

**Consumer Advisory Committee
Minutes
Board Conference Room, Building A-1
February 10, 2003**

Members Present: Sue Buist, Donna Elston, Toby Fowler, Kristi Nale, San-Dee Stradley, Lucile VanKoevering

Members Absent: Rosalie Austin, John Bayer, Wendy Johnson, Fern Palma, Marie Ready, James Veling

Staff Present: Kathy Coffey, Albert Doorn, Cheri Parks, Erin Rotman, Tracy Taylor

Guests: Ron Baker

I. Review/Approve Agenda:

- The proposed agenda was approved with two additions. Tracy Taylor asked for comments and input on the Consumer Satisfaction Survey and Kristi Nale asked for time to report on the meeting she attended.

II. Review/Approve Minutes:

- A. December 9, 2002: The minutes were approved as presented.
B. January 13, 2003: The minutes were approved as presented.

III. Reports

A. Provider Report Card

- Kathy Coffey reported that the psychiatrists' contracts and Schiele's CTH contract will be renewed with no changes.
- Kathy reported that Alliance Medical Services had some training issues that they are now correcting. This contract will be renewed with a slight rate increase.
- Wise Personnel Services contract will also be renewed with a slight rate increase built in for ACT peer counselors.
- Smith, Haughey, Rice, & Roegge contract will be extended.
- Kathy reported that Heritage Homes In-home Respite and Macomb-Oakland Regional Center's contracts will be extended, because rates are being negotiated.
- Wedgewood, Mt. Pleasant Regional Center, and Kalamazoo Psychiatric Hospital contracts are going to the Board this month.

B. Addition: Town Meeting

- Kristi Nale reported that she attended the Town Meeting Coalition on January 25. She received information about a Legislative Dialogue that will be held in Grandville on March 31. Topics that will be discussed include CMH services, education, transportation, employment, and community-based care. She reported that the event is free and transportation will be provided. This Dialogue is being sponsored by Arcs and CILs of Allegan, Kent, Ottawa, and Muskegon.

C. Consumer Comments

- Cheri Parks reported on the two consumer comment cards from January. The first comment regarded having trouble getting refills on medications. The Nursing Supervisor was notified and an apology was sent to the consumer. The second comment was a compliment to Dr. Walters and the ACT team. A letter was sent to the consumer and the positive comment was sent to Dr. Walters, the ACT team, supervisors, and CMH administration.

D. CAC QI Report

- Cheri reported on the CAC QI Report. Overall, CMH is doing well and meeting the standards for the indicators. There were no questions.

E. Service Authorization Data

- This report was deferred to March.

IV. Break: The Committee took a ten-minute break.

V. Old Business

A. CBE Update

- Sue Buist reported that there is no update from the Town Meeting Coalition. The members requested information on the Coalition's goals, mission, and meeting notes.

VI. New Business

A. Housing Presentation

- Albert reported that CMH provides supports for housing. He distributed a handout of the three different housing initiatives and a booklet entitled "So You Want to Live on your Own?".
- The first housing initiative is Cascade Apartments. Albert reported that lower-rent housing is available at those apartments. The units were available starting in October and were fully occupied by June 2001. There have been very few vacancies since. The second housing initiative

is the HUD Leasing Assistance Program. This is a three-year grant from the federal government to help end homelessness. The grant began June 1, and 19 of the 19 units available were filled by January 2003. The third housing initiative is the Ottawa County Supportive Housing Consortium. It is a group of social service, government, and community members. The consortium's goal is to develop 100 units of rental housing over the next four years to people with low incomes.

- Members asked if these programs will withstand the budget cuts. Albert and Sue responded that these programs are funded by the federal government and most of the cuts affect the State-level programs. They foresee money being shifted into the supportive housing programs before being cut.

B. Addition: Consumer Satisfaction Survey

- Tracy Taylor presented the Committee with the current MI Consumer Satisfaction Survey. She reported that these are given out at all outpatient service locations to consumers with mental illnesses. Tracy asked members for comments and suggestions. She said that the first eight questions CMH is not able to change, because they are a standard set of questions. Members were concerned with the clarity of number nine (*"Do you know that you have a choice in who provides CMH services to you?"*). The Committee discussed several options for this question. Sue and Tracy will work together to make this clearer.

C. Consumer Empowerment Training

- Cheri reported that the CMH Training Center is offering a Consumer Empowerment Training. Three different sessions are offered, as one class builds on another, but if an individual can only go to one class it would still be very beneficial. Members asked if non-CMH consumers can go. Sue and Cheri said it is open to the public, but they need to register with the Training Center.

D. Annual Report

- Cheri reported that there is a copy of the annual report in member's agenda packet.

E. Focus Group - Advanced Directives

- Cheri reported that there is a focus group currently discussing advanced directives for adults with mental illnesses. Their goal is to give input on how to simplify the advanced directive document from JCAHO. Ron Baker suggested creating a wallet card that consumers could keep

near their identification that directed emergency personnel to the agency that had a copy of their advanced directive. Cheri will bring this idea to the next focus group meeting. The group consists of five people. They have met once already and plan to meet two more times. Cheri told members to contact Kelly Sall if they would like to join this group.

F. New QI Indicator

- Cheri suggested a new QI indicator to measure consumer involvement. Members were interested in seeing a report on consumer involvement. They would like to see how many people are involved, where they are involved, and how many hours they are involved. Cheri will draft a report for the March meeting.

G. Requested Agenda Items

- Cheri asked members for input on future agenda items. Members requested more information on External Facilitators from Catholic Social Services. Cheri will contact them and ask if a representative can present in March.

H. Member, Guest, and Staff List

- Cheri reported that there is a member, guest, and staff list included in the agenda packet. This gives contact information for all those involved with the Consumer Advisory Committee. Cheri directed members to Erin Rotman with any changes.

I. Website Instructions

- Cheri reported that there are instructions in the agenda packet on how to obtain minutes from the Consumer Advisory Committee.

VII. Next Meeting

Monday, March 10, 2003
1:00 p.m. - 3:00 p.m.
Board Room

Erin Rotman
Recorder