

SUCCESSION PLAN - PUBLIC

This document is to be updated annually, preferably in October or November

CONTACTS

General

Additional contacts and information are available by going to documents and then to the contacts folder or the data bases folder on the desktop computer. There is also a white binder in the bottom left-hand drawer of the executive director's front desk with hard copy of the contact information.

NAME	POSITION	PHONE NUMBER
Michelle Hilliker	Financial & Statistical Management Analyst for SCAO hillikerm@courts.mi.gov	517.373.4839, x 2
Gabriella Simon-Lake	Administrative Assistant for SCAO lakeg@courts.mi.gov	517.373.4839, x 3
Cheryl Levine	Training & Communication Coordinator for SEMS cheryl.levine@msemp.org	517.485.2274
Laura Zangara	Intake Coordinator for SEMS Laura.Zangara@msemp.org	517.485.2274
CDRP Centers	16 executive directors	Document Attached
Robyn Rebec	Handles payroll & related financials. Kammermann & Bascom	231.547.4911
Vel Kammermann	Works in conjunction with Corey. Partner in Kammermann & Bascom	231.547.4911
Corey Bascom	Works in conjunction with Vel. Partner in Kammermann & Bascom	231.547.4911
Marcie Wolfe	Abuzz Creative – Website & internet access marcie@abuzzcreative.com	231.373.8414
Sommer Poquette	Keep It Real Social – Social media sommer@keepitrealsocial.com	231.753.6157
Dan McGuire	Technician dankjmcg@gmail.com	231.675.6558
Mike Pennanen	The 501 Alliance (unemployment insurance)	248.353.9130, x209
David (DJ) Jones	Executive Director of PHSACF djones@phsacf.org	231.348.5820
Chip Hansen	President of CCCF chansen@c3f.org	231.536.2440
Sara Ward	Vice President of CCCF sward@c3f.org	231.536.2440
Rebeca Otto	Executive Director of United Way rebeca@unitedwaynwmi.org	231.487.1006
Annette Wells	Board Vice President of the Michigan Community Mediation Association annette@mimmediation.com	989.732.1576
Cory Martin	CEO of Michigan Community Mediation Association	
Savannah Cool	Great Start Collaborative cools@charemisd.org	231.373.2914

Rebeca Otto	Human Services Coordinating Body rebeca@unitedwaynwmi.org	231.487.1006
Ben Hicks	Char-Em ISD Director of Special Education	231.547.9947
Mary Wallace	Coordinator for the BHMS Program Grant mwallace@mediation-omc.org	248.338.4280, x 214
Nikki Devitt	Petoskey Chamber of Commerce nikki@petoskeychamber.com	231.347.4150
Bonnie Kulp	Harbor Springs Chamber of Commerce director@harborspringschamber.com	231.526.7999
Sarah Van Horn	Charlevoix Chamber of Commerce Vanhorn@charlevoix.org	231.547.2101
Mary Faculak	East Jordan Chamber of Commerce info@ejchamber.org	231.536.7351
Lisa Luebke	Boyne City Chamber of Commerce lisa@boynechamber.com	231.582.6222
Kirstyn Horan	horan.kirstyn@gmail.com	419.205.0174
Brian Kasiborski	bkasiborski@gmail.com	313.801.5905
Bill Millar	millar36@charter.net	231.347.2347 231.838.2347

Local Charlevoix County

For additional contacts and information, go to documents to contacts to Charlevoix County Directory on desktop computer.

NAME	POSITION	PHONE NUMBER
Joe Hayes	33 rd Circuit Court Judge	231.547.7243
Melinda Morgan	33 rd Court Administrator	231.547.7243
Angela Lasher	90 th District Court Judge	231.547.7227
Dean Viles	90 th District Court Administrator	231.547.7227
Katrina Martin	90 th District Magistrate	231.547.7227
Kathy Froysaa	90 th District Deputy Clerk / Civil	231.547.7254
Valerie Snyder	7 th Probate Judge	231.547.7214
Tim Smith	7 th Probate Court Administrator	231.547.7214
Tom Crowe	7 th Probate Family Court Registrar	231.547.7214
DeAnn Sharrow	7 th Probate Financial Officer	231.547.7214
Nancy Parshall	Friend of the Court Director	231.547.7265
Melissa Seger	Friend of the Court Parenting Time	231.547.7265
Allen Telgenhof	Prosecuting Attorney	231.547.7207
Kerry Zahner	Chief Assistant Prosecuting Attorney	231.547.7207
Julia Drost	County Clerk	231.547.7200
Becki King	County Finance Director	
Kaylee Wells	Veterans Affairs	231.547.7220
Josh Galle	Veterans Affairs	231.547.7220
Chuck Vondra	Charlevoix County Sheriff	231.547.4461

Local Emmet County

For additional contacts and information, go to documents to contacts to Emmet County Directory on desktop computer.

