

**Consumer Advisory Committee  
Minutes  
Board Conference Room, Building A-1  
May 12, 2003**

Members Present: Sue Buist, Donna Elston, Wendy Johnson, Kristi Nale, Marie Ready, San-Dee Stradley, James Veling, Lucile VanKoevering

Members Absent: Rosalie Austin, John Bayer, Toby Fowler, Fern Palma

Staff Present: Sue Buist, Brigi Ellis, Pat O'Rourke, Cheri Parks, Erin Rotman, Kelly Sall

I. Review/Approve Agenda

- The proposed agenda was approved with one addition. Cheri asked to add the following standing agenda item: Requested New Topics.

II. Review/Approve Minutes

- The minutes from April 14, 2003, were approved as presented.

III. Reports

A. Provider Report Card

- Kathy Coffey reported on the Provider Report Card.
- The contract for Kandu is under negotiation. CMH is working on getting a contract in place. It will probably be extended until September 30, so CMHOC and Muskegon CMH can have a joint contract with Kandu.
- The contract for Ottawa Area Intermediate School District will be going to the Board this month, but since they contract with CMH, they check the performance indicators.
- The contract for Life Services Systems includes the Families and Schools Together (FAST) Program and the Communities in Schools (CIS) Program. The FAST Program did not meet their performance indicators and many reporting requirements were not followed for the CIS Program.
- The contracts for Kathy Murphy, Gusco Money Management, Professional Recordkeeping, and Hope Network Behavioral Health Crisis Residential will be renewed.
- It is recommended that the contract for Protocall be extended until

September 30, 2003, so the contract will be on the same schedule as Muskegon CMH.

#### B. QISMC

- Sue Buist reported on the QISMC data. She reported that CMH continues to monitor and address issues as they come up.
- Members asked why one graph had a benchmark of 50% and the others were at 100%. Sue will follow up with Mary Moore to determine if the 50% benchmark is justified, and, if so, will provide that justification to this Committee.

#### C. Consumer Comments

- Kelly Sall reported that there were two new comments since the last meeting. Kelly sent responses to each consumer and has heard no further complaints.

#### D. Service Authorization Data

- Sue Buist reported that the Service Authorization Data for MI Adults has stayed consistent over the past year.
- Service requests for children with mental illness and service requests for people with developmental disabilities increased from last quarter, which is consistent with the same quarter a year ago.

#### E. CAC QI Report

- This report was deferred to the June meeting.

#### F. Semi-Annual Recipient Rights Report

- Cheri Parks reported on the Semi-Annual Recipient Rights Report. Cheri said that this report covers activities from October 1 through March 31. The numbers were very consistent with last year's complaints.
- Members asked why Smith Respite had so many rights violations. Cheri reported that the home is run by Heritage Homes and previously there was only one supervisor for two homes, but now there is one for each.

### IV. Old Business

#### A. CBE Update

- Sue Buist gave an update on the pilot group that is receiving services in their homes and/or community. She reported that it is moving along

slowly. Some consumers have been reluctant to leave their current program, even though they said they wanted alternate services.

- CMH would like to form a work group with the interested stakeholders to look at the current activities offered at CBE and also to look at other activities CMH can offer.

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

## VI. New Business

### A. Walk & Roll

- Kelly Sall reminded the Committee of the Walk & Roll that will be held on Friday (May 16) starting at noon. The walk will begin at the Grand Roller Rink parking lot and end at the Lakeshore Clubhouse. A “Stamp Out Stigma” gathering will be held at the end of the walk which will include lunch and giveaways.

### B. Jail Diversion Presentation

- Pat O’Rourke passed out Jail Diversion brochures and handouts.
- Pat reported that it is a DCH requirement for CMHs to provide a Jail Diversion program, and CMHOC’s program has been running for two years. The purpose of the program is to appropriately divert individuals with mental illnesses from the criminal justice system.
- Pat reported that he meets quarterly with law enforcement and the County Prosecutor to review the prior months. Since the beginning of this program, out of 26 cases recommended for Jail Diversion 8 have been diverted.
- Members asked if anything was planned to educate the community. Pat said that there have been articles in the newspaper that highlight intentions and issues.

### C. Consumerism Practice Guidelines

- Sue Buist reported on Consumerism Practice Guidelines. This guideline will be attached to CMH’s contract with DCH. It is a guideline to follow to make sure the system is consumer driven. This includes having consumer decision making, consumer input, and consumer feedback.
- The guideline also requires that CMH provides choice. CMH continues to work at improving consumer’s and guardian’s understanding of the array of services and also the service providers that are available.
- The guideline requires CMH to respect cultural and ethnic differences. This includes having services culturally based, having translators

available, and listening and responding to what consumers say (i.e. Comment cards, surveys, face to face meetings). It also requires CMH to make available employment opportunities for consumers.

#### D. Inclusion Practice Guidelines

- Sue Buist reported on the Inclusion Practice Guidelines. This guideline is also attached to CMH's contract with DCH. Its purpose is to "foster the inclusion and community integration of recipients of mental health service". This includes helping with acceptance/integration of consumers in the community.

E. ADDITION: Cheri reported that Jan Lampman from the ARC of Midland will be speaking on Building Natural Supports and her experiences in working in Midland County. She will be speaking at the ARC office in Holland on May 20, from 6:30 to 8:30 p.m.

#### F. ADDITION: Requested New Topics

- Cheri asked members if there were any programs they would like to learn more about. Members said they would be interested in learning about nursing home services.
- Sue Buist said that she would report next month on the DCH site review that will be occurring for eight days in May.

#### VII. Next Meeting

Monday, June 9, 2003  
1:00 p.m. - 3:00 p.m.  
Board Room

Erin Rotman  
Recorder