combines vacation, sick and personal leave benefits into one comprehensive plan. PTO may be taken for any purpose including: vacation, personal illness or time off to care for dependents.

All full-time employees will be eligible for PTO benefits. PTO leave will accrue beginning on the first day of employment. Any employee hired before the end of the first half of the calendar year receives eighteen (18) PTO days; any employee hired during the second half of the calendar year receives nine (9) PTO days. All eligible employees will receive an annual PTO accrual based on length of service on January 1<sup>st</sup> of each year, thereafter. To offer employees an incentive to stay with the CMHPSM, PTO annual accrual amounts will increase based on length of service and is earned according to the following schedule:

Length of service	Annual PTO Accrual
0-2 years	18 days per year (1.5 days per month)
3-5 years	21 days per year (1.75 days per month)
6 or more years	24 days per year (2.0 days per month)

~~To encourage employees to take regular time off, unused PTO shall not carry over from year to year and rather will be forfeited at the end of each year. Any PTO time not used prior to December 31<sup>st</sup> will be forfeited and is not compensable.~~ A maximum for two (2) days or sixteen (16) hours of PTO time into used prior to December 31<sup>st</sup> may be carried into the flowing calendar year and are the first PTO hours used in the new calendar year.

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Under no circumstances shall an employee begin the calendar year with more the 16 hours of PTO in addition to their annual accrued amount determined by the length of service (see table above).

PTO days may be taken in half-day or full-day increments

Employees must ensure that they have enough accrued PTO available to cover the dates requested. All paid PTO leave hours must be exhausted before non-paid time may be used. If paid leave has been exhausted, one (or more) full day(s) will be deducted from an employee's salary for absences from work.

Employees may not take more than two consecutive weeks of paid leave at a time without written approval of the Chief Executive Officer. Limiting the amount of leave taken is intended to allow for better planning of coverage of work activities while the employee is absent.

~~Employees PTO must be scheduled in advance and have supervisory approval~~ must receive supervisory approval for PTO use in advance via the Employee Leave Request Form, except in the case of illness or emergency. In the case of illness or emergency, the employee should submit a leave request upon returning to the office ~~Employees must put any requests for three (3) or more consecutive days of leave time in writing.~~ When possible, these leave requests should be made at least two (2) weeks in advance of the requested leave. Requests shall be approved/denied by the employee's supervisor within three (3) business days of the request. Every effort will be made to grant your request, however, if too many people request the same period of time off, CMHPSM reserves the right to choose who may take time off during that period. Individuals with the longest length of service generally will be given preference. If the request for time off is denied, the supervisor should provide an appropriate reason on the form returned to the employee.

Requests ~~of less than three (3) days must~~ should be made to the supervisor with as much advance notice as possible, with a minimum of one (1) day notice for any absence that will disrupt a work assignment or a deadline. Requests shall be approved/denied by the employee's supervisor within three (3) business days of the request. For scheduled time off, an employee must find coverage for any activities, duties or responsibilities that need to be addressed in their absence.

An employee who finds it necessary to use PTO for an emergency must notify their supervisor no later than two (2) hours after the start of the work day, if possible. In case of emergency, an employee must notify their supervisor of any activities, duties or responsibilities that will need to be covered. CMHPSM may require the employee to provide verification of the emergency.

Paid time off will be paid at the employee's base rate at the time the leave is taken. If a holiday falls during the employee's time off, the day will be charged to holiday leave rather than to PTO.

Employees returning to work from an illness or leave of absence may be required by their supervisor to submit a statement from their physician verifying their ability to work.

PTO is not accrued while an employee is on unpaid leave or when short- or long-term disability benefits are paid. A pro-rated adjustment to the annual accrual will be made in accordance with the length of the leave.

### 4.2.1 Paid Time Off Donation

Regular employees shall be allowed to donate up to 8 hours of paid time off (PTO) to another regular employee who has experienced a qualifying event, as determined by the CEO. Qualifying events may include a medical

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emergency, the care for an immediate family member in the event of a medical emergency, or the need for extended time off following the death of a immediate family member.

PTO hours may be donated in increments of either 4 hours or 8 hours, with 8 hours being the maximum allowable hours to be donated per qualifying event.

Donated PTO hours must be used by the recipient employee in the same calendar year in which the PTO hours were donated.

To be eligible for the receipt of a PTO donation, the recipient employee must have exhausted all of his or her own paid leave time (including PTO and employer-sponsored short-term and/or long-term disability), must complete a written request, and must have the scheduled time off or leave of absence approved by the CMHPSM.

PTO must be donated to a specific recipient employee. Once surrendered, PTO cannot be returned to the donor employee, but will remain available for use by the specific recipient employee.

If a recipient employee receives PTO hours from a donor employee with a different pay rate, the PTO hours will be converted based on the recipient employee's pay rate, so that the dollar value of the surrendered leave remains the same, but leave taken by the recipient employee is always paid at the recipient employee's regular rate of pay.

It is the responsibility of each employee to monitor his or her PTO bank to ensure that adequate PTO time is available to allow for a donation.

### **4.3 Bereavement Leave**

Regular employees shall be granted bereavement leave with pay in the event of a death in the immediate family\*. Employees shall be granted three (3) days of paid leave in cases when death has occurred in the immediate family. In cases of a death of a spouse, domestic partner, parent, sibling and children of the employee or the employee's spouse, an additional two (2) days of paid leave shall be granted to the employee.

An employee who wishes to take time off due to the death of an immediate family member should notify their supervisor immediately. Bereavement leave will be granted unless there are unusual business needs or staffing requirements.

The Chief Executive Officer may grant funeral leave to employees to attend the funeral of another CMHPSM employee.

\*For purposes of this policy, immediate family is defined as: spouse, domestic partner, parent, brother, sister, child, stepchild, mother-in-law, father-in-law, sister-in-law, brother-in-law, aunts, uncles, nieces, nephews, grandparents, spouse's grandparents, parents and grandparents of employee's minor children, or someone with whom the employee has a legal relationship or a related member in an employee's household and all such relatives of one's spouse.

### **4.4 Jury Duty**

CMHPSM realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. You are expected, however, to provide CMHPSM with proper notice of your request to perform jury duty and with your verification of service. You also are expected to keep management informed of the expected length of your jury duty service

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and to report to work for the major portion of the day if you are excused by the court. If the required absence presents a serious conflict for management, you may be asked to try to postpone your jury duty.

Regular employees shall be eligible for a paid leave equal to their regular hourly wage/salary when they are assigned to jury duty. In order to receive payment, the employee must give the CMHPSM at least two (2) days prior notice that they have been summoned for jury duty, furnish satisfactory evidence that they reported for or performed jury duty on the day(s) for which they claim such payment and must submit payments received for jury duty to CMHPSM.