NAME	POSITION	PHONE NUMBER
Jennifer Deegan	57 th Circuit Court Judge	231.348.1748
Cheryl Fitzgerald	57 th Circuit Court Administrator	231.348.1741
Angela Lasher	90 th District Court Judge	231.348.1750
Hannah May	90 th District Court Administrator/Clerk	231.348.0647
Amanda Miller	90 th District Court Administrator	231.348.1754
Katrina Martin	90 th District Magistrate	231.348.0634
Wendy Viles	90 th District Court Clerk / Civil	231.348.1751
Valerie Snyder	7 th Probate Judge	231.348.1764
Matt Miller	7 th Probate Court Administrator	231.348.1766
Debbie Niswander	7 th Probate Court Register	231.348.1707
Cynthia Brubacher	Family Court Register	231.348.1764
Amanda Guarisco	Friend of the Court Director	231.348.1719
Taylor Peter	Friend of the Court Administrative Assistant	231.348.1717
Mary Ellen Emery	Friend of the Court Deputy	231.348.1720
Suzanne Kanine	County Clerk	231.348.1745
Jim Linderman	Prosecuting Attorney	231.348.1742
Steve Graham	Chief Assistant Prosecuting Attorney	231.348.1793
Suzanne Kanine	County Clerk	231.348.1745
Marilyn May	County Treasurer	231.348.1715
Pam Gibson	County Finance Director	231.348.1714
Kelly Moses	County Reconciliation Clerk	231.348.0601
Jeff Urban	Veterans Affairs	231.348.1780
Pete Wallin	County Sheriff	231.347.1732

ACRONYMS

ACRONYM	MEANING
ACVS	Access & Visitation
BHMS	Behavioral Health Mediation Services
CA/NR	Child Abuse/Neglect Central Registry
CCCF	Charlevoix County Community Foundation
CDP	Child Protection
CDRP	Citizen Dispute Resolution Program
HSCB	Human Services Coordinating Body
MADTrac	Statewide database
MAMP	Michigan Agricultural Mediation Program
MCMA	Michigan Community Mediation Association
MDHHS	Michigan Department of Health & Human Services
PHSACF	Petoskey-Harbor Springs Area Community Foundation
SCAO	State Court Administrative Office
SEMS	Special Education Mediation Services
VOC	Victim Offender Reconciliation Program for Charlevoix
VOC1	Victim Offender Reconciliation Program for Charlevoix for first-time offender

VOE	Victim Offender Reconciliation Program for Emmet
VOE1	Victim Offender Reconciliation Program for Emmet for first-time offender
VORP	Victim-Offender, Reconciliation Program
YTD	Year to date

ACCESS INFORMATION

ACCOUNT	USER NAME	PASSWORD
First Community Bank (checking)		
MADTrac (local)		
MADTrac (state)		
Jane's Computer		
Laura's Computer		
Karen's Computer		
Kristy's Computer		
Quick Books (financials)		
iCHAT (state police background check)		
State Budget Office – SIGMAVSS (state deposits to checking account)		
Special Education		
CDRP Admin Site		
Human Services Coordinating Body		
Federal ID#		
Dun & Bradstreet		
Website		
AT&T		
Pitney Bowes		
mSecure on Jane's iPhone		
MADTrac Karen		
MADTrac Laura		
MADTrac Jane		
MADTrac Kristy		
E-Mail Karen		
E-Mail Kristy		
E-Mail Laura		
E-Mail Jane		
E-Mail Admin		
E-Mail Katie Allen		
E-Mail Jeanne Baranowski		
E-Mail Curtis Boehmer		
E-Mail Bill Cattin		
E-Mail Denise Drake		
E-Mail Katie Eberly		
E-Mail Bill Killoran		
E-Mail Lee Kramer		

E-Mail Rob McKenzie		
E-Mail Katie Mott		
E-Mail Denise Petoskey		
E-Mail Juli Ryner		
E-Mail Kate Scollin		
E-Mail Greg Thiess		
E-Mail Ingrid Tomey		
Laptop Computer #1 for Restorative Practices		
Laptop Computer #2 for Restorative Practices		
Wi Fi		
EFTPS		
GoToMyPC Account for Karen & Laura		
GoToMyPC Jane		
GoToMyPC Karen		
GoToMyPC Laura		
Zoom		
Zoom Jane		
Zoom Karen		
Zoom Laura		
Zoom admin		
Zoom MCMA		
DocuSign Jane		
DocuSign Karen		
DocuSign Laura		
DocuSign Dan		
Gmail Jane		
Gmail Karen		
Gmail Laura		
MI-Resolve Bruce		
MI-Resolve Hugh		
MI-Resolve Amy		
MI-Resolve Denise		
MI-Resolve Lee		
MI-Resolve Ingrid		
MI-Resolve info		
MI-Resolve for Administrator		
MI-Resolve for Public		
NCM Administrative Website		
PayPal Jane		
PayPal Karen		

