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**APPROVED
OTTAWA COUNTY
COMMUNITY MENTAL HEALTH**

**Monday, October 25, 2004 1:00 PM
CMH Building A - Board Room**

PRESENT: Edward Berghorst, Rita Bird, Mark Bombara, Janie Hernandez, Joyce Kortman, Kristine Nale, Harris Schipper, Kellye Slaggert, Lucile Van Koevering, Cornelius Vander Kam, Fred Vander Laan, Steve Waters

ABSENT:

EXCUSED:

STAFF: Gerry Cyranowski, Sue Buist, Greg Hofman, Pam Pekelder, Betty O'Rourke, Gloria Pelon

OTHERS: Greg Rappleye

CALL TO ORDER - Board Chairperson

Fred Vander Laan, Chairperson called the October 25, 2004 meeting to order at 1:00pm.

REVIEW OF CMHOC MISSION STATEMENT

Mr. Vander Laan reminded Board Members to read the CMHOC Mission Statement; noting it is an addition to the Agenda and will appear monthly. Ms. Kortman noted that at some point the Board was going to address and review the Mission Statement. Ms. Slaggert stated there was some discussion indicating interest in reviewing the Mission Statement.

PUBLIC COMMENT

No Public Comment received.

APPROVAL OF MINUTES of September 20, 2004

CMH 04-070 Motion: To approve the minutes of the September 20, 2004 meeting.

Moved by: Schipper

Supported by: Van Koevering

MOTION CARRIED

Ms. Bird stated that follow up should occur relative to some Public Comments and questioned whether there had been follow up or, any intention to follow up, on some of the specific comments made. Mr. Vander Laan stated he followed up with a couple of the comments, directing the person to the appropriate place or person.

Mr. Cyranowski stated that the issue relative to Respite is being addressed and the issue relative to the person with a family member that was in jail was being addressed.

Ms. Kortman commented, relative to public relations, when public comments are received regarding CMHOC services or calling attention to a short falling on the part of CMHOC, follow up should become a part of Mr. Cyranowski's monthly Executive Director's Report. She noted that the Board would then know that problems had been addressed and resolved.

In response to 20 minute Doctor appointments; Mr. Cyranowski stated that the psychiatrists are the highest single unit cost to CMHOC. They are the highest credentialed service providers, therefore are a higher cost. He stated that efforts are being made with the Doctors to increase their productivity and by going to a three appointment per hour schedule system; it brings the agency closer to the practice of surrounding counties (Kent and Muskegon). This is an attempt to bring CMHOC operating expenses per unit cost down. A study was completed relative to the amount of time consumers spend with the Doctor and the average was about 10 to 12 minutes. Mr. Cyranowski stressed that the psychiatrists are here not to provide psychotherapy; but here solely for medical monitoring of the consumer and providing medication management. Ms. Slaggert questioned whether more time would be given by the Doctor(s) if it was an emergency/crisis or a situation that demanded more attention. Mr. Cyranowski assured Board Members that this is the case.

Ms. Kortman commented on the issue relative to transportation concerns. She stated that she met with Mark Knudson and two other people who have extensive information and knowledge about transportation. She stated that if the county was organized correctly, more funds could become available, providing more service, without any additional county funds. This is being investigated. Ms. Kortman stated that she met with Mr. Alan Vanderberg and with Mark Knudson. Reports from the county level should be available within a couple of months.

Ms. Bird questioned the issue of disruption or suspension of clinical services. She requested an update. Mr. Cyranowski stated that he is still receiving reports from the internal audit that he is conducting and would be able to provide a more definitive report following its completion.

APPROVAL OF AGENDA of October 25, 2004

CMH 04-071 Motion: To approve the agenda for October 25, 2004.

Moved by: Berghorst

Supported by: Waters

MOTION CARRIED

COMMUNICATIONS & PRESENTATIONS

There were no communications or scheduled presentations.

CHAIRPERSON'S REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Mr. Cyranowski answered questions regarding his October, 2004 Executive Director's Report and provided an update on the following:

Terminology "indigent": Mr. Cyranowski stated that the CMHOC Medication Committee reviewed the use of the term "indigent". Internally, CMHOC will use the term "uninsured". This is a good description of someone that does not have Medicaid/Medicare or some other private insurance. He noted that CMHOC has no control over external terminology.

