

**Consumer Advisory Committee
Minutes
Board Conference Room, Building A-1
January 13, 2003**

Members Present: Sue Buist, Donna Elston, Toby Fowler, Wendy Johnson, Kristi Nale, Fern Palma, San-Dee Stradley, Lucile VanKoevering, James Veling

Members Absent: Rosalie Austin, John Bayer, Karla Nelson, Marie Ready

Staff Present: Kathy Coffey, Gentry Mohr, Mary Moore, Cheri Parks, Erin Rotman, Kelly Sall

Guests: Bekki Gretzner

Lucile welcomed three new members, James, Donna, and Wendy. Kelly announced that Karla Nelson will be resigning from the Committee due to conflicts in time.

I. Review/Approve Agenda:

The proposed agenda was approved as presented.

II. Review/Approve Minutes:

Review of the December 9, 2002, minutes was deferred to February.

III. Reports

A. Provider Report Card

- Kathy Coffey reported that there are two contracts expiring next month, Catholic Social Services and Midstate Cleaning. They will be renewed and are going to January's Board meeting.
- Kathy reported that she received the information she was waiting for to renew January contracts. These will go to the Board this month also.
- Kathy explained what "respite" meant to the new members.

B. QISMC

- Mary Moore briefly explained what QISMC was and explained the data for the first quarter. Mary reported that the trend of the graphs should go upward as we train and educate staff. Mary also reported that we are currently revising the treatment plan document to include more prompts on natural supports. Members asked why the percentage for

“Communication with primary care provider” was so low and if consumers were allowed to follow up with primary care providers. Mary said that the providers are not monitored for following up with CMH, but the data measures how well CMH staff coordinate with the primary care physician. She encouraged the members to talk to their providers to get follow up information to CMH. Members also asked what corrective actions CMH is taking to improve these scores. Mary said that after the results come to the CAC meeting, members can refer concerns to Leadership Group through Sue. These results also go to supervisors.

C. Consumer Comments

- Kelly reported on the comment cards we received from the past three months. There was one positive comment and one question regarding insurance billing for doctor’s visits. The positive comment was sent to the staff’s supervisor and the Executive Director. Kelly sent the question to Mary Derksen, Nursing Supervisor, and then sent the answer to the consumer. Kelly will include the question and answer in the Consumer Close-Up newsletter to inform consumers.

D. Consumer Services

- Kelly reported on what Consumer Services has been working on over the last three months. This included mailings, publishing newsletters, and working on the annual report.

E. PCP Checklist

- Cheri reported on the PCP checklist. She briefly explained what it was and who completed the form. Cheri explained that for number nine (“I was told about my rights and what to do if I do not agree with my plan”) consumers are now asked if they want more information about their rights at their annual PCP meeting. The members recommended adding a question about natural supports. Sue will look into this.

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

V. Old Business

A. CBE Update

- Sue Buist reported that CMH has been asked to work with an advisory group from the Town Meeting Coalition. CBE must build skills for school, work, or volunteering, in order to be in compliance with the State contract.
- Sue will report back next month with more information.

VI. New Business

A. Consumer Satisfaction Surveys

- Sue reported on the Consumer Satisfaction Surveys for the Respite Program for children with mental illness. This service is facilitated by Children's Resource Network (CRN) and gives parents temporary relief in child care throughout the year. Families are required to find their own providers and CMH provides the funds. Overall, there was a lot of satisfaction with the program. There were some changes made to the paperwork last year that improved timeliness of receiving funds. Also, many families were interested in compiling a list of providers.

B. Education

- Gentry handed out a copy of the Administrative Rules definitions of abuse and neglect. She briefly explained some of the definitions and reported that she spends 10 - 16 hours a month training new staff.

C. External Facilitators

- Cheri reported that the State is requiring CMH to give the option of external facilitators to run PCP meetings. CMH is contracting with Catholic Social Services to recruit and train volunteers. Lisa Boes is the contact person for this and Cheri encouraged members to volunteer. There are several required training sessions that volunteers need to attend on their own time.

D. Addition: Cheri passed around copies of the Mental Health Code's requirements of the Recipient Rights Advisory Committee.

VII. Next Meeting

Monday, February 10, 2003

1:00 p.m. - 3:00 p.m.

Board Room

Erin Rotman
Recorder