PayPal Laura		
Website E-Mail		
SEMS Procedural Manual		
SEMS Application		
Website Dashboard		
treasurydirect.gov		

CREDIT CARD

TYPE	BANK	NAME	PERSON	NUMBER	CODE
Master Card	fnbo	NCM	Dr. Jane Millar		

FINANCIAL ACCOUNTS

Statements are in bottom right-hand drawer of the Executive Director's desk.

INSTITUTION	ACCOUNT #
Checking – First Community Bank	
US Treasury Note 1	
US Treasury Note 2	
US Treasury Note 3	
US Treasury Note 4	
iBond	

LOCATION OF KEYS AND DOCUMENTS

- Keys
 - Located in the middle drawer of the Executive Director's desk
- Documents
 - Individual mediator folders, including background checks, in file cabinet to the left of the Executive Director's front desk
 - All documents relating to Executive Director's job in three, tall file cabinets in her office
 - Electronic copy of 2021 & 2022 case reports in Closed Cases folder on desktops of both case managers and the executive director
 - Hard copy of 2017-2020 case reports in file cabinets in work room
 - Hard copy of 2016 case reports in banker boxes in Brother Dan's room
 - Binders relating to finances and the board on third shelf of left-hand bookcase in executive director's office
 - Binders relating to trainings on the shelves of the two bookcases in the executive director's office
 - MCMA information in bottom right-hand drawer of executive director's back desk
 - Present quarterly folders for open and closed cases in bottom right-hand drawer of executive director's back desk
 - Other pertinent folders needed regularly in top right-hand drawer of executive director's front desk

REGULAR RESPONSIBILITIES

Daily/Weekly

- Monitor MADTrac entries*
- Update Facebook & Instagram
 - Post on Tuesday, Thursdays and Fridays at a minimum
 - Include a post for the BHMS Program and the MAMP at least once a month*
- Update Website
- Pay bills as they are received*
 - Find invoices in Bills to be Paid folder on window sill to the right of the Executive Director's front desk
 - Use electronic payments whenever possible
 - Check book is located in the middle drawer of the executive director's front desk.

Monthly

- Publish newsletter
 - On the desktop computer, go to documents to newsletters to the present year. Use the previous month's newsletter as a template, remembering to change the date, volume and number as needed
 - Post on the website under newsletters under NCM documents
 - Send e-mail out to the distribution list titled "newsletter" in the address book with the message, "The MONTH newsletter is now available at URL on the NCM website."
- Reconcile check book with bank statement prior to running financials*
- Run financials*
 - Reconcile the checking account
 - Income & expense report in Finances folder
 - Profit loss, profit loss YTD, vendor summary, vendor summary YTD & balance sheet previous year comparison from Quick Books
 - Merge documents via Microsoft Print to PDF or by scanning
 - Post on website
 - Notify Board of the posting
- Pay monthly rent*
 - St. Francis Xavier \$650/month
- Run Case/Client Snapshot from MADTrac for VORP for previous month and send via e-mail*
 - Send full report to Judge Snyder
 - Send VOC & VOC1 to Tim Smith
 - Send VOE & VOE1 to Matt Miller
 - Send VOC1 to Kerry Zahner
 - Send VOE1 to Jim Linderman
 - Copy Case Manager Laura Buckingham on above e-mails
- Send VORP invoice for previous month to appropriate county financial officers
 - Templates for the invoices can be located under documents on the desktop computer by going to VORP to invoices and then to the present year
 - For Charlevoix county, send to DeAnn (Didi) Sharrow
 - For Emmet county, send to Marsha Stahmer and copy Matt Miller
- Send special education activity report to Cheryl Levine*
 - Go to Documents on computer of Executive Director. Go to Special Education folder for appropriate year for template. Use this for appropriate payment voucher and date accordingly.