### **4.5 Personal Leave**

If you are ineligible for any other leave of absence, under certain circumstances, CMHPSM may grant you a personal leave of absence without pay. A regular employee that has completed six (6) months of employment may request an unpaid personal leave of absence for a period not to exceed one-hundred eighty (180) days in any one calendar year. A written request for a personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and you are not eligible for leave under the federal Family and Medical Leave Act (FMLA), medical certification also must be submitted. Your request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as your performance and attendance records. Normally, a leave of absence will be granted for a period of up to eight (8) weeks. However, a personal leave may be extended if, prior to the end of your leave, you submit a written request for an extension to management and the request is granted.

During personal leave, employees will not earn PTO, nor paid for holidays which may fall during the leave period. Health insurance coverage can be continued during leave if an employee submits the employee share of monthly premium payments to the CMHPSM in a timely manner, subject to the terms of the plan documents. If employee fails to return from leave, the employee shall be liable for the full accrued costs of health insurance paid by CMHPSM during the leave.

When you anticipate your return to work, please notify management of your expected return date. This notification should be made at least one week before the end of your leave.

Upon completion of your personal leave of absence, CMHPSM will attempt to return you to your original job, or to a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise management of your availability to return to work, failure to return to work when notified, or your continued absence from work beyond the time approved by CMHPSM, will be considered a voluntary resignation of your employment.

### **4.6 Military Training Leave**

CMHPSM is committed to protecting the job rights of employees absent on military leave. CMHPSM will comply with applicable federal and state law regarding military service and military leave. It is CMHPSM's policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the Uniformed Services of the United States.

Employees shall be granted leave to perform National Guard or Military Reserve Duty in any branch of the Armed Forces of the United States of America. Upon presentation by a regular full-time employee of compensation records identifying the date of and payment made for the training program, CMHPSM shall pay the difference between their compensation for National Guard or Military Reserve Duty and their regular CMHPSM wage/salary for the period of their assigned National Guard or Military Reserve service up to a two (2) week maximum (75 hours) per year. You should give management as much advance notice of your need for military leave as possible so that we can maintain proper coverage while you are away.

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### **4.7 Family and Medical Leave Act (FMLA) Leaves:**

An eligible employee who has completed twelve (12) months of employment and worked at least 1250 hours in the past twelve (12) months may request an unpaid leave of absence for a period not to exceed twelve (12) weeks in any twelve (12) month period measured forward from the date the employee's FMLA leave first begins. The request should be in writing, must give the reason for the request and must give the expected duration of the leave. The leave may be taken for the following reasons:

1. A serious health condition that makes the employee unable to perform the functions of his/her position;
  2. In order to care for the employee's spouse, child or parent if the person being cared for has a serious health condition;
  3. Because of the birth of a child of the employee, and in order to care for the child within twelve (12) months of the child's birth;
  4. Because of the placement of a child with the employee for adoption or foster care, and in order to care for the child within twelve (12) months of the child's placement.
- Unless leave is taken for the employee's own serious health condition or that of his or her child or spouse, the total leave taken by spouses when both are employed by the Employer is limited to twelve (12) months.

#### *Intermittent Leave*

Unless the CMHPSM agrees, leave for the birth or placement of the employee's child, or to care for the child within twelve (12) months of the child's birth or placement, may not be taken intermittently or on a reduced leave schedule. If medically necessary, leave for the employee's serious health condition or to care for a seriously ill spouse, child, or parent, may be taken intermittently or on a reduced leave schedule.

#### *Substitution of Paid Leave*

An employee is required to use all remaining annual allotted PTO for leave taken for the employee's serious health condition or to care for a seriously ill spouse, child, or parent. An employee is required to use all remaining annual allotted PTO for leave taken for the birth or placement of the employee's child, or to care for the child within twelve (12) months of the child's birth or placement.

#### *Scheduling and Notice by Employees*

When leave is taken for the birth or placement of the employee's child or to care for the child within twelve (12) months of the child's birth or placement, and the leave is foreseeable based on the expected birth or placement, the employee must provide not less than thirty (30) days' notice before the date the leave is to begin. However, if the date of the birth or placement requires the leave to begin in less than thirty (30) days, the employee must provide such notice as is practicable.

When leave is taken for the employee's serious health condition, or to care for a seriously ill spouse, child or parent, and the leave is foreseeable based on planned medical treatment, the employee must make a reasonable effort to schedule the treatment so as not to unduly disrupt the CMHPSM operations, and must provide not less than thirty (30) days' notice before the date the leave is to begin. If the date of treatment requires leave to begin in less than thirty (30) days, however, the employee must provide such notice as is practicable.

#### *Medical Certification*

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When leave is taken for the employee's serious health condition, or to care for a seriously ill spouse, child or parent, CMHPSM may require certification issued by the health care provider of the employee or of the spouse, child, or parent of the employee, as appropriate. This certification must include the date the condition began, its probable duration, appropriate medical facts within the knowledge of the health care provider regarding the condition, and a statement that the employee is unable to perform his/her job function or is needed to care for a sick family member for a specified time.

For leave taken intermittently or on a reduced leave schedule, further certification requirements are as follows:

1. When there is planned medical treatment, the certification must include the dates on which treatment is expected and its duration.
2. When leave is taken for the employee's serious health condition, the certification must include a statement of the medical treatment necessary for such leave and its expected duration.
3. When leave is taken to care for a seriously ill family member, the certification must include a statement that such leave is necessary for the care of the family member who has a serious health condition or will assist in his/her recovery, and the expected duration and schedule of the leave.

### *Second/Third Opinions and Re-certification*

CMHPSM may require, at its own expense if not covered by insurance, a second medical opinion from a health care provider designated by CMHPSM, but not employed on a regular basis by CMHPSM. In the event of a dispute concerning the second certification, CMHPSM may require, at its own expense if not covered by insurance, a third opinion from a health care provider. The employee and CMHPSM must agree on the selection of the third health care provider whose opinion is binding on both parties. CMHPSM may require that the employee obtain subsequent re-certification on a reasonable basis.

### *Benefits During Leave*

CMHPSM will continue to pay the Employer's portion of an employee's health insurance premiums for an eligible employee during the period the employee is on leave for any of the reasons under FMLA Subsections a-d above. The employee shall be responsible to pay his/her portion, if applicable, of health insurance premiums during the period the employee is on leave for any of the reasons under FMLA Subsections a-d above. If an employee's health insurance premium payment is more than 30 days late, CMHPSM upon 15 days' notice to the employee may cease to continue the employee's health insurance coverage if the employee does not pay his/her portion of health insurance premium prior to the specific time. CMHPSM may recover the employee's share of any premium payments missed by the employee for any FMLA leave period during which the Employer maintains health coverage by paying the employee's share after the premium payment is missed. In all other circumstances, CMHPSM will not continue to pay health insurance premiums for an employee on an unpaid leave of absence. The employee may continue insurance coverage at his/her own expense during any unpaid leave of absence. The employee will not accumulate PTO nor be paid for the holidays which may fall during the period of unpaid leave. If the employee fails to return after the leave has expired due to circumstances within the employee's control, the Employer may recover from the employee any premiums which the CMHPSM paid to maintain medical coverage during the leave.

