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**APPROVED
OTTAWA COUNTY
COMMUNITY MENTAL HEALTH**

**Monday, August 16, 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, Fred Vander Laan, Steve Waters

ABSENT:

EXCUSED: Joyce Kortman, Cornelius Vander Kam

STAFF: Gerry Cyranowski, Greg Hofman, Pam Pekelder, Gloria Pelon

OTHERS: Greg Rappleye

CALL TO ORDER - Board Chairperson

Fred Vander Laan, Chairperson called the August 16, 2004 meeting to order at 1:00pm.

REVIEW OF CMHOC MISSION STATEMENT

Mr. Vander Laan noted that this is an addition to the Agenda and will appear monthly.

PUBLIC COMMENT

Tom Bird
Town Hall Coalition
359 Waukazoo Drive
1Holland, Michigan 49424

Commented on the recent audit - PCPs had expired with regard to OT, PT and speech therapy. The required monitoring had not been done. Consumers had OT, PT and speech therapy terminated until PCPs were updated and a monitoring system is in place. Mr. Bird noted that he was concerned that timely delivery of quality services no longer exists. Recommended an analysis be completed to find a way to do OT, PT and speech therapy more cost effectively.

PJ Coldern
9020 Erie
St. Helen, Michigan

Commented on reported changes to CLS services. Noted concern that services will be decreased instead of increased.

PUBLIC COMMENT (continued)

Michelle Rawlings
15881 32nd Avenue
Coopersville, Michigan

Commented on reported changes to CLS services and funding issues with billing to Medicaid. Stated that she

would hate to see services changed. She is willing to work with CMHOC staff to continue services. Noted no OT, PT, or speech therapy services available at North Ottawa Community Hospital and wondered why CMHOC did not contract with them.

APPROVAL OF MINUTES of July 19, 2004

CMH 04-050 Motion: To approve the minutes of the July 19, 2004 meeting.
 Moved by: Schipper Supported by: Van Koevering

MOTION CARRIED

APPROVAL OF AGENDA of August 16, 2004

CMH 04-051 Motion: To approve the agenda for August 16, 2004.
 Moved by: Berghorst Supported by: Slaggert

MOTION CARRIED

COMMUNICATIONS & PRESENTATIONS

Consumer Satisfaction Survey - MI Child Respite Services

Mr. Cyranowski provided a presentation relative to the Consumer Satisfaction Survey for Children with Emotional Impairment - Respite Services. The survey was completed in June, 2004.

Mr. Cyranowski stated that an annual report card is published and would be released today. He noted some of the results:

- Monthly Respite Amount Met Needs *63% = D
 - Use of Respite Program Easy *75% = C
 - Program Beneficial to Family 85% = B
 - Helpfulness of CRN Respite 85% = B
- Coordinator

*Due to state funding reductions for respite services and changes in program rules, satisfaction with the amount of funding available and ease of use of the program declined sharply from last years results. 63% reported available funding met their needs, while 75% reported the program was easy to use.

Mr. Cyranowski noted that the CMHOC Board responded to this need, by authorizing the transfer of additional State General Fund dollars to the respite program for the remainder of this fiscal year.

Mr. Cyranowski stated that this information will be reported on again next year and he hopes to see improvements.

Human Resources Report

Mr. Cyranowski provided a presentation relative to the organizational performance of CMHOC. The reports focused on annual performance appraisals, staff development and training, staff turnover, and exit interviews.

Staff Development Activity Report - October 2003 - March 31, 2004

Presentations by external presenters	13 Activities	431 Attendees
Presentations by internal presenters	15 Activities	344 Attendees
Medication Luncheons	12 Activities	121 Attendees
External Seminars/Conferences	39 Activities	91 Attendees

Annual Performance Evaluation Data - 2003/2004

Estimated Employees	208
Completed Evaluations	194 (93.3%)
Unsatisfactory Evaluations	1 (0.5%)
Evaluations that Included Training Records	175 (90.2%)

Evaluations with Measurable Competencies 194 (100%)

Exit Interviews Performed by Human Resources - 2003

Existing Employees	19
Total Employees	186
Department Turnover	10.22%
Number Exit Interviews	10

Thus far for 2004, there were seven (7) employees existing; with two (2) completing exit interviews. Mr. Cyranowski noted that the exit interviews are not mandatory, but are offered by Human Resources. Assistant Teacher positions account for the largest turnover.

Tuition Reimbursement - CMHOC Staff - 2003 County Supported

Number of staff	6
Number of classes	27
Dollar amount	\$20,092

CHAIRPERSON'S REPORT

Mr. Vander Laan reported that the CMHOC rent relief request will be presented at the next Ottawa County Commissioners Meeting. This will be an approximate \$180,000.00 annual savings for CMHOC.

Mr. Vander Laan did not have an update on the CMHOC interest issue. Mr. Cyranowski stated that information he received stated this would begin in the new fiscal year, October 1, 2004. This issue should be presented at a future County Finance Meeting. Mr. Vander Laan will bring an update to the CMHOC Board of Directors Meeting to be held on September 20, 2004.

