

**Consumer Advisory Committee
Minutes
Board Conference Room, Building A-1
April 14, 2003**

Members Present: John Bayer, Sue Buist, Donna Elston, Toby Fowler, Kristi Nale, Fern Palma, Marie Ready, James Veling, Lucile VanKoevering

Members Absent: Rosalie Austin, Wendy Johnson, San-Dee Stradley

Staff Present: Sue Gruessing, Marie Martinez, Pat O'Rourke, Erin Rotman, Kelly Sall, Tracy Taylor

I. Review/Approve Agenda

- The proposed agenda was approved with no changes.

II. Review/Approve Minutes

- The minutes from March 10, 2003, were approved as presented.

III. Reports

A. Provider Report Card

- Sue Buist reported on the Provider Report Card.
- The performance indicators for Victor Willyard were changed to include attendance at Medication Committee meetings and timely submission of documentation. His contract will be renewed for two years with a rate increase.
- The contract for Wise Personnel will be amended to allow them to be employer of record for staff who work in CMH's Consumer Services Program. They are currently the employer of record for the Peer Counselors.
- The contract for Macomb-Oakland Regional Center (MORC) will be discussed in a meeting scheduled tentatively for May 1, 2003. In the meeting, CMH and MORC will discuss contract terms and will perform clinical, financial and quality improvement reviews.
- The contract for Kandu has been extended. CMH is currently negotiating the contract with Kandu. CMH is also verifying required training for staff.

B. Consumer Comments

- Sue Buist reported that there was only one new comment since the last meeting. The comment was positive and was forwarded to the staff member, her supervisor, and CMH administration. A letter was sent to the consumer thanking them for the input.

C. Consumer Services Update

1. Kelly reported that this quarter the Consumer Services did the following:

- Attended 5 events
- Arranged 15 speakers
- Filled 111 clearinghouse orders
- Completed the Annual Report
- Distributed another issue of the Consumer Close-up Newsletter
- Promoted the Walk & Roll

2. Kelly reported that anyone who is interested in volunteering for the Walk & Roll should contact her. They will be reimbursed. She encouraged all members to attend.

3. Lucile volunteered her vehicle and trailer to be used as a float in the Borculo Dandelion parade. Sue B. reported that in the past CMH has chosen not to sponsor a float due to liability issues. Kelly said that if Lucile wanted to decorate her car, she would create brochures to be handed out.

D. PCP Checklist

1. Tracy reported on the PCP checklists from December through March. Overall, everyone was satisfied with their PCP meetings.

- The percentage for number eight (“I was told I would be given a copy of the written plan”) went down since last quarter. Tracy and Sue B. believe this is because staff mail the PCP’s to consumers. Consumers suggested ways to increase this percentage.
- Tracy is trying to find a way to increase the number of responses to the PCP checklist. During the past four months she only received 20. Tracy would like to increase that number to 40. Members gave suggestions on ways to increase the participation.

IV. Old Business

A. CBE Update

- Sue Buist reported that there was not anything major happening. CMH and the Town Meeting Coalition would like to get a subgroup together to talk about what skill building activities would be available in the day program. The subgroup would consist of CMH supervisors, CMH staff, and stakeholders.
- Sue reported that CMH is working with those in residential homes to determine how services can take place in the homes and/or community.

- Members requested a report from the pilot group that are doing services in the homes and/or community.

B. Access Center Plan

- Pat O'Rourke passed out a copy of the survey that was sent to consumers that had services within the past six months. He has not gotten any responses back yet. Pat hopes that responses will be helpful in improving the Access Center.
- Members asked questions regarding the plan, but did not have any recommendations.

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

VI. New Business

A. Volunteer Presentation

- Sue Gruessing, Volunteer Coordinator, passed out a handout showing pay scales and different volunteer positions at CMH. She reported that there are currently 38 volunteers enrolled.
- To recruit new volunteers, Sue places notices in all outpatient sites and has talked to clinical staff during team meetings. In the last MI satisfaction survey, there were postcards that consumers/guardians could sign if they wanted to volunteer, and 75 cards were sent back. Sue will be mailing a questionnaire to the respondents and will ask what their interests are.
- Members suggested mailing information to parents of children who receive respite and including a question in the PCP meeting to recruit more volunteers.

B. MI Satisfaction Survey

- Tracy reported that there are three sets of graphs that show the satisfaction survey results over time, by location, and as a snapshot of the timeframe and how well CMH did.
- The survey ran for two weeks at the outpatient sites, and 250 (approximately 10 percent of the MI population) consumers/guardians responded.
- Many consumers' comments were regarding budgeting issues. Members suggested that this could be because of increased awareness of the State budget. Other comments were regarding personal budgeting and more support groups.
- Approximately 10 percent of those who responded to the survey were interested in volunteer opportunities.

C. HIPAA Privacy Statement

- Sue Buist reported on the new HIPAA regulations for CMH. She reported that CMH will be sending a privacy statement to all consumers. Because of strict regulations in the Mental Health Code, this is not new to CMH staff.

D. ADDITION: QISMC Update

- Sue Buist reported that the drop in percentage of Coordination of Care in crisis contacts was due to misinformation. Support staff had stopped sending out the Coordination of Care forms to crisis consumers, but will begin sending those again.

VII. Next Meeting

Monday, May 12, 2003
1:00 p.m. - 3:00 p.m.
Board Room

Erin Rotman
Recorder