### *Return Rights*

Upon return from a leave taken for a reason listed under FMLA Subsections a-d above, the employee will be returned to his/her former position or to a position equivalent in pay, benefits, and other terms and conditions

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of employment. In all other circumstances, the employee is not guaranteed that he/she will be restored to his/her former position or to an equivalent position. The decision will be at the discretion of the CMHPSM.

### Service Member FMLA

The FMLA now entitles eligible employees to take leave for a covered family member's service in the Armed Forces ("Service member FMLA"). This policy supplements the County FMLA policy and provides general notice of employee rights to such leave. Except as mentioned below, an employee's rights and obligations to Service member FMLA Leave are governed by our existing FMLA policy.

Service member FMLA provides eligible employees unpaid leave for any one, or for a combination, of the following reasons:

1. A "qualifying exigency" arising out of a covered family member's active duty or call to active duty in the Armed Forces in support of a contingency plan; and/or
2. To care for a covered family member who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that such injury or illness may render the family member medically unfit to perform duties of the member's office, grade, rank or rating.

### Duration of Service member FMLA

When Leave Is Due To A "Qualifying Exigency": An eligible employee may take up to 12 workweeks of leave during any 12-month period. When Leave Is To Care for an Injured or Ill Service Member: An eligible employee may take up to 26 workweeks of leave during a single 12-month period to care for the service member. Leave to care for an injured or ill service member, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12-month period. Service member FMLA runs concurrent with other leave entitlements provided under federal, state and local law.

## **SECTION V: BUILDINGGENERAL POLICIES**

As the CMHPSM offices are located in a Washtenaw County owned building, the following rules apply to all CMHPSM employees while on Washtenaw County property.

### **5.1 Identification Cards and Sign-in Procedures**

Photo identification cards are issued to all employees on their date of hire and must be worn and visible at all times while at work.

CMHPSM doors shall remain locked at all times. Your photo identification card should be used to enter the building. Employees are prohibited from loaning or providing the key card to another employee or individual. If your photo key card is lost, you must notify Washtenaw County Human Resources to obtain a replacement card.

For safety and security reasons it is important to assure an accurate account of all building occupants at any given time. You must sign-in/out upon entering/exiting the building at the beginning/end of your shift, for lunch breaks, or any other break where you leave the building.

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### 5.2 Visitors

Friends, relatives and children of employees are not allowed in the working areas without signing in. All visitors will be escorted through the offices once notified of a visitor's arrival. It will be your responsibility to ensure the confidentiality of business and consumer information in accordance with the confidentiality policy.

### 5.3 Washtenaw County Building Policies and Procedure

All CMHPSM staff will follow all applicable Washtenaw County building policies and procedures. Communications related to Washtenaw County building policies or procedures will be forwarded to all CMHPSM staff.

- CMHPSM employees shall follow all posted safety requirements within Washtenaw County owned office space.
- CMHPSM employees shall not alter any physical structures, appearance of walls, windows, flooring, etc within the general CMHPSM office space or personal workspaces without prior approval.
- CMHPSM employees shall not utilize, store or install any items which Washtenaw County has determined to be a health or safety risk. Items include but are not limited to: space heaters, items with an open flame or any other items that Washtenaw County or the CMHPSM CEO determines to be a building health or safety risk.
- All CMHPSM employees shall consult with the CMHPSM's representative on Washtenaw County's building safety committee for further information related to Washtenaw County Building policies and procedures.

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## SECTION VI: GENERAL POLICIES

### 65.13 Personal Mail

Personal mail should not be addressed to CMHPSM addresses. You may not use CMHPSM postage or other CMHPSM property for personal business.

### 65.24 Telephone Calls

Disruptions during working time can lead to errors and delays. Therefore, we ask that personal telephone calls be kept to a minimum.

### 65.35 Open Communication

CMHPSM is committed to creating the best work environment – a place where everyone's voice is heard, where issues are promptly raised and resolved, and where communication flows across all levels of the organization. Openness is essential to quickly resolve concerns, to recognize business issues as they arise, and to address the changing needs of our diverse workforce.

The essence of CMHPSM's Open Communication Policy is open communication in an environment of trust and mutual respect that creates a solid foundation for collaboration, growth, high performance and success across CMHPSM and its partner agencies.

It provides for a work environment where:

- Open, honest, appropriate, professional communication between employees and managers is a day-to-day business practice
- Employees may seek counsel, provide or solicit feedback, or raise concerns within the organization



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- Managers hold the responsibility for creating a work environment where employees' professional and constructive input is welcome, advice is freely given, and issues are surfaced early and are candidly shared without the fear of retaliation when this input is shared in good faith

CMHPSM encourages employees to discuss any issues they may have with a coworker or supervisor directly with that person in an appropriate manner. If a resolution is not reached, employees should arrange a meeting with their supervisor. If the concern, problem, or issue is not properly addressed, employees should contact the Regional Coordinator. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable.

If you have a question or wish to discuss a possible violation, you should first discuss it with your supervisor. If you are not comfortable with that approach for any reason, or if no action is taken, please contact the Regional Coordinator.

#### **65.46 Electronic Communication and Internet Use**

CMHPSM's communication and computer systems (including CMHPSM-provided portable communication devices (PCDs) including cell phones, laptops and tablets) are intended for business purposes. All information stored through or stored in these systems including, but not limited to, voice communication and e-mail messages, is considered CMHPSM information. CMHPSM has the capability and right to access, review, copy, modify and delete any information transmitted or stored in the system, including voice and e-mail messages. As such, users have no legitimate expectation of privacy in regard to their use of the systems. Those voice or computer files containing personal information of an employee as a result of an employee's making incidental use of the CHHPSM's communication and computer system for personal purposes, including the transmission of personal voice and e-mail messages, will be treated no differently than other files, i.e., the CMHPSM reserves the right to access, review, copy, modify, delete or disclose them for any purpose required by law, or which CMHPSM deems appropriate in its discretion. Accordingly, employees should not use the CMHPSM's communication or computer system to send, receive or store any information that they wish to keep private.

The following uses of the IT resources system are strictly prohibited, and violation of these policies may result in discipline, up to and including immediate discharge and, where appropriate, civil and/or criminal liability. The list of prohibited uses of IT resources is for illustration purposes only and is not intended to be all-inclusive.

