

**Consumer Advisory Committee  
Minutes  
Board Conference Room, Building A-1  
July 14, 2003, 1:00 - 2:45 p.m.**

Members Present: John Etzweiler, Wendy Johnson, Kristi Nale, James Veling, Lucile VanKoevering

Members Absent: Rosalie Austin, John Bayer, Sue Buist, Donna Elston, Toby Fowler, Kristi Nale, Fern Palma, Marie Ready, San-dee Stradley

Staff Present: Kathy Coffey, Greg Hofman, Cheri Parks, Erin Rotman

Guests: Matt Carl

I. Review/Approve Agenda

- The proposed agenda was approved with no changes.

II. Review/Approve Minutes

- The minutes from the meeting on May 12, 2003, were approved as presented.
- Follow up from the last meeting minutes:
  - Recipient Rights staff will meet with Rick Hunter to review procedures and ensure HIPAA compliance at the Clubhouses on August 4.
  - The corrective action plan for CMH was submitted to Muskegon the first week in July.

III. Reports

A. Provider Report Card

- Kathy Coffey reported on the Provider Report Card.
- The contracts for the Communication Clinic, David Doenges, and St. John's Health Care will be renewed.
- Kathy is waiting to receive Performance Indicator information from Harbor Transit.
- An RFP will be sent out for the After Hours Crisis Help Line. The current provider, ProtoCall is increasing their rates and they are not local. This contract will be in conjunction with Muskegon.

B. QISMC

- Greg Hofman reported on QISMC through June. He gave an explanation of QISMC for new members. Greg reported that coordination of care has improved over the last two years, but is still in partial compliance in the 80 percent range. This will continue to be a QI emphasis and data will be collected.
- Greg reported that person-centered planning has improved by about 10 percent since CMH began tracking this, but they will continue to work on it.
- The QI Unit asked 20 consumers if they knew what a natural support was. Many answered family and friends, and others answered family, friends, churches, and schools. CMH will continue to educate consumers.

- C. Consumer Comments
    - Cheri reported that there have been no new consumer comments since the last meeting.
  - D. Consumer Services Update
    - This report was deferred to the next meeting.
- IV. Old Business
- A. Requested New Topics
    - Members requested more information on the hug machine at CBE. Members decided to meet next month at the CBE building. Cheri will ask a staff member to give a presentation on the machine.
    - Members also requested information about “How does one become a consumer?” Who do you call, what are criteria, service selection, etc.
- V. Break: The Committee took a ten-minute break.
- VI. New Business
- A. Recipient Rights Education - Video
    - Members watched a video of mental institutions in the 1970’s. Cheri reported that as CMH systems grew, institutions closed and group homes expanded. She explained the legal requirements in the Michigan Mental Health Code for people served in the least restrictive manner/setting.
  - B. DCH Update
    - This was deferred to the next meeting.
  - C. Review/Revise By-laws
    - Members reviewed the by-laws and recommended that the Committee elect a new Chairperson and Vice Chairperson in 2004 and every even year following. Nominations are to be held in August, elections in September, and new officers to take office effective October of each even numbered year.
    - Cheri will amend the by-laws to reflect these changes and will bring them back to the Committee in August for approval.
- VII. Next Meeting  
Monday, August 11, 2003  
1:00 p.m. - 3:00 p.m.  
B Building, Conference Room 2

Erin Rotman  
Recorder