

**Consumer Advisory Committee
Minutes
Board Conference Room, Building A-1
August 12, 2003, 1:00 - 2:45 p.m.**

Members Present: John Bayer, Sue Buist, Donna Elston, Toby Fowler, Wendy Johnson, Christina Lazaridis, Kristi Nale, James Veling, Lucile VanKoevering

Members Absent: Rosalie Austin, John Etzweiler, Fern Palma, Marie Ready, San-dee Stradley

Staff Present: Kathy Coffey, Martha Gork, Gentry Mohr, Cheri Parks, Erin Rotman, Tracy Taylor

Guests: Tom Hamm

I. Review/Approve Agenda

- The proposed agenda was approved with no changes.

II. Review/Approve Minutes

- The minutes from the meeting on July 14, 2003, were approved as presented.

III. Reports

A. Provider Report Card

- Kathy Coffey reported on half of the contracts that will be going to the Board in September. Kathy will present the other half at the next meeting.
- Kathy reported that nine CTH home contracts, three trainers' contracts, and a few others will be renewed.
- Gentry reported that the complaints filed against the New Holland Home have been resolved.

B. PCP Checklist

- Tracy Taylor reported on the PCP checklist results from the last quarter. Nineteen checklists were returned out of 40 that were sent out. The scores were very high with positive comments. The number of checklists returned has improved, but Tracy is working with staff to increase this response rate.

C. Service Authorization Data

- Sue Buist reported on the Service Authorization Data for the last quarter. She reported that the numbers are very consistent with previous quarters. There were no appeals and 18 requests for second opinions.

D. CAC QI Report

- Cheri reported on the CAC QI Report. Overall, CMH is on track and meeting the quality indicators. Members requested that indicator eight show separate and combined data for consumer volunteers and for consumer employees working at CMH as Peer Counselors, Consumer Services Aides, and through supported employment. Cheri will include this in the next QI Report.

E. Consumer Comments

- Kelly reported that there have been no new consumer comments since the last meeting.

F. Consumer Services Update

- Kelly reported that in May CMH held the second annual Walk & Roll and had double the participation of last year. CMH was able to receive media coverage for the event. Kelly reported that, also in May, three Consumer Services Aides were hired and began working. Other events such as Cinco de Mayo Fiesta and Challenge of Children were also covered in May.
- Kelly has been involved with a public relations committee through the Board Association for the past two years. Kelly reported that recently they have been working on combining their resources to air a commercial to reduce stigma on mental illness. The 30 second commercial will begin running statewide in October 2003.

IV. Old Business

A. Requested New Topics

- Cheri reported that next month the CAC Committee will have a presentation on "How does one become a consumer?" Topics that will be covered include "who do you call", and "what are criteria, service selection, etc."
- Lucile recommended a book about Schizophrenia and Bipolar disorder for members to read entitled *Undercurrent* by Margaret Manning.

B. Renew Magazines for Waiting Rooms

- Cheri asked members if they would like to make any changes to the magazine selection in CMH lobbies. Members were concerned about the selection of magazines in the B-3 lobby. Cheri explained that since B-3 does not normally have people waiting in the lobby that the selection is smaller. The members approved the magazine selection with no changes.

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

VI. New Business

- A. Lucile requested that Jim report on the Parental Rights meeting that he attended. He reviewed information from the meeting dealing with FIA and Children's Protective Services issues. He then passed out articles of interest.

B. Hug/Squeeze Machine Presentation

- Martha Gork explained and gave a presentation on the Hug/Squeeze Machine. The purpose of the machine is to calm people with autism by putting the right amount of pressure on their bodies. Martha explained that people with autism have an over sensitivity to light touch, but are calmed and relaxed by heavy touch. The machine was created by Temple Grandin, who was diagnosed with autism. CMH owns three of these machines and they are used when called for in the person's individual plan. When in the machine, the consumer activates it and has total control of the machine.
- Martha showed members the machine and gave a demonstration of how it works.

C. DCH Update

- Sue reported that CMH will be receiving block grant funding for Case Manager Assistants. These are consumer employee positions and will be effective October 1, 2003.

D. Notice of Rights Forms

- Cheri asked for members' input regarding the notice of rights forms. Members recommended the following:
 - ☆ Use forms that are specific to the individual's needs.
 - ☆ Do not use bold and upper case letters, because it is threatening.
 - ☆ Format the form as a letter, so it is more personal.
 - ☆ Keep the forms simple.
 - ☆ Make the forms easy to read.

VII. Next Meeting

Monday, September 8, 2003

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

A Building, Board Room

Erin Rotman

Recorder