1. Employees may not use equipment (such as printers) that consumes supplies (paper, toner) for personal use;
2. CMHPSM's communication and computer systems may not be utilized to send or receive obscene, offensive or harassing messages or messages that disclose personal information of consumers without authorization;
3. CMHPSM's communication and computer systems may not be utilized to distribute incendiary statements which may incite violence or describe or promote the use of weapons or devices associated with terrorist activities;
4. CMHPSM's communication and computer systems may not be utilized to distribute, access or solicit sexually oriented messages or images;
5. CMHPSM's communication and computer systems may not be utilized for illegal purposes or in support of such activities including, but not limited to, piracy, cracking, extortion, blackmail;
6. CMHPSM's communication and computer systems may not be utilized for commercial purposes, partisan political purposes, product advertisement or "for-profit" personal activity;
7. CMHPSM's communication and computer systems may not be utilized for any sexually explicit use, whether visual or textual;

### **CMHPSM Employee Handbook**

8. CMHPSM's communication and computer systems may not be utilized for duplicating, transmitting or using software which is not in compliance with software licensing agreements and/or unauthorized use of copyrighted materials or other person's original writings;
9. CMHPSM's communication and computer systems may not be utilized to disrupt the use or performance of CMHPSM authorized communication or computer resources or any other computer system or network;
10. Employees may not access or attempt to access computers, files, and company-provided equipment (such as cell phones and laptops) of another employee or to which the employee is not provided access as part of the employee's regular job duties.;
11. CMHPSM's communication and computer systems may not be utilized in a manner which does or may compromise the security of CMHPSM communication or computer resources including, but not limited to:
  - i. Accessing accounts within or outside the CMHPSM's computers and communication facilities for which you are not authorized or do not have a business need;
  - ii. Copying, disclosing, transferring, examining, renaming, or changing information or programs belonging to another user unless you are given express permission to do so by the person responsible for the information program;
  - iii. Knowingly or inadvertently spreading computer viruses.
  - iv. Distributing "junk mail" such as chain letters, advertisements or unauthorized solicitations.
  - v. Transmitting confidential information without proper security and authority.

The following guidelines have been established for using the Internet, company-provided PCDs, and e-mail in an appropriate, ethical and professional manner:

- Each person will set up a unique network password. Passwords must be changed every six months (or more frequently if you believe your password has been compromised).
- Individuals should not log onto the system using another's password.
- Individuals should not permit another to log on with their password.
- Individuals should not enter data under another person's password.
- Individuals using the computer system will not write down their password and place it at or near the terminal, such as putting their password on a note on the screen or under the keyboard.
- All conversations, text messages and emails must be professional.
- Employees should not open suspicious e-mails, pop-ups or downloads. Contact the CMHPSM Help Desk with any questions or concerns to reduce the release of viruses or to contain viruses immediately.
- Lost or stolen PCDs must be reported as soon as possible to prevent unauthorized use.
- Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside the company.

#### ***Use of Cell Phones, Laptops or Tablets While Driving***

Employees who drive on CMHPSM business must abide by all state or local laws prohibiting or limiting PCD use while driving. Further, even if usage is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the employee is driving, and permitted by law, the employee must use a hands-free option and advise the caller that they are unable to speak at that time and will return the call shortly.

## CMHPSM Employee Handbook

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a cell phone while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and emailing while driving is prohibited in all circumstances.

### **6.55.7 Social Media Use**

#### ***Personal Social Media Use***

CMHPSM respects the right of any employee to maintain a personal blog or webpage or to participate in a social networking site including, but not limited to, Facebook, Twitter and LinkedIn. Employees shall exercise good judgment and will conduct themselves according to existing CMHPSM policies while using social media. Use of social media for personal use at work is not work and should be limited to non-working time.

To protect CMHPSM interests and ensure employees focus on their job duties, employees must adhere to the following rules:

- Employees may not post on a blog or webpage or participate on a social networking site during working time. Employees may use social media for personal use but these activities must be done on their own time. However, all access of social media using CMHPSM equipment, email accounts or facilities will be subject to the terms of CMHPSM policies.
- All rules regarding confidentiality and proprietary business information apply in full to blogs, webpages, social networking and similar sites. Any information that cannot be disclosed through a conversation, note or email also cannot be disclosed in a blog, webpage, social networking or similar site.
- Do not use cmhpsm.org email accounts when creating personal social media identities.
- Whether an employee is posting something on their own blog, webpage, social networking or similar site or on someone else's, if the employee mentions the CMHPSM and also expresses either a political opinion or an opinion regarding CMHPSM's actions, the poster must include the following disclaimer, "The opinions expressed on this site are my own and do not necessarily represent the views of the CMHPSM". This is necessary to preserve CMHPSM's good will in the community.
- Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, webpage, social networking or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or threatening is forbidden. CMHPSM policies apply equally to employee social media usage.

CMHPSM encourages all employees to keep in mind the speed and manner in which information posted on a blog, webpage, and/or social networking site is received and often misunderstood by readers. Be aware that the mere use of social media while at work may be perceived negatively:

- Personal use of social media at work is not work. Social media is inherently public or semi-public. This can create a public perception that staff are not working, along with date and time stamps on activity which can create a well-documented case of not working at a time when some might expect that work should be happening.
- Statements made online can become public and have a way of travelling beyond intended audiences. (It is true with email and text messaging and social media takes it to a different level.)

Employees must use their best judgment. Employees with any questions should consult with the Regional Coordinator and/or their supervisor. CMHPSM may monitor content on the Internet. Failure to follow these guidelines may result in discipline, up to and including termination.

## CMHPSM Employee Handbook

### ***Social Media Use on Behalf of CMHPSM***

Any CMHPSM social media presence must be pre-approved by the Chief Executive Officer and comply with the Public Relations Information policy.

### **6.65-8 Attire and Grooming**

It is important for all employees to project a professional image while at work by being appropriately attired. CMHPSM employees are expected to be neat, clean and well-groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed.

CMHPSM is confident that you will use your best judgment regarding attire and appearance. Management reserves the right to determine appropriateness. Any employee who is improperly dressed will be counseled or in severe cases may be sent home to change clothes. Continued disregard of this policy may be cause for disciplinary action, which may result in termination. Please consult your supervisor for specific information regarding acceptable attire for your position.

If you believe a certain manner of dress, personal appearance or hygiene is necessary because of religious beliefs, medical condition or an otherwise legally protected reason, you must notify the Regional Coordinator of this reason, in writing, before you report to work. CMHPSM may require you to provide appropriate proof of this belief, condition or otherwise protected reason.

### **6.75-9 Ethics and Code of Conduct**

All work shall be performed in an ethical and professional manner as determined by statute, code, accrediting organization standards, and professional organizations' code of conduct standards. This includes engaging in courteous, respectful relationships with coworkers, other health care providers, educational institutions, payers and consumers. Principles of autonomy, compassion, safety, privacy, informed consent, competence and other related principles shall be demonstrated. Any and all ethical and relationship questions, issues or dilemmas arising from work relationships should be discussed proactively with your supervisor.

Any employee who, during the course of employment, believes that he or she has been requested or required to engage in an illegal or unethical act, or who has observed another employee engaged in an illegal or unethical act, must report that fact immediately, in writing, to the Regional Coordinator who will promptly undertake to investigate the allegations and take remedial action, if necessary. If the Regional Coordinator is the individual about whom is the subject of the complaint, the employee shall notify the Chief Executive Officer. If such a report is made in good faith, CMHSPM will protect the reporting employee from any retaliation or other detrimental impact upon his or her employment.

Selected standards:

- All consumers, family members, community members, other treatment providers and internal colleagues shall be treated with the utmost respect, courtesy, compassion and dignity.
- All new employees shall be informed during orientation of their obligation to follow the Ethics and Conduct policy and its guidelines and shall provide written verification of having been informed. Any time there is a significant change made to this policy, all staff shall be informed and new signatures shall be obtained and placed in the personnel file.