FY 2004/2005 Budget: Mr. Cyranowski stated that CMHOC has a fully committed budget this fiscal year. He is working with managers to identify areas of cost savings and efficiency within operations. Within the Affiliation, the Medicaid budget will be tight. Two areas of substantial cost are: (1) inpatient psychiatric hospitalization, rates can approach \$500.00 per day; and, (2) residential services, primarily for the developmentally disabled population. He noted that the CMHOC Utilization Review Committee, which meets monthly, has completed an extensive review and focused study of these areas. He noted that the CMHOC Crisis Team is making good decisions up front.

Mr. Cyranowski distributed the following:

- Memorandum from the MACMHB - Strategic Planning Input Requested.

Board Members will review and be prepared to discuss at the November 15, 2004 CMHOC Board of Directors Meeting. This will be an Agenda item.

- MACMHB Board/Regional Input for MACMHB Committees

Board Members will review and be prepared to discuss at the November 15, 2004 CMHOC Board of Directors Meeting. This will be an Agenda item.

- Draft of Executive Director's Key Initiatives for Fiscal Year 2004/2005.

Board Members will review and this will be re-visited next month. Mr. Cyranowski would like this document attached to his contract. This will be an Agenda item.

Ms. Van Koevering questioned a statement made at the MACMHB Fall Conference that CMHSPs look at themselves as "implementers of change" instead of "providers of services". Ms. Van Koevering disagreed that such a view would seem to fit well with CMHOC's current Mission Statement, because the current Mission Statement states "is to provide quality mental health care services". She stated that she believes this is another reason why CMHOC's current Mission Statement needs to be worked on. Mr. Cyranowski agreed and stated that at some point the Mission Statement needs to be reviewed and crafted to make sure that it totally fits to what CMHOC is currently doing. Mr. Vander Laan recommended this issue be re-visited after the first of the year.

Ms. Bird also questioned the statement from a presenter at the Fall Conference – "implementers of change" instead of "providers of services"; noting if that was all she had to go on, that one sentence, she would not agree with it at all.

Ms. Kortman commented that the wording is wrong. She stated that "we are providers of services". She recommended that all CMHOC Board Members read the book "The Price of Government"; noting that it provides valuable information on how to contain costs and how to decide what services to provide. She noted that she had the book with her, if anyone was interested, to see her after the meeting.

Mr. Cyranowski noted that he certainly did not mean to convey that CMHOC abandon services, but challenging all care givers to look at what is our role; through provision of services, do we just maintain consumers, maintain status quo or do we follow our Mission Statement, to maximize their abilities.

Mr. Cyranowski recommended, at a future Board Meeting, the Mission Statement be reviewed and perhaps rewritten. Mr. Vander Laan recommended revisiting this issue after the first of the year.

FINANCE ITEMS:

Service Contracts

CMH 04-072 Motion: To approve the Service Contracts as presented.

Moved by: Berghorst

Supported by: Bombara

MOTION CARRIED

Mr. Vander Kam questioned Service Contract: Wedgwood Christian Services (B-3). Ms. Buist stated that CMHOC is required to maintain a contract for short term crisis residential services for children.

Mr. Vander Kam questioned Service Contract: Children's Resource Network (B-5). Mr. Hofman stated this is based on CMHOC Board approval last year. Approval was given to use reinvestment funds to enhance respite services. A contract amendment was not done at that point in time and this, in effect, gives CMHOC the contract and back up. The additional funds were approved to provide respite services to children with serious emotional disturbances.

Financial Report

Due to CMHOC's fiscal year end, the FY 2003/2004 September Financial Report will not be available until December 2004.

FY 2004/2005 CMHOC Proposed Budget

CMH 04-073 Motion: To approve FY 2004/2005 CMHOC Proposed Budget as presented.

Moved by: Waters

Supported by: Van Koevering

MOTION CARRIED

Ms. Kortman questioned the decrease in budget for MI Children Prevention Services and an increase for Outpatient Case Management, with Day Programs decreased. Ms. Pekelder stated in an effort to balance the budget, salaries were reduced. Salaries were budgeted at 95% versus 100%. Due to the Day Program's large number of employees, it looks like there is a significant cut. The Day Program also has a very large turn over of employees, so the history of spending in Day Program is at less than the 95%. There are six additional Day Program positions in the budget.