Mr. Vander Laan stated that the completed Executive Director Performance Evaluations were due today. It was noted that 100% had been received.

Ms. Bird questioned the information received from Mr. Cyranowski relative to maintenance programs covered under Medicare. She commented that Medicare will do re-evaluations, but will not provide ongoing maintenance. She stated CMHOC needs to keep in place a system for maintenance that will be covered by Medicare. She suggested that MDCH and CMS provide a letter of explanation. She emphasized the need to make sure there is no lapse in services.

Mr. Cyranowski stated that CBE staff are trained and qualified to carry out services that are billable to Medicaid.

EXECUTIVE DIRECTOR'S REPORT

Mr. Cyranowski provided the following update to his August, 2004 Executive Director's Report:

- Mental Health Commission Meeting: Mr. Cyranowski encouraged attendance at the Mental Health Commission Meeting that will be held on Tuesday, August 17, 2004.

Public comment will be received. More information can be found on the web site.

- The MDCH Site Review: Mr. Cyranowski stated that the preliminary report showed that the affiliation as a whole and CMHSP's individually went well. A preliminary report was provided in an exit interview on Friday, August 13, 2004; a written report will be received within 30 to 60 days. Reviewers were complimentary of the affiliation having made substantial improvements from last year. In the preliminary report, the Lakeshore Affiliation received a 91% in compliance with PCP standards. Mr. Cyranowski will provide an overview when the final report is received.

- Response to reported changes to CLS - Mr. Cyranowski stated that he has not issued any external communication to the public, providers or consumers or made any changes to CLS.

- Mr. Cyranowski asked Board members to refer letters and other inquiries from consumers, guardians, and

family members regarding CMHOC services directly to him for attention.

FINANCE ITEMS:

Service Contracts

CMH 04-052 Motion: To approve the Service Contracts as presented.

Moved by: Van Koevering Supported by: Bombara

MOTION CARRIED

Service Contract Extension - Holland Community Hospital:

Mr. Cyranowski noted that meetings with the Manager of Clinic Services at North Ottawa Hospital concluded that North Ottawa Hospital could not meet CMHOC requests to purchase OT, PT, and Speech Therapy services. As questions surfaced regarding this issue, Mr. Cyranowski will contact the CEO to clarify. Mr. Cyranowski will provide an update at the September 20, 2004 CMHOC Board of Directors Meeting.

New Service Contract - Deaf/Hard of Hearing Connection

Ms. Van Koevering suggested contacting Nancy Dokter, who is in private practice, as another connection to provide these services.

FY 2003/2004 July Financial Report

CMH 04-053 Motion: To receive FY 2003/2004 July Financial Report as presented.

Moved by: Waters Supported by: Slaggert

MOTION CARRIED

OLD BUSINESS

MACMHB Nomination & Election of Association Officers - 2005

Mr. Cyranowski reviewed the information relative to the MACMHB Nomination and Election of Association Officers - 2005.

Ms. Bird stated that Joyce Kortman would be pleased if the CMHOC Board of Directors would nominate her for first vice president.

CMH 04-054 Motion: To nominate Joyce Kortman to be placed on the ballot for Association Officers as a candidate for First Vice President

Moved by: Bird Supported by: Schipper

MOTION CARRIED

Ms. Bird will inform Ms. Kortman. Ms. Pelon will fax the completed form to the MACMHB and the Chairperson for the Western Region, Robert Lathers.

Mental Health Commission - Consideration of Resolution

This issue is being revisited due to two key recommendations from the Mental Health Commission:

- Education, Rights, Outreach, and Advocacy

If enacted, one proposed option would establish the Office of Recipient Rights as a stand-alone agency with no direct ties to local CMHSPs. Current real or perceived conflict of interest would be eliminated.

- Governance, Structure, and Accountability

If enacted, would consolidate all CMHSPs into, at most, eighteen (18) regional authorities. These eighteen authorities would integrate mental health and substance abuse services. County financial match and county government control would be eliminated.

Mr. Cyranowski noted that the Board Association has opposed both recommendations.

Ms. Bird stated that uniform service delivery could impact DD services; noting that the DD population is not included in the report. She emphasized the importance of getting on record regarding these issues.

Ms. Slaggert suggested discussing this issue with our affiliate, Muskegon County, proposing a joint resolution. Mr. Cyranowski will follow-up and report back.

Mr. Vander Laan and Mr. Cyranowski will meet with Greg Rappleye, Corporate Council, and provide a draft resolution at the September 20, 2004 CMHOC Board of Directors Meeting. Mr. Rappleye noted that County Commissioners would support preservation of status quo and continued local control.

Board of Directors Reporting Schedule

Ms. Slaggert stated that with the absence of the Program/Planning & QI Committee, she would like to introduce a tentative reporting schedule:

Focus: MDCH Contract Performance

- MDCH Mission-based Performance Indicators
- January/April/July/October

- MDCH Lakeshore Affiliation Site Survey
- Upon receipt of report

Focus: Financial Status

- Monthly: Comparative Balance Sheet
- Monthly: Revenue and Expenditure Summary
- Monthly: Budget vs. Actual Expenses

Focus: Consumer Satisfaction

- June: Consumers - Developmentally Disabled
- June: Guardians - Developmentally Disabled

- October: Respite - Child/Emotionally Impaired
- October: Respite - Developmentally Disabled
- October: Consumers - Mentally Ill

- As Available: Consumers/Guardians - MI and DD receiving services from contract providers.