Violations of any of the provisions or guidelines of this policy may be cause for disciplinary action up to and including immediate termination of employment.

## CMHPSM Employee Handbook

### **6.85-10 Confidentiality**

During the course of work, you may become aware of confidential information about our business or consumers. It is important that all such information remain confidential and not be disclosed improperly. Actions specifically prohibited or required include, but are not limited to:

- No person may access any confidential consumer or other information unless he/she has a need to know. The “need to know” is the minimum information needed to do his/her job.
- No person may disclose confidential consumer or other information unless properly authorized (see the Confidentiality & Access to Clinical Records Policy and the Disclosure Policy).
- Individuals must not leave printers unattended when they are printing confidential consumer or other information and the printer or fax is in an area where unauthorized individuals have access to the printer or fax machine. Fax paper should be removed from unsecured machines at the end of the workday, so confidential information will not be available to unauthorized persons.
- Each computer will be programmed to generate a screen saver when the computer receives no input for a specified period. Supervisors may specify an appropriate period and appropriate screen saver to protect confidentiality while keeping the computer available for easy use by authorized personnel.
- Users must log off the system or lock the workstation if he or she leaves the computer terminal for any period of time.
- All individuals will familiarize themselves with and comply with the Confidentiality & Access to Clinical Records Policy and the Disclosure Policy to avoid disclosure of confidential information by email, by telephone or in person.

Any employee who improperly discloses confidential information may be subject to disciplinary action up to and including termination.

### **6.95-11 Social Security Number Policy**

Social Security numbers should be collected only where required by federal and state law or as otherwise permitted by federal and state law for legitimate reasons consistent with this Privacy Policy.

CMHPSM shall take reasonable measures to enforce this Privacy Policy and to correct and prevent the reoccurrence of any known violations. Any employees, who knowingly obtains, uses or discloses Social Security numbers for unlawful purposes or contrary to the requirements of this Privacy Policy shall be subject to discipline up to and including discharge. Additionally, certain violations of the Act carry criminal and/or civil sanctions. CMHPSM will cooperate with appropriate law enforcement or administrative agencies in the apprehension and prosecution of any person who knowingly obtains uses or discloses Social Security numbers through CMHPSM for unlawful purposes.

### **6.105-12 Conflicts of Interest**

It is CMHPSM’s policy that all employees avoid any actual or appearance of conflict between their personal interests and those of CMHPSM. The purpose of this policy is to ensure that CMHPSM’s honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually, potentially or appear conflict with the best interest of the CMHPSM.

No employee of CMHPSM shall accept any gift or benefit in the form of service, loan, article or promise for their personal use while acting as a representative of CMHPSM.

It is your responsibility to report any actual or potential conflict that may exist between you (or your immediate family) and CMHPSM.

## CMHPSM Employee Handbook

Employees with a conflict-of-interest question should seek advice from management. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek review from their manager or Regional Coordinator.

### **6.115-13 Publicity/Statements to Media**

To ensure accuracy of representation, all written and verbal interactions with the media shall receive prior approval by the Chief Executive Officer or a designee of the Chief Executive Officer. No employees, unless specifically designated by the Chief Executive Officer, are authorized to make those statements on behalf of CMHPSM.

All publicity materials shall be reviewed and approved by either the Chief Executive Officer, an applicable committee, management team, or designee of the Chief Executive Officer, and shall adhere to applicable CMHPSM policies and Michigan Department of Health and Human Services (MDHHS) Customer Services standards.

### **6.125-14 Nepotism, Employment of Relatives and Employee Relationships**

CMHPSM wants to ensure that practices do not create situations such as conflict of interest or favoritism. This extends to practices that involve employee hiring, promotion and transfer. Close relatives, partners, those in a dating relationship or members of the same household are not permitted to be in positions that have a direct or general supervision reporting responsibility to each other. Close relatives are defined as husband, wife, domestic partner, father, mother, father-in-law, mother-in law, grandfather, grandmother, son, son-in-law, daughter, daughter-in law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister-in-law, step relatives, cousins and domestic partner relatives.

If employees begin a dating relationship or become relatives, partners or members of the same household and if one party is in a supervisory position, that person is required to inform management, in writing, and the Regional Coordinator of the relationship. Those employees may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. CMHPSM generally will attempt to identify other available positions, but if no alternative position is available, CMHPSM retains the right to decide which employee will remain with the CMHPSM.

In other cases such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment at the discretion of the CMHPSM. Accordingly, all parties to any type of romantic personal relationship must inform management.

### **6.135-15 Personnel Records**

Personnel records are maintained by the Regional Coordinator. These records include information on initial employment or re-employment, professional credentials, salary increases, promotion, demotions, disciplinary actions and other pertinent employment information. You may have access to review and have a copy made of your personnel file provided a representative of CMHPSM, or his/her designee, is present during the review.

Personnel files may not be taken outside of the ~~Chief Executive Officer's~~ Regional Coordinator's office.

Managers and supervisors may only have access to personnel file information on a need-to-know basis. Personnel records are available to the Chief Executive Officer for review upon request.

### ***Change of Name, Address or Telephone Number***

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It is your responsibility to keep your personnel records correct and up to date. Any time there is a change in your name, address, phone number, or other information about yourself, you must report that information to the Regional Coordinator, in order to amend the records, benefit, and tax forms, when necessary.

Emergency contact information must be updated on an annual basis. An out of date emergency contact or an inability to reach you in a crisis could cause a severe health or safety risk or other significant problem. It is your responsibility to keep this updated.

Note: Changes in an employee's status such as the birth of a child or a marriage should be immediately reported by the employee to the Regional Coordinator as the addition of dependents to insurance policies must occur within 30 days of the qualifying event.

### **6.145-16 References**

CMHPSM will provide general information concerning the employee, such as date of hire, date of termination and positions held. Requests for reference information must be in writing and responses will be in writing. Please refer all requests for references to the Regional Coordinator.

Only the Regional Coordinator may provide references.

### **6.155-17 Outside Employment**

While we hope that employment with the CMHPSM is fully rewarding to you and it is generally discouraged to have outside employment, employees may engage in outside or supplemental employment in accordance with the following limitations. In no case shall outside or supplemental employment conflict with or impair your responsibilities to the CMHPSM.

Any employee desiring to participate in outside or supplemental employment must obtain permission of the Chief Executive Officer in writing prior to engaging in outside or supplemental employment. All employees engaged in outside or supplemental employment shall:

- Not compete with, conflict with or compromise CMHPSM interests or adversely affect job performance and the ability to fulfill all job responsibilities.
- Nor perform any services for customers that are normally performed by CMHPSM.
- Not use of any CMHPSM facilities, supplies, files or equipment including the unauthorized use or application of any confidential information.
- Not solicit or conduct any outside business during paid working time nor use CMHPSM facilities or staff as a source of referral for private customers or clients,
- Not use the name of the CMHPSM as a reference or credential in advertising or soliciting customers or clients.
- Maintain a clear separation of outside or supplemental employment from activities performed for CMHPSM, and
- Not cause any incompatibility, conflict of interest, or any possible appearance of conflict of interest, or any impairment of the independent and impartial performance of employee's duties.

