

Consumer Advisory Committee  
Minutes  
Conference Room 2, Building A-1  
November 10, 2003, 1:00 - 3:00 p.m.

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

Members Absent: Rosalie Austin, John Bayer, Sue Buist, Matt Carl, John Etzweiler, Christina Lazaridis

Staff Present: Kathy Coffey, Roger DeKuiper, Brigi Ellis, Mary Moore, Cheri Parks, Erin Rotman, Kelly Sall, Tracy Taylor

Guests: Bev Chavez, Joyce Kortman, Laura Petroelje

#### I. Review/Approve Agenda

- The proposed agenda was approved with one change. Lucile added "Comments on the November 8 meeting" under New Business.

#### II. Review/Approve Minutes

- The minutes from the meeting on September 8, 2003, were approved with no changes.

#### III. Reports

##### A. Provider Report Card

- Kathy Coffey reported on the contracts that will be going to the Board in October and November and some that will be going in December.
- Kathy reported that in October the Kandu contract for skill building will be renewed and the contract for transportation will be extended. The contracts for Macomb-Oakland Regional Center and Jerry Dils will be renewed.
- For November and December contracts, Heritage Homes In-Home Respite, Protocall, and three children's waiver contracts will be renewed. The contracts for Center for Women in Transition, El Centro, Smith & Debbies, Meadowland, and HH Harrison Home will be extended.

##### B. QISMC

- Mary Moore reported on QISMC. She stated that October 1 was the completion date for tracking improvements in Person Centered Planning (PCP). Beginning October 1, the State is requiring all CMHs to begin tracking Coordination of Care (COC). Also beginning October 1, CMHOC will begin combining COC data with Muskegon CMH before it is sent to the State. Committee members requested that CMHOC's information be reported separately to the Committee as well as the combined data that is reported to DCH.

##### C. Consumer Satisfaction Survey

- Tracy reported on the Consumer Satisfaction Survey that was given in June to persons with developmental disabilities. She stated that overall this year CMH did well and almost all comments were positive. Staff followed-up with consumers and guardians who requested a response. Tracy said that there was not much of a difference in satisfaction between consumers and guardians. Committee members recommended that the survey be available online. Members also asked Tracy to include a copy of the survey with the next report.

#### D. PCP Checklist

- Tracy reported on the PCP Checklist results from July through September. She stated that the response this quarter doubled. There were only three “no” answers, which is very positive. Committee members asked how many consumers are required to have a PCP done. Tracy answered that all consumers need to have one done annually. Committee members recommended that the survey be available online.

#### E. Consumer Comments

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

#### F. Consumer Services Report (Jul - Sep)

- Kelly reported that CMH held a consumer art exhibit in October at the Westshore Mall to raise awareness of mental illness. She reported that there were over 20 artists on display. Next year Consumer Services will try to plan it during the second week of October, which is Mental Illness Awareness Week.
- Kelly reported that there was such a big demand for the new Self-Determination brochure that they had to be sent to a printer. Kelly passed out brochures and a self-determination handbook for members to see.

#### G. CAC QI Report

- Cheri reported on the CAC QI Report for the last quarter (July through September). Overall, the indicators are on track. Indicator eight, regarding consumer volunteers and consumer employees was reported for the first time.

#### H. Service Authorization Data

- Cheri reported on the Service Authorization Data. She reported that the data was very consistent compared to the past quarter. The total service requests for July through September was 410, which was 31 more than the last quarter.

#### IV. Requested New Topics

- Committee Members did not request any new topics.

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

#### VI. New Business

##### A. Services for Persons with Developmental Disabilities (DD) - Presentation

- Roger DeKuiper, a CMH Psychologist, presented on DD services. He reported that

the definition of a person with a developmental disability is defined on a functional basis. The disability needs to have occurred before age 22, be lifelong, and result in the substantial functional limitation in three or more major life activities.

- Roger reviewed the scope of services available to persons with a developmental disability.
- Members asked if there is ever a point where CMH reassesses funding for consumers with less help from family. Roger reported that each consumer is required to have an annual written service plan that should identify the amount of natural supports available to the person. Services are then identified to help the person meet their needs.

VII. The balance of the agenda was deferred to future meetings.

VIII. Next Meeting

Monday, December 8, 2003  
1:00 p.m. - 3:00 p.m.  
A Building, Board Room

Erin Rotman  
Recorder