

**Consumer Advisory Committee  
Minutes  
Board Conference Room, Building A-1  
September 8, 2003, 1:00 - 3:00 p.m.**

Members Present: Sue Buist, Matt Carl, John Etzweiler, Toby Fowler, Wendy Johnson, Christina Lazaridis, Kristi Nale, Marie Ready, San-dee Stradley, James Veling, Lucile VanKoevering

Members Absent: Rosalie Austin, John Bayer, Donna Elston

Staff Present: Kathy Coffey, Brigi Ellis, Rick Hunter, Gentry Mohr, Mary Moore, Cheri Parks, Erin Rotman, Kelly Sall, Tracy Taylor

Guests: Jean Osterhaven

#### I. Review/Approve Agenda

- The proposed agenda was approved with one change. Cheri added "Recipient Rights Conference" under New Business.

#### II. Review/Approve Minutes

- The minutes from the meeting on August 11, 2003, were approved with one change. Lucile requested that the minutes reflect eating cake during the break to celebrate San-Dee's and Rose's birthday.
- Comment: Christina stated that she met a professor and a student at Hope College who would be willing to help CMH make a second commercial if it was necessary.

#### III. Reports

##### A. Recipient Rights

##### 1. HCH

a. Jean Osterhaven reported that there were no recipient rights complaints for this quarter. She stated that there were two inquiries, but neither registered a complaint.

b. Jean reported that a representative from the State will be visiting Holland Hospital. Since the representative will be verifying the involvement with the Consumer Advisory Committee, she requested that the meeting minutes be sent to her.

##### 2. CMH

a. May: Gentry reported that in CMH opened four cases and closed five.

b. June:CMH opened eight cases and closed two.

c. July: CMH opened six cases and closed six.

d. Members asked if there were any trends in complaints. Gentry reported that the most common complaint that is investigated is Abuse and Neglect Class III. Before, the most common complaint was Abuse and Neglect Class II.

#### B. Provider Report Card

- Kathy Coffey reported on the second half of contracts that will be going to the Board in September.
- Kathy reported that both Kandu contracts, transportation and skill building, are currently being negotiated.
- The contracts for Michigan Department of Career Development, Rebecca Antaya, and Holland Cornerstone Drop-in Center will be renewed. The contracts for Meadowland and CWIT will be extended.
- Of the eight hospitals that are up for renewal, seven have agreed to the proposed increase. Kathy will be checking their indicators. At this time, Forestview is refusing to sign the contract unless CMH increases the rate. Pine Rest and St. Mary's do not agree with the contract language and are refusing to sign.
- Kathy reported that CMH is meeting monthly with El Centro to closely monitor their performance indicators. This contract will be renewed.
- The contracts for Wedgwood and LSS Transportation will be renewed, but Smith and Debbie's respite homes are currently having funding issues.
- Members asked why CMH contracts with hospitals in other counties. Kathy reported that one contract is shared between a consortium of counties, so in order to represent all areas, many hospitals are needed. This is also done to give consumers a choice, and because sometimes there is not enough room at a hospital.
- Members asked why there is so much non-compliance listed on the report. Kathy stated that it has to do with CMH having very specific indicators in the contracts. Also, because there are many contracts in this month's report card, it looks like a lot.

#### C. QISMC

- Mary Moore reported on QISMC. She stated that in terms of Person Centered Planning (PCP), 80 percent are identifying natural supports. She reported that the Medical Records Committee is reformatting the PCP forms to include prompts for natural supports in order to better reach the benchmark.
- Mary reported that system changes were made to increase communication with primary care physicians. In June, the 100 percent benchmark was met, but in July it dropped to 33 percent. The Medical

Records Committee will be looking into this issue.

- Mary reported that CMH is continually educating staff and consumers about PCP and Coordination of Care (COC).
- Mary stated that CMH may need to add another QISMC project. She asked Committee members to think about what system they would like to improve in CMH.

#### D. State Performance Indicators

- Tracy reported on the state performance indicators for the last quarter. She reported that there was an increase in the number of people we serve and that CMH met all of the indicators. There were no concerns.