CMHPSM shall not be liable, either directly or indirectly for any activities performed during outside or supplemental employment.

You are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If CMHPSM

## **CMHPSM Employee Handbook**

determines that an employee's outside work interferes with performance, the employee may be asked to terminate the outside employment.

### **6.165-18 Solicitation**

The Chief Executive Officer may permit the solicitations of employees by fellow employees within the organization for charitable or non-profit causes. Any authorized solicitations shall be conducted so as to provide the least amount of disruption to operations. Solicitations by non-employees shall not be permitted at any time.

### **6.175-19 Political Activity**

Every employee has the right to freely express his or her views as a citizen and to cast a vote as he or she may wish. Coercion for political purposes is strictly prohibited. Employees of federally aided programs are, however, prohibited from participation in partisan political activity under the Federal Hatch Political Activities Act. No employee may engage in political activities during the course of their paid work period, nor may they use their position for political purposes. Similarly, political contributions may not be requested of you as a condition of employment. Employees who wish to run for political offices may be required to take a leave of absence for that purpose. Certain federally funded employees must resign if they wish to run for partisan political offices.

### **6.185-20 Theft and Use of Property, Equipment or Facilities**

The theft, attempted theft or neglect of property of CMHPSM, its visitors, consumers or employees is prohibited.

It is impossible to secure insurance coverage for personal equipment and valuables brought on CMHPSM premises. Employees are discouraged from having personal items in their office. Further, CMHPSM is not responsible for any damage to employee's personal belongings unless the employee's supervisor provided advance written approval for the employee to bring the personal property to work.

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines. Employees will conform to all rules for use and treatment of CMHPSM facilities and property and will not use any CMHPSM property, equipment, facilities or staff for personal matters or gain. Your supervisor can answer any questions about your responsibility for maintenance and care of equipment used on the job.

Unauthorized use of CMHPSM property, equipment or facilities (including telephones, fax machines and duplicating equipment) is prohibited.

### ***Intellectual Property***

Employees also are prohibited from any unauthorized use of CMHPSM's intellectual property, such as audio and video tapes, print materials and software. CMHPSM, pursuant to Title XVII of the United States Code, owns all work made for hire by employees of the CMHPSM, whether completed partially or in their entirety during time for which the employee is compensated by CMHPSM, either by pay or compensatory time, unless CMHPSM and that employee expressly agree otherwise in writing. The CMHPSM shall initiate copyright applications for works which warrant copyright protection in order to guard against their use by unauthorized persons.

### **6.195-21 Required Training and Professional Development**

A core set of trainings is available and must be completed as required based on the requirements of your position. Topics include, but are not limited to: Blood borne Infectious Disease; Recipient Rights and Confidentiality; Grievance and Appeals; Person Centered Planning; Cultural Competency, Medicaid Integrity and



## CMHPSM Employee Handbook

Service Verification (see Exhibit H). Consult with your supervisor to determine which trainings are required for your position and to schedule these trainings.

Professional development options may also be available. Consult with your supervisor to determine which trainings are available and to schedule those trainings.

It is the policy of the CMHPSM to provide educational and professional development through conferences, workshops, and seminars. The CMHPSM will make this benefit available to as many different staff as possible over time.

### **6.205-22 Work Rules**

CMHPSM strives to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct. Because everyone may not have the same idea about proper workplace conduct, the purpose of the work rules is to set forth some guidelines for conduct for employees to follow. All CMHPSM employees are expected to adhere to the following rules of conduct as well as the rules and policies previously stated. Violation of these work rules may result in disciplinary action, including possible discharge.

The following are examples of some, but not all, conduct which is unacceptable:

- Falsification or unauthorized altering of employment application information, records (payroll or program records), or CMHPSM records is prohibited.
- Falsification of public records, administrative or clinical documentation.
- Misuse/misappropriation of public funds.
- Violation of the Attendance Policy, including, but not limited to, irregular attendance, habitual lateness or unexcused absences.
- Falsification of information to secure leaves of absence or improper use leaves of absence.
- Violation of CMHPSM confidentiality policy or State or Federal laws regarding confidentiality.
- Violation of CMHPSM's Drug and Alcohol-free Workplace Policy.
- Violation of the Solicitation and Distribution Policy.
- Violation of CMHPSM's Harassment or Equal Employment Opportunity Policies.
- Violation of the Communication and Computer Systems Policy.
- Violation of safety rules and policies.
- Violation of the CMHPSM's Tobacco Free Workplace Policy.
- Violation of political activity restriction.
- Acceptance of gifts that may be construed as influencing a decision of CMHPSM or any other violation of the conflict of interest policy.
- Discourteous treatment of the public or other employees.
- Fighting, threatening or disrupting the work of others or other violations of CMHPSM's Workplace Violence Policy. Willful acts that would endanger the lives and property of others.
- Carelessness or negligence which results in an injury to another employee, client or visitor.
- Unsatisfactory job performance; for example, inefficiency, negligence or incompetence in the performance of duties
- Refusal to accept or willful failure to carry out a reasonable and lawful instructions or assignment from a supervisory personnel (insubordination).
- Failure to attend any scheduled mandatory CMHPSM staff meeting.
- Willful or negligent destruction or damage to CMHPSM assets or to the equipment or possessions of another employee.
- Careless, negligent or improper use of [CMHPSMCounty](#) property or equipment.

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- Stealing, removing or defacing CMHPSM property or a coworker's property.
- Performing work of a personal nature during working time.
- Illegal activity on CMHPSM premises (misdemeanor or felony) during work or non-work hours.
- Unauthorized possession of firearms, dangerous weapons or personal protection devices while on CMHPSM property or business.
- Instigating, aiding or participating in any illegal strike or work stoppage.
- Failing to maintain a license or other such certification which is required as a condition of holding that job.
- Conviction of a felony or plea of no contest.
- Conviction of a misdemeanor or plea of no contest which would adversely affect performance of employee's duties.
- Inefficiency, incompetency or neglect of duty.
- Conduct disruptive to other employees.
- Any other violation of CMHPSM policy.

This list is not intended to be an all-inclusive list of rules of conduct expected of employees. Further, the list may be added to, modified or supplemented by CMHSPSM. Other types of behaviors can subject an employee to disciplinary action including discharge. Note that all employees are employed at-will and CMHPSM reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The CMHPSM will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, CMHPSM will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason.

The observance of these rules will help ensure that our workplace remains a safe and desirable place to work.

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### **CMHPSM Complaint Procedure\***

This complaint procedure will be applicable to regular CMHPSM employees covered under this handbook. Should any regular employee of CMHPSM to which this procedure is applicable have a complaint about the interpretation or application of personnel policies, the following steps will be taken:

Any complaint about an occurrence should be submitted within five (5) working days of the occurrence or when the employee shall reasonably have obtained knowledge of the occurrence.

