

Consumer Advisory Committee
Minutes
Conference Room 2, Building A-1
December 8, 2003, 1:00 - 3:00 p.m.

Members Present: Sue Buist, Matt Carl, Toby Fowler, Christina Lazaridis, Kristi Nale, San-dee Stradley, Lucile VanKoevering

Members Absent: John Bayer, Donna Elston, John Etzweiler, Wendy Johnson, Marie Ready, James Veling

Staff Present: Kathy Coffey, Cheri Parks, Erin Rotman, Tracy Taylor

Guests: Jean Osterhaven

I. Review/Approve Agenda

- The proposed agenda was approved with no changes.

II. Review/Approve Minutes

- The minutes from the meeting on November 10, 2003, were approved with no changes.

III. Reports

A. Recipient Rights

1. HCH

- Annual Report: Jean reported that for FY2003 there were 12 complaints, 20 allegations, and 1 allegation investigated. None were substantiated. Jean reported that the average length of inpatient stay is short (approximately three to five days) and many are admitted involuntarily. Jean reviewed the rest of the report with the Committee.
- Quarterly Report: Jean reported that there were no opened cases July through September.

2. CMH

- Annual Report: Cheri reported that for FY2003 there were 52 complaints, 73 allegations, and 51 allegations investigated. Of those investigated, 45 were substantiated. Cheri reported that all outcomes for the fiscal year have been accomplished. The Committee recommended outcomes for the next fiscal year.
- Quarterly Report: Gentry reported that in October CMH opened four complaints and closed four.

B. Provider Report Card

- Kathy Coffey reported on the contracts that will be going to the Board in January.
- Kathy reported that St. Mary's Inpatient contract will be renewed for two years.
- The Staff Care contract and Hope Network contract will also be renewed.
- Kathy reported that the Pine Rest Outpatient ECT contract will be renewed during

the same time period the inpatient contract is renewed.

C. Performance Indicators

- Tracy Taylor reported on the performance indicators. She made special note of those indicators that were below the State average and explained what CMH is doing to improve those numbers.

D. Consumer Satisfaction Survey

- Tracy reported on the Consumer Satisfaction Survey that was given to guardians that participate in the respite program. Overall, guardians were very happy with the staff and services, but they would like an increase in their monthly respite amount.

E. Consumer Comments

- There have been no new consumer comments since the last meeting.

IV. Old Business

A. 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 Mental Illness (MI) - Presentation

- Sue Buist passed out a list of service areas broken down by adults and children. Since there are so many MI services, she briefly explained each area and asked what members wanted more information on for the next meeting.
- Members asked for more information on home-based services for children, supported employment, and general information on types of therapy.

B. DCH Review Results: Deferred to a future meeting.

C. Recipient Rights Education (HIPAA Video): Deferred to the next meeting.

D. Recipient Rights Conference: Cheri reported that the conference was held in Midland and had great speakers. Consumers performed a play that they had written and consumer art was sold. Five CMH consumers attended.

E. Committee Member Reappointments: All members whose term was up in September requested to be reappointed.

VII. Next Meeting

Monday, January 12, 2004

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

A Building, Board Room

Erin Rotman
Recorder