- Send signed scanned copy, which serves as an invoice (Cheryl Levine cheryl.levine@msemp.org)
 - Copy Case Manager Karen Cole if any cases were mediated or facilitated
- Send VORP invoices for present month in the middle of the month*
- On desktop, go to VORP folder to invoices folder to appropriate year
 - Use previous month as a template for each of the counties
 - For Charlevoix County, send to DeAnn Sharrow
 - For Emmet County, send to Matt Miller
- Run case/client snapshot from MADTrac for small claims and general civil cases for previous month*
- Send small claims and general civil cases for Emmet county to Wendy Viles
 - Send small claims and general civil cases for Charlevoix county to Dean Viles and Kathy Froysaa
 - Copy Case Manager Laura Buckingham on above e-mails
- Run case/client snapshot from MADTrac for Child Protection Mediation for previous month for Charlevoix county and Emmet county using Program Code of CDP coupled with individual county*
- Send Charlevoix county report to Tim Smith
 - Send Emmet county to Matt Miller
 - Copy Case Manager Karen Cole on above e-mails
- Follow-up on School Attendance Mediation cases by calling the individual schools that had related mediations two months prior, i.e. beginning of December, call about cases mediated in October)*
- Run School Attendance Mediation report for previous month
 - Go to Documents to School Attendance Mediation folder to ISD folder to Referral Chart to appropriate school year on executive director's desktop computer
 - Use latest report as a template
 - Send to Ben Hicks at the ISD and Valerie Snyder, Tim Smith & Matt Miller
 - Copy Laura Buckingham on the e-mail
- Run case/client snapshot from MADTrac for School Attendance Mediation for previous month for Charlevoix county and Emmet county using Program Code TRU coupled with appropriate county.*
- Send Charlevoix county to Tim Smith
 - Send Emmet county to Matt Miller
 - Copy Case Manager Laura Buckingham on above e-mails
- Run Behavioral Health Mediation Services report for MCMA*
- On executive director's desktop computer, go to Documents to the Behavioral Health Mediation Program folder to the Invoices folder to Monthly Activity Reports to the appropriate year and use the previous month as a template
 - Send report to Mary Wallace
- Ensure that NCM is represented at monthly HSCB meetings
- Ensure that NCM is represented at monthly Connecting Women in Business meetings
- Run case report year-to-date from MADTrac and post on website*
- Make at least five MAMP outreach contacts per month*
- Make at least five BHMS Program contacts per month*
- Arrange for meetings*

- Board meetings in January, March, May, July, September & November
- Board meeting in December if needed to approve budget
- Executive committee meetings in February, April, June, August, October & December
- Other meetings as needed

Quarterly

- Run SCAO reports from MADTrac for Michelle Hilliker and Gabriella Simon-Lake *
- Send electronically CDRP cases quarterly, CDRP courts quarterly, CDRP A/V quarterly, CDRP A/V case detail, & CDRP weighted case type by disposition
- Send CDRP A/V case detail electronically along with quarterly invoice
 - Go to Access & Visitation folder, to appropriate year, & use previous invoice as template
- Run case/client snapshot for NCM records
- Send invoice to counties*
- Go to Invoices folder to appropriate year
- Use previous quarter's invoice as a template for each of the counties
- Kelly Moses – Emmet county
- Becki King – Charlevoix county
- Send quarterly contribution report from 501 Alliance to Robyn Rebec from Kammermann & Bascom *
- Run case/client snapshot from MADTrac for each of the four judges for their courts*
- Send MAMP report to Cory Martin*
 - Go to Documents to agricultural Mediation to Agricultural Mediation to Quarterly Activity Reports to appropriate year and use previous quarter report as a template
- Publish public newsletter (January, April, July, October)

Semi-annually

- Consider applying for a CCCF grant
- Consider applying for a PHSACF grant
- Submit three SCAO reports to Michelle Hilliker by using templates from CDRP folder of previous year*
 - 2nd or 4th quarter program activity report CDRP06
 - 2nd or 4th quarter financial status report CDRP08
 - 2nd or 4th quarter financial status report CDRP08, Part II
- Schedule Mediator Round Tables

Annually

- Purge & shred all documents over seven years old
- Review and update succession plan (November)
- Send in license to solicit form as soon as 990 has been completed*
- Send CDP invoice to Tim Smith*
 - Go to Invoices folder to previous year to child protection document
 - Use previous year's invoice as template for present year
- Hold NCM annual meeting, usually in January*
- Offer either 40-hour, general civil training or 8 hours of advanced mediator training at a minimum

