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**APPROVED
OTTAWA COUNTY
COMMUNITY MENTAL HEALTH**

**Monday, July 19, 2004 1:00 PM
CMH Building A - Board Room**

PRESENT: Edward Berghorst, Rita Bird, Mark Bombara, Janie Hernandez, Kristine Nale, Harris Schipper, Kellye Slaggert, Lucile Van Koevering, Steve Waters

ABSENT: None

EXCUSED: Joyce Kortman, Cornelius Vander Kam, Fred Vander Laan

STAFF: Gerry Cyranowski, Pam Pekelder, Betty O'Rourke, Gloria Pelon

OTHERS: Greg Rappleye

CALL TO ORDER - Board Chairperson
Kellye Slaggert, Vice Chair called the July 19, 2004 meeting to order at 1:02pm.

PUBLIC COMMENT
No Public Comment.

APPROVAL OF MINUTES of June 21, 2004
CMH 04-043 Motion: To approve the minutes of the June 21, 2004 meeting.
Moved by: Schipper Supported by: Van Koevering
MOTION CARRIED

APPROVAL OF AGENDA of July 19, 2004
CMH 04-044 Motion: To approve the agenda for July 19, 2004.
Moved by: Berghorst Supported by: Bombara
MOTION CARRIED

COMMUNICATIONS & PRESENTATIONS
There were no communications or scheduled presentations.

CHAIRPERSON'S REPORT
At last month's CMHOC Board of Directors Meeting, a suggestion was made to review and reaffirm CMHOC's Mission Statement. In response to this suggestion, Ms. Slaggert read the Mission Statement.

EXECUTIVE DIRECTOR'S REPORT
Mr. Cyranowski answered questions regarding his July, 2004 Executive Director's Report.

Mental Health Commission:
Mr. Cyranowski commented on the suggestion from the Mental Health Commission to change the approximately forty (40) local CMH agencies or authorities to a total of only eighteen (18) districts. He recommended that Board Members, community members and consumers express their concerns and opinions to the Mental Health Commission and local legislators.

Ms. Bird commented that legislators are currently discussing several bills that could adversely affect consumers and local CMH Boards. She stated that she will distribute copies of information at the end of the meeting.

Mr. Cyranowski commented on the need to educate local legislators on these issues. He will extend invitations to local legislators to attend future CMHOC Board Meetings.

Mr. Bombara suggested, as a Board, to send an appropriate resolution to the Mental Health Commission. Mr. Cyranowski stated that the preliminary report (78 pages) is available on the web site. It was requested that Mr. Cyranowski provide Board Members with an "Executive Summary" or "fact sheet" of this information. This topic will be revisited at the August 16, 2004 CMHOC Board of Directors Meeting, to determine if a statement (resolution) from the CMHOC Board of Directors should be forthcoming.

MACMHB Nomination and Election of Association Officers - 2005:

Mr. Cyranowski stated that the MACMHB is requesting that CMH Boards submit nominees for election of Association Officers for 2005. It was noted that Ms. Kortman and Mr. Cyranowski are members of the Policy Committee and Ms. Bird is a member of the Legislative Committee.

This topic will be revisited at the August 16, 2004 CMHOC Board of Directors Meeting.

Changes in Community Living Supports

Ms. Bird stated that she has received phone calls and a letter from a consumer relative to changes in Community Living Supports (CLS) services. She questioned why consumers can no longer be driven to doctors appointments, but can be driven to social events. Mr. Cyranowski stated that transportation for Medicaid appointments falls within the responsibility of FIA, the Medicaid Health Plan, and the group home.

Medicare Regulations - Habilitation

Ms. Bird questioned whether Medicare will pay for denied habilitative services, i.e., OT/PT/SLT. Mr. Cyranowski stated that they do and will forward a copy of the regulations to Ms. Bird. He stated that individual needs of the consumer is the top priority; if a requested service is part of the Person Centered Plan (PCP), CMHOC will accommodate

FINANCE ITEMS:

Service Contracts

CMH 04-045 Motion: To approve the Service Contracts as presented.
Moved by: Schipper Supported by: Waters

Mr. Cyranowski stated that the Communication Clinic Service Contract is still under negotiation and requested that this contract be removed from consideration today.

CMH 04-046 Motion: To amend the motion.
Moved by: Schipper Supported by: Van Koevering

MOTION CARRIED

CMH 04-047 Amended Motion: To approve the Service Contracts as presented, with removal of the Communication Clinic Service Contract.

Moved by: Schipper Supported by: Van Koevering

MOTION CARRIED

FY 2003/2004 June Financial Report

CMH 04-048 Motion: To receive FY 2003/2004 June Financial Report as presented.
Moved by: Van Koevering Supported by: Bombara

MOTION CARRIED

FY 2003/2004 Budget Adjustment #5

CMH 04-049 Motion: To approve FY 2003/2004 Budget Adjustment # 5 as presented.
Moved by: Van Koevering Supported by: Bombara

MOTION CARRIED

OLD BUSINESS

Executive Director's Performance Evaluation

Ms. Slaggert distributed the Executive Director's Performance Evaluation form, stating that the completed forms must be received no later than August 16, 2004. She noted that a pre-addressed, pre-stamped envelope has been included. Any forms received after the August 16, 2004 deadline will not be accepted.