The employee may make the complaint to their supervisor or the Chief Executive Officer. Where possible, the complaint should be made in writing. If the complaint is made verbally, a written record of the meeting with the Supervisor/Chief Executive Officer will be made. The complaint should be signed by the employee. The Supervisor will inform the Chief Executive Officer of the complaint immediately after being notified by the employee and provide written documentation. The Chief Executive Officer will, within ten (10) working days after receipt of the written complaint, give his/her decision in writing.

For employees who have been discharged and who have been employed for one (1) year or more, the Chief Executive Officer, within their sole discretion, may provide up to four (4) weeks of severance pay and continue health insurance premium payments for that time, provided the employee is not receiving unemployment benefits during that period and provided the employee executes CMHPSM's standard release agreement.

The decision of the Chief Executive Officer will be binding and final on all parties.

**\*Note:** This is not the complaint procedure for Recipient Rights complaints. Please review the Office of Recipient Rights policy for more information on the duty to report all suspected recipient rights violations and procedures to follow.

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### Employee Handbook Acknowledgment and Receipt

**I have received my copy of the Employee Handbook.**

The employee handbook describes important information about CMHPSM, and I understand that I should consult my supervisor regarding any questions not answered in the handbook. I have entered into my employment relationship with CMHPSM voluntarily and acknowledge that there is no specified length of employment. **Accordingly, either I or CMHPSM can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.**

I understand and agree that, other than the Chief Executive Officer, no manager, supervisor or representative of CMHPSM has any authority to enter into any agreement for employment other than at will; only the Chief Executive Officer has the authority to make any such agreement and then only in writing signed by the Chief Executive Officer of CMHPSM.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with CMHPSM. By distributing this handbook, the organization expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand and agree that in consideration for my employment or continued employment that any claim or lawsuit arising out of my employment with, or my application for employment with, the CMHPSM or any of its elected or appointed officials or employees must be filed no more than one hundred and eighty (180) calendar days after the day of the employment action which is the subject of the claim or lawsuit. While I understand that the statute of limitations for claims arising out of an employment action may be longer than one hundred and eighty (180) calendar days, I agree to be bound by the one hundred and eighty (180) calendar days' period of limitations set forth herein, and **I WAIVE ANY STATUTE OF LIMITATIONS TO THE CONTRARY.**

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by CMHPSM, and the organization reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. Only the Chief Executive Officer of CMHPSM has the ability to adopt any revisions to the policies in this handbook. I understand it is my responsibility to update this handbook as soon as replacement pages are distributed.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it. In the event that I am ever employed in a supervisory or management capacity for CMHPSM, I understand and agree it is my responsibility to understand, execute and enforce the policies and procedures established in this handbook to the employees under my direction.

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Employee Signature

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Date

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Employee Name (PRINT)

**TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE**

## 2017 CHMPSPM Employee Benefits Overview

Plan Design	PPO with a Health Savings Account (HSA)	
	In Network	Out of network
Deductible Individual	1,350/year	2,700/year
Deductible Family	2,700/year	5,400/year
Annual Maximum out of pocket - Individual	2,350/year	4,700/year
Annual Maximum out of pocket - Family	4,700/year	9,400/year
Health Savings Account	CMHPSM will sponsor an HSA account for the organization. Each eligible employee will be responsible to fund his/her own HSA account (optional to employees).	
Office visits primary	No charge after in-network deductible	80% covered after out-of-network deductible
Specialist	No charge after in-network deductible	80% covered after out-of-network deductible
Chiropractic	No charge after in-network deductible	80% covered after out-of-network deductible
Preventative Care	100% Covered	Not covered
Hospitalization Services	No charge after in-network deductible	80% covered after out-of-network deductible
Emergency Room	No charge after in-network deductible	No charge after out-of-network deductible
Urgent Care	No charge after in-network deductible	80% covered after out-of-network deductible
Pharmacy	In Network	Out of Network
Generic Retail	30-day supply \$20 after in-network deductible	After out-of-network deductible is met, \$20 copay <b>plus</b> an additional 20% of the BCBSM approved amount for the drug
	90-day supply \$50 after in-network deductible	
Preferred Brand	30-day supply \$60 after in-network deductible	After out-of-network deductible is met, \$60 copay <b>plus</b> an additional 20% of the BCBSM approved amount for the drug
	90-day supply \$170 after in-network deductible	
Non-Preferred Brand	30-day supply \$80 or 50% of the approved amount (no more than \$100)	After out-of-network deductible is met, \$80 or 50% of the approved amount (whichever is greater) but no more than \$100 <b>plus</b> an additional 20% of the BCBSM approved amount for the drug
	90-day supply \$230 or 50% of the approved amount (no more than \$290)	
Specialty Drugs	30-day supply After in-network deductible is met, 20% of approved amount, but no more than \$200.	After out-of-network deductible is met, 20% of approved amount, but no more than \$200 <b>plus</b> an additional 20% of approved

## 2017 CHMPSPM Employee Benefits Overview

		amount
	90-day supply No coverage	90-day supply No coverage
Dental Coverage		
Individual Deductible	\$0	\$0
Family Deductible	\$0	\$0
Applies to Preventative	No	No
Annual Maximum	\$1,500/person	
Services and Percent Covered		
Preventative exams cleaning	100%	
Diagnostic X-rays	100%	
Basic restorative	90%	
Major restorative	60%	
Prosthodontics	60%	
Orthodontia	50% (lifetime max \$1,000)	
Vision Coverage		
	Exams \$10	Up to \$40
	Lens \$5 co-pay/Frames \$130 allowance	
Life and Disability Insurances		
LIFE	2 X base salary, max of \$200,000	
STD	66.67% of weekly wages, \$750/week max	
LTD	66.67% of monthly wage to a maximum of \$7500/month	



## Regional Board Action Request

Board Meeting Date: 12/14/2016

Action Requested: Approve the job description and posting for the Information Management Coordinator position as recommended by the CEO\CIO.

Background: After reviewing the Information Management structure of the PIHP it was determined that an IM Coordinator position was needed. The IM Coordinator will work directly with the Chief Information Officer; responsibilities include, but are not limited to:

- Management of the CMHPSM Help Desk (managing internal and external IT and EHR issues).
- Management and maintenance of all computers, servers, CMHPSM network infrastructure and email system.
- Assisting the Chief Information Officer with projects related to IM, the electronic health record, and regional\statewide IM workgroups.

The funding for this position was included in the FY 17 budget approved by the board.

Connection to PIHP/MDCH Contract, Regional Strategic Plan or Shared Governance Model:

Performance Objectives: Ensure adequate infrastructure to complete all necessary functions of the PIHP.

Recommend: Approval



## Regional Board Action Request

Board Meeting Date: December 14, 2016

Action Requested: Consideration to approve the creation of a part-time Finance Assistant position

Background: The funding of this position is from the division of the finance manager position into an accountant position and the finance assistant position. The creation of this position is to establish a segregation of duties amongst finance staff to reduce risk exposure. The separation by sharing of more than one individual in one single task is an internal control intended to prevent fraud and error. The funding for this position was included in the FY 17 budget approved by the board.