- Host a booth at the Chamber of Commerce Expos (Boyne City, Charlevoix, East Jordan, Harbor Springs, Petoskey)
- Attend Petoskey Chamber's Celebration of Champions
- Attend Harbor Springs Chamber's Star Awards Dinner
- Participate in Connecting Women in Business meeting featuring organizations that are of benefit to women
- Attend the Chamber States of the Community events
- Attend Women's Resource Center Tribute Awards
- Be a table designer at Women's Resource Center Women Can/Women Do luncheons
 - Held at Castle Farms in Charlevoix in May
 - Held at the Lange Center in Bay Harbor in September
- Submit three SCAO reports to Michelle Hilliker by using templates from CDRP folder of previous year*
 - 4th quarter CDRP07 report
 - Year end CDRP10 in kind match
 - Year end CDRP10 revenue sources
- Arrange for yearly holiday party
- Arrange for annual Appreciation Luncheon in May
- Submit annual audit of Agreed Upon Procedures Manual to SCAO by May 31 *
- Submit contracts
 - Send CDP to Tim Smith in August. Use previous year's contract as template in Child Protection folder (presently \$8,0000/year)*
 - Send funding request letters to counties in June. Discuss with appropriate contacts prior to sending*
 - Use Charlevoix funding request in Finances folder as template for Becki King for Charlevoix county (presently \$38,000/year)
 - Use Emmet funding request in Finances folder as template for Pam Gibson for Emmet county (presently \$36,000 per year)
 - Send contract for VORP funding to counties in August. Discuss with appropriate contacts prior to sending*
 - Use contract Charlevoix county in VORP folder as template for Tim Smith for Charlevoix county (presently \$7,500 per year)
 - Use contract Emmet county in VORP folder as template for Matt Miller for Emmet county (presently \$7,500 per year)
- Write donor campaign letter in the fall*
- Conduct orientation for new board members prior to the first of the year*
- Arrange for staff retreat, usually in November
- Arrange for board retreat, usually in February
- Arrange for Theatre Party in Petoskey
 - Held second Monday in March
 - Find necessary information in Theatre Party folder (hard copy and electronic)
- Arrange for Theatre Party in Charlevoix
 - Held second Monday in October
 - Find necessary information in Theatre Party Petoskey folder (hard copy and electronic)
- Update forms and templates
- Update Succession Plans

- Send letter about School Attendance, Special Education and Read by Third Grade to schools in Char-Em ISD service area in the fall

As Needed

- Offer 40-hour training
- Offer specialized and/or advanced training
- Conduct background checks*
 - Every two years for existing staff and mediators
 - As needed for new staff and mediators
 - Use iCHAT & Central Registry Clearance Request through MDHHS
- Update website
- Write press releases
 - Send to news@ncpublish.com and charles@ncpublish.com at *Harbor Light*

ELECTRONIC FOLDERS

- On the desktop of the executive director is a folder called “Documents.” In that folder are folders for all of NCM’s business. There is sufficient information in these folders to provide an understanding of the executive director’s responsibilities.

GRANT CYCLES

- CCCF – Go to CCCF Website
- PHSACF – Go to PHSACF Website
- Charlevoix Lions – ongoing
- Rotary Club of Petoskey – Go to website
- SCAO
 - Funding amount received by center middle of November to beginning of December
 - Application due middle of December

SCENARIOS RELATING TO ABSENCE OF EXECUTIVE DIRECTOR

UNPLANNED, SHORT-TERM EMERGENCY / ED RETURNING (less than 3 months)

- Bill Millar contacts Kirstyn Horan
- Kirstyn notifies Brian Kasiborski & Executive Committee
- Kirstyn & Brian meet with staff
 - Identify what is essential to be done
 - Identify who will be responsible for each identified task
- Kirstyn & Brian decide which of them will serve as interim contact person

UNPLANNED, LONG-TERM EMERGENCY / ED NOT RETURNING

- Bill Millar contacts Kirstyn Horan
- Kirstyn notifies Brian Kasiborski & Executive Committee
- Kirstyn & Brian meet with staff
 - Identify what is essential to be done
 - Identify who will be responsible for each identified task
- Kirstyn & Brian decide which of them will serve as interim Executive Director
- Executive Committee appoints a search committee
 - Representation from Charlevoix and Emmet counties

- Someone with HR experience
- Someone with financial knowledge
- Get input from staff prior to final decision

PLANNED RETIREMENT OF ED

- Executive Committee asks Kirstyn Horan and Brian Kasiborski if they would be interested in being the executive director of NCM
- Executive Committee appoints a search committee
 - Representation from Charlevoix and Emmet counties
 - Someone with HR experience
 - Someone with financial knowledge
- Get input from staff prior to final decision
- Bring on board at least one month before final exit of outgoing executive director
 - Outgoing ED on site for a stipulated amount of time
 - Outgoing ED then available as needed for a stipulated amount of time

* Those items identified with an asterisk must be done. All other tasks can go on hold.