#### E. Consumer Comments

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

### IV. Old Business

#### A. Requested New Topics

- Cheri asked Committee members if there was a CMH program that they would like more information about. Committee members asked for a presentation on the programs offered to the mentally ill and developmentally disabled.

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

### VI. New Business

#### A. "How does one become a consumer?" Presentation

- Sue Buist handed out copies of a section of the Access Center Manual and Access Screening Forms. She stated that there are two ways to request services from CMH. A person can call the Access Center to request services, or if they are having a mental health crisis at an emergency room, a clinician will be sent to the hospital.
- To be eligible for services, Sue explained that some criteria apply. She told members that if a person is not sure if they are eligible, they should call the Access Center and talk to a clinician. A referral will be given if a person is not eligible for CMH services.

#### B. Community Forums

- Kelly reported that CMH is contracting with a company to conduct a needs assessment to determine areas of consumer need. This includes

an e-mail survey to community partners, an internal staff survey, and four community forums. Kelly passed out a flyer that detailed dates and times, and then she asked members to attend and invite others.

### C. NAMI Presentation

- Kelly reported that CMH psychiatrist, Dr. Salva, will be doing a presentation entitled “What hurts, what helps” for the local NAMI chapter. This will be held on October 9 at 7:30 p.m., at Calvary Reformed Church in Holland.

### D. DCH Review

- Sue reported that the DCH surveyors were here in May and did a week and a half review of CMH’s charts and programs. Sue stated that they will be coming back for two days and interviewing up to 33 consumers whose charts were reviewed in May. The surveyors will be traveling to the Lakeshore Clubhouse and to Holland CBE. They will also be looking at the corrective actions CMH has taken in June, July, and August.

### E. Micro Enterprises

- Rick Hunter explained that over a year ago CMH had reinvestment dollars to use to empower consumers. One idea for the funds was to develop micro enterprises. Rick and two other CMH staff met with a representative from DCH. The representative explained three different models of micro enterprises and then mainly talked about small businesses that consumers could run, including selling crafts. Since that type of business does not generate sufficient income, CMH sent a request for proposal (RFP) to find a company that would generate different business plans. The Woods Group
  - was selected and they generated 10 different plans. CMH narrowed the plans down to the following four businesses:
    - Pet care
    - Coffee shop
    - Cartridge remanufacturing
    - Janitorial
  - CMH then sent out an RFP to find a company that would help get the businesses started. The Woods Group was selected to do this. So far, all business ideas but janitorial are at different stages of development.
    - Coffee shop: The location for the coffee shop will be the James Street Outpatient Building’s lobby. The developers of this business have talked to Facilities and Maintenance, researched equipment, and found a supplier. Eight consumers have expressed interest in

this business.

□ Cartridge remanufacturing: The developers of this business will be meeting again shortly. They have visited other remanufacturing businesses in Chicago, but they need to meet to discuss their structure.

□ Pet care: The pet care business is the least developed, because those who are interested in it do not have transportation available. This is a business where consumers would go to clients' houses and exercise the clients' pet(s). John suggested that they include a service to bring clients' pets to dog day care.

- Rick stated that all of these businesses will be consumer owned.

There will

be a meeting regarding how business ownership will affect benefits on September 22, from 10:30 to Noon in the A-1 Board Room.

- Q&A:

1. Will there be any capital input required from consumers?

a. Rick stated that it would be very minimal if any.

2. Where does the start up money comes from for the businesses?

a. Rick explained that the developers have been talking to banks for loans. They also will be looking into contracting with other entities that have experience in running small businesses.

3. Will consumer owners receive medical benefits?

a. Rick stated that it still needs to be figured out.

F. Recipient Rights Conference

- Cheri reported that there are two scholarships available for the Recipient Rights conference October 22 - 24. Christina and John said they were interested in going.

VII. Next Meeting

Monday, October 13, 2003

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

A Building, Board Room

Erin Rotman

Recorder