Ms. Bird questioned the increase in Outpatient Case Management. She noted previous discussions to add case management positions. Mr. Cyranowski stated that there was a plan to move current staff into those case management positions; one has been completed and as the new Assistant Teachers are recruited and put into place, the transition will continue over the next few months.

Ms. Bird questioned line item "Other"; noting there is quite a reduction. Ms. Pekelder could not directly answer this; therefore, she will forward the information to Ms. Bird.

Mr. Vander Kam questioned the math in the Adult Benefits Waiver. He noted that the calculation needs to be corrected. Ms. Pekelder will assure this is corrected.

Mr. Vander Kam commented that CMHOC should look into obtaining an in-house programmer, due to the tremendous cost of ongoing maintenance service contracts for the new computer system.

Mr. Bombara questioned Residential/Inpatient and Outpatient/Case Management expenditures; wondering about ball park percentages – how much is residential? How much is inpatient?

Mr. Cyranowski stated the inpatient part is mainly under mentally ill adult; a very small portion under mentally ill children.

Outpatient/Case Management expenditures: This information was not readily available. Mr. Cyranowski stated that he could provide a break down of this information. This will be provided at the November 15, 2004 CMHOC Board of Directors Meeting.

Consumer Advisory Committee Appointments

CMH 04-074 Motion: To reappoint Marie Ready as a member of the Consumer Advisory Committee for a two (2) year term.

Moved by: Slaggert

Supported by: Bombara

MOTION CARRIED

CMH 04-075 Motion: To reappoint James Veling as a member of the Consumer Advisory Committee for a two (2) year term.

Moved by: Berghorst

Supported by: Van Koevering

MOTION CARRIED

CMH 04-076 Motion: To reappoint San-Dee Stradley as a member of the Consumer Advisory Committee for a two (2) year term

Moved by: Van Koevering

Supported by: Nale

MOTION CARRIED

CMH 04-077 Motion: To reappoint Lucile Van Koevering as a member of the Consumer Advisory Committee for a two (2) year term.

Moved by: Slaggert

Supported by: Bombara

MOTION CARRIED

OLD BUSINESS

Draft – Proposed CMHOC Board Agenda

Ms. Slaggert reviewed and answered questions regarding the proposed CMHOC Board Agenda.

Ms. Slaggert noted that the grid was a tool received from Judeth Newham and contains samples of issues CMHOC is currently dealing with.

Ms. Slaggert explained this is a proposal to incorporate the Program/Planning Committee into the full CMHOC Board Meeting. This would allow the Board to spend more time on goals and strategic planning.

Ms. Slaggert recommended a work group to work on a new agenda format. Mr. Vander Laan called for volunteers. The following members volunteered to participate in the work group:

- Mr. Waters
- Ms. Bird
- Mr. Vander Kam
- Ms. Nale
- Ms. Slaggert

The work group will provide another draft Agenda in December, 2004 or January 2005.

NEW BUSINESS

Consumer Satisfaction Survey & Report Card: June 2004 Persons with Developmental Disabilities

Mr. Cyranowski provided a presentation and answered questions regarding Consumer Satisfaction, Persons with Developmental Disabilities and Guardians. This survey was completed in June 2004.

Mr. Cyranowski noted this survey is conducted once a year. He stated that he is not satisfied with the content and the way the survey is structured. A goal for the next year is to have a re-vamped survey tool. Input will be received from the CMHOC Board of Directors and the Consumer Advisory Committee.

Mr. Cyranowski stated that the June 2004 Survey results are in conjunction with one another.

Method used for Persons with Developmental Disabilities and Guardians: a survey is mailed to everyone, parents and guardians included. A Report Card is also published.

Method used for Persons with Mental Illness: two weeks in June and November, all consumers coming in for an appointment are given a Satisfaction Survey to complete. They can complete it while waiting or return it in the self-addressed/stamped enveloped which is provided. A Report Card is also published.

Mr. Hofman noted that the survey results received is a good statistical sample. He stated that he could, at a later date, provide a more in-depth report on the response rate for Persons with Developmental Disabilities.