Connection to PIHP/MDCH Contract, Regional Strategic Plan or Shared Governance Model:  
PIHP/MDCH Contract Section 8.0 Contract Financing  
CMHPSM Regional Agreements

Recommend: Approval



**CEO Performance Fourth Quarter Metrics Report  
July through September 2016**

The performance metrics approved by the CMHPSM Board of Directors at its January 13, 2016 are listed below:

1. Compliance with MDHHS/PIHP Contract requirements as evidenced by satisfactory completion of the MDHHS Site Review Survey, the SUD audit by MDHHS, and the EQR conducted by HSAG. The reviews and audits occur at different times throughout the year.

Status: The External Quality Review (EQR) occurred during the months of June, July and August. There are three sections covered in the full EQR process—Compliance, Performance Measure Validation, and progress on an agreed upon Performance Improvement Project. The final reports indicated satisfactory performance in all three areas. The MDHHS Site review process was completed over the fourth quarter. This review included the Autism Waiver, Home and Community Based Waiver, Substance Use Disorder services, and a review of the Corrective Action Plan from the full MDHHS 2015 PIHP/CMH Site Review. Any plans of correction resulting from these reviews have been submitted and approved and corrections made. This are considered satisfactory reviews by MDHHS.

2. Satisfactory organizational performance as evidenced by timely submission of financial reports and other required reports to MDHHS. The indicators associated with the performance withhold in the MDHHS contract are the main focus.

Status: The attached graph displays the status of the indicators for items 2 and 4.

- During this past quarter, there have been no financial reports required that were included in the list MDHHS is using for monitoring the timeliness of reporting.
- Indicator 2 includes the coordination metrics for the PIHPs and the Medicaid Health Plans (MHPs). All required reports were submitted by the established due dates—one in October and the last in November. The PIHPs and the MHPs continue to meet together jointly on the second and fourth Thursdays of each month to address the remaining shared metrics for FY 16 and the new metrics for FY 17. These meetings are going well and the majority of PIHPs and MHPs have met all the milestones included in our contracts within the timeframes established by MDHHS.

3. Satisfactory relationship with the CMHPSM Board of Directors as evidenced by Board feedback regarding CEO communication with the Board as a whole that keeps the Board informed of relevant trends, material external and internal changes that impact the operational or financial status of the CMHPSM, particularly changes in the assumptions upon which any Board Policy has previously been established, threatened or pending lawsuits, and any adverse media coverage.

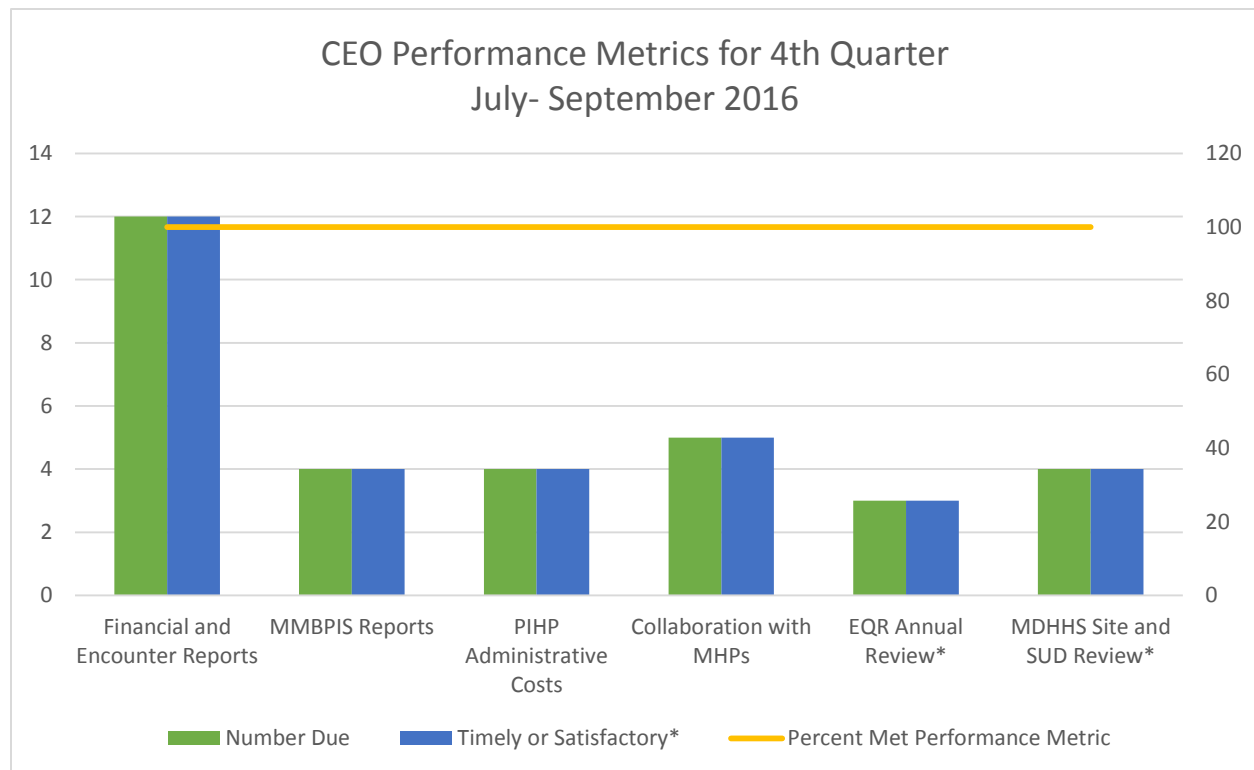
Status: Each CMHPSM Board Meeting Agenda includes a report from the CEO.

4. Satisfactory management of PIHP administrative costs as evidenced by quarterly budget to actual reports.

Status: The budget to actual costs are reported to the Board during Board meetings. We continue to be underspent in this area. A recent state report showed the average PIHP admin rate as 7% with the range from 2% to 12%. We are at the low end at 2%. MDHHS has indicated concern about the extreme variation across the 10 PIHPs and some changes are being made to the end of the year reporting.

5. Development of a 3-5 year Strategic Plan with quarterly progress reports to the Board.

Status: We have been assessing our performance as a PIHP and our role within the four county region. At an All Staff Meeting held in March 2016, we evaluated our internal functioning as a team and the external challenges faced by the CMHPSM. The ROC has met to discuss external threats and opportunities for the region. A strategic planning meeting with key staff has been scheduled for Wednesday, September 28. A draft of the 2016 through 2019 Strategic Plan was presented for review and feedback at the November 2016 CMHPSM All Board meeting. The new Strategic Plan will provide a framework for the development of organizational metrics that will be reported to the CMHPSM Board on a quarterly basis beginning in March 2017.



Respectfully Submitted by

Jane Terwilliger, LMSW