NEW BUSINESS

MDCH Mission-based Performance Indicators

Year-To-Date: March, 2004

Mr. Cyranowski provided a Power Point presentation and answered questions regarding the MDCH Mission-based Performance Indicators.

Mr. Cyranowski explained the report was the result from the first six months of this fiscal year, 10/01/03 - 03/31/04; showing that CMHOC exceeded both the State standard and State average in the eight (8) performance indicators that MDCH has deemed most important in the areas of service access, efficiency, outcomes, and appropriateness of care.

Indicator 34: Quality of Life - Employment - MIA: Percentage of persons with mental illness in Supported Employment earning the Federal minimum wage or greater. Mr. Cyranowski stated that this is under the state average; noting that this is the only indicator that is under performing. Background data will be researched and presented at a future meeting.

These eight (8) indicators will be reported to the Board on a quarterly basis, as they become available from MDCH. He noted that no report on the Recipient Rights indicator has been received as of this date.

Consumer Satisfaction Survey

May, 2004: Consumers with Mental Illness

Mr. Cyranowski provided a Power Point presentation and answered questions regarding the May, 2004 Consumer Satisfaction Survey.

Summary of results:

- #1: 95% rated the quality of services as excellent or good
- #2: 96% say they definitely or generally received the services they wanted
- #3: 89% felt the program met all or most of their needs
- #4: 98% would recommend CMHOC to a friend if they needed similar help
- #5: 98% reported they were very or mostly satisfied with the services they received
- #6: 96% reported the services received helped them deal more effectively with their problems
- #7: 96% reported satisfaction with the services received
- #8: 98% reported they would come back to CMHOC if they needed help again
- #9: 73% reported they are aware that they have a choice in who provides services to them
- #10: 76% reported they do know who to call if they have a complaint
- #11: 8% reported this was their first visit to a CMHOC office for services

Mr. Cyranowski noted that efforts will be given to provide better education to consumers in the areas of:

- #9: Do you know that you have a choice in who provides CMH services to you?
- #10: Do you know who to call if you have a concern or complaint?

It was noted that CMHOC received 240 responses. The data is collected twice a year, Spring and Fall and is based on the CSQ8 Standardized Satisfaction Tool, which is used on a national basis.

Mr. Cyranowski stated that CMHOC staff should be complimented on a job well done.

As proof that CMHOC is doing an excellent job in providing quality services to its consumers, Ms. Bird suggested attaching this information to any resolution that may be sent to the Mental Health Commission. Ms.

Slaggert suggested also attaching the Mission-based Performance Indicators.

GENERAL INFORMATION, COMMENTS AND MEETINGS ATTENDED

Ms. Bird distributed and reviewed information she received from her attendance on the MACMHB Legislative Committee.

Ms. Bird distributed, for information only, copies of an article entitled, *Brain Pacemaker*.

PUBLIC COMMENT

Andy Ransom

15501 Clovernook, Apt. #1

Grand Haven, Michigan

Commented on the Power Point presentations, indicating that he enjoyed them.

Commented on the St. Johns Health Care Service Contract; thanking the CMHOC Board for renewing this contract. He was very complimentary of the St. Johns Health Care center; stating that he has been with them for four years.

ADJOURNMENT

Ms. Slaggert suggested reflecting on today's meeting prior to adjournment. Mr. Schipper commented on the importance of the information relative to the future direction of CMH, due to the role of the Mental Health Commission.

Ms. Slaggert adjourned the July 19, 2004 meeting at 2:30pm.

Kellye H. Slaggert, Vice Chair Edward Berghorst, Secretary

Agenda

1. Call to Order - Board Chairperson
2. Public Comment
3. Approval of Minutes of June 21, 2004
Suggested Motion: To approve the Minutes of June 21, 2004.
4. Approval of Agenda of July 19, 2004
Suggested Motion: To approve the Agenda for July 19, 2004.
5. Communications and Presentations
6. Chairperson's Report
7. Executive Director's Report (*Attachment A*)
8. Finance Items: (*Attachment B*)
Service Contracts
Suggested Motion: To approve the Service Contracts as presented.

Financial Statement

Suggested Motion: To receive FY 2003/2004 June Financial Report as presented.

Budget Adjustment

Suggested Motion: To approve FY 2003/2004 Budget Adjustment # 5 as presented.

9. Old Business:

Executive Director's Performance Evaluation (Kellye Slaggert)
(To be distributed at meeting)

10. New Business:

(Attachment C)

MDCH Mission-based Performance Indicators (Greg Hofman)
Year-To-Date: March, 2004

(Attachment D)

Consumer Satisfaction Survey (Greg Hofman)
May, 2004: Consumers with Mental Illness

11. General Information, Comments and Meetings Attended

12. Public Comment

13. Adjournment