Ms. Slaggert commented on a brochure from the MACMHB Fall Conference, "Michigan Consumer Evaluation Team"; an independent consumer dominated organization, dedicated to improving the care and services provided to individuals with mental illness. She commented that it would be interesting to see how the results might differ from an internal versus an external survey. This team looks at crisis intervention, case management, medication services, Clubhouse, PCP, drug/alcohol treatment, job assistance and housing. She noted that this is only for the mentally ill population.

Draft Resolution – Interest on CMHOC Funds

Mr. Rappleye reviewed and answered questions regarding the draft Resolution relative to Interest on CMHOC Funds.

Mr. Vander Laan noted that he has discussed this issue quite often with Mr. Al Vanderberg, County Administrator. A resolution was recommended.

Mr. Rappleye recommended adopting the resolution with the noted changes and forwarding to the County Finance Committee's November 2004 meeting for approval.

- Changes include striking: "and the money could be used to hire employees"

- Changes include adding: "maximize the use of those funds through the mechanism of local match to provide services"

The motion was made:

CMH 04-078 Motion: To adopt the draft Resolution, with the changes, and forward to the County Finance Committee.

Moved by: Bombara

Supported by: Slaggert

ROLL CALL VOTE

YEAS: Van Koevering, Waters, Nale, Bird, Berghorst, Bombara, Kortman, Hernandez, Schipper,

Vander Kam, Slaggert Vander Laan

NAYS:

MOTION CARRIED

Mr. Rappleye will e-mail the revised copy to Ms. Pelon.

Recipient Rights Quarterly Report: July/August/September 2004

Mr. Cyranowski provided a presentation and answered questions regarding the Recipient Rights Quarterly Report.

Mr. Cyranowski stated that this is a new report; noting that he is open to suggestions to assure it is concise and understandable.

This is a MDCH requirement. All reports of disputes, complaints and grievances must be reported to the governing board of CMHs. This report will be provided to the CMHOC Board of Directors on a quarterly basis.

Next month, Mr. Cyranowski will have available the definitions of Neglect II, Neglect III, etc.

Mr. Cyranowski stated that an educational presentation will be provided by the Recipient Rights Office, hopefully at the November 15, 2004 CMHOC Board of Directors Meeting.

Staff Development Activity Report: April 1, 2004 – September 30, 2004

Mr. Cyranowski provided a presentation and answered questions regarding the Staff Development Activity Report.

Mr. Cyranowski stated that he is committed to maintaining a high level of training for CMHOC staff. The report shows almost one thousand instances where CMHOC staff received some sort of training.

Mr. Bombara questioned what conferences would be brought in for next year. Mr. Cyranowski stated that the CMHOC Staff Development Committee conducts an annual survey to see what staff is interested in. As of this date, the results have not been received.

GENERAL INFORMATION, COMMENTS AND MEETINGS ATTENDED

Mr. Schipper distributed copies of an article from the *Wall Street Journal* relative to the aging population.

Ms. Kortman commented on improved services to children. She questioned whether it would be possible for CMHOC to work with MDCH in their new program for children's services. Jim Wotring or his staff will work with the County to develop a program that is geared to prevention, improve services to children and their families. Ms. Kortman has a copy of the program outline. She stated that there is also a program for children that assists in creating significant additional match money funds for children who are in the juvenile justice system and who are, or should be, in the mental health system. Ms. Kortman noted that CMHOC could be a part of that program. She would like to see CMHOC involved in these exciting programs.

Mr. Cyranowski stated that he would be willing to look at any new opportunities. He stated that CMHOC currently does collaborative work with the juvenile justice system.

Ms. Bird distributed information from the National Association of County Behavioral Health Directors. Melissa Staats provided a session at the MACMHB Fall Conference which was very interesting. Ms. Bird noted that this group tracks federal legislation and provides a lot of information on their website. Ms. Bird encouraged Board Members to visit the website and review the information this group is providing. They interface with almost every other national organization that would have any affiliation with CMHOC's consumers.

Ms. Nale commented that she too enjoyed this presentation; noting that the presenter blended a lot of things that are common core issues for consumers.

BOARD REVIEW OF THE DAYS BUSINESS

Mr. Vander Laan stated that he appreciated the support from the Board leading up to the Resolution relative to CMHOC Interest Funds. He also thanked Mr. Rappleye for preparing the Resolution.

Mr. Berghorst commented that the MACMHB's Fall Conference was a very good conference; noting that he attended some very