Focus: Human Resources

- April: Staff Turnover
- April: Exit Interview
- April: Staff Development and Training
- May: Staff Performance Appraisal

- Periodic: CMHOC Employee Satisfaction Survey
- Periodic: County of Ottawa Employee Satisfaction Survey

Mr. Cyranowski will provide a "Schedule of Reporting Calendar"; this will be included in the Board Packet for the September 20, 2004 CMHOC Board of Directors Meeting.

NEW BUSINESS

Clinical Privileging

CMH 04-055 Motion: To approve the following Licensed Independent Practitioner to be privileged: Dhanu T. Mahesh, M.D.

Moved by: Berghorst

Supported by: Van Koevering

MOTION CARRIED

Mr. Cyranowski stated that Dr. Mahesh is under contract for on-call coverage; part of 24/7 psychiatric coverage.

GENERAL INFORMATION, COMMENTS AND MEETINGS ATTENDED

Mr. Vander Laan announced that the September 20, 2004 CMHOC Board of Directors Meeting is an evening meeting, 6:00pm, and will be held at the Fillmore Street Complex. This meeting will include the Annual Public Hearing.

Mr. Vander Laan noted that the issue of CMHOC Board of Directors receiving paid per diem for their attendance at conferences was not discussed at the last Ottawa County Commissioners Meeting. He will follow up and report at the September 20, 2004 CMHOC Board of Directors Meeting.

Mr. Vander Laan announced that Representative Barbara Vander Veen will attend the October 18, 2004 CMHOC Board of Directors Meeting.

BOARD REVIEW OF THE DAYS BUSINESS

Ms. Slaggert commented that time was well spent on legislative issues and emphasized the need to continue to look at these topics.

Mr. Vander Laan commented that he appreciates the public comment. He stated that he appreciates Board Members' attitudes and commitment to being well prepared for the meetings.

Ms. Van Koevering commented that she feels there is a need to review the Mission Statement for possible revision.

Mr. Bombara commented that he felt Board Members are doing a good job not micro-managing; doing a good job communicating. He stated there is a need to devote time to looking at "who we are and where are we going".

Mr. Schipper commented that he feels this is a well functioning Board, with many challenges ahead.

Ms. Bird commented that as a Board there is a need to continue to evolve. She appreciates the sharing of information, especially the educational presentations.

Ms. Hernandez commented that she appreciates the Board staying on task. She stated that as a new Board member, she is continuing to learn.

Mr. Waters commented that he agrees with all the comments.

Ms. Nale commented that consumers dislike the term "indigent"; finding it very demeaning. She would like to see this changed.

Mr. Berghorst commented that he was not in favor of discontinuing the Program/Planning & QI Committee, but has seen a benefit in hearing the information as a whole Board. He stated that he agrees that the Mission Statement needs to be reviewed and updated so it continues to have meaning.

PUBLIC COMMENT

PJ Coldren
9020 Erie
St. Helen, Michigan

Commented that any policy changes needs to have consumer input. She stated that she will provide Mr. Cyranowski with a copy of a letter she gave to Ms. Bird.

ADJOURNMENT

Mr. Vander Laan adjourned the August 16, 2004 meeting at 2:42pm.

Fred Vander Laan, Chairperson Edward Berghorst, Secretary

Agenda

1. Call to Order - Board Chairperson
2. Review of CMHOC Mission Statement
The mission of Community Mental Health of Ottawa County is to provide quality mental healthcare services that will maximize self sufficiency and self reliance in persons whose functioning is impaired by developmental disabilities or mental/emotional disorders.
3. Public Comment
4. Approval of Minutes of July 19, 2004
Suggested Motion: To approve the Minutes of July 19, 2004.
5. Approval of Agenda of August 16, 2004
Suggested Motion: To approve the Agenda for August 16, 2004.
6. Communications and Presentations
Consumer Satisfaction Survey - MI Child Respite Services
Presenter: Gerry Cyranowski

Human Resources Report
Presenter: Gerry Cyranowski
7. Chairperson's Report
8. Executive Director's Report (*Attachment A*)
9. Finance Items (*Attachment B*)
Service Contracts
Suggested Motion: To approve the Service Contracts as presented.

Financial Statement
Suggested Motion: To receive FY 2003/2004 July Financial Report as presented.
10. Old Business
(*Attachment C*)
MACMHB Nomination & Election of Association Officers - 2005

(*Attachment D*)
Mental Health Commission - Consideration of Resolution
11. New Business (*Attachment E*)
Clinical Privileging
Suggested Motion: To approve the following Licensed Independent Practitioner to be privileged: Dhanu T. Mahesh, M.D.
12. General Information, Comments and Meetings Attended
13. Board Review of the Days Business
14. Public Comment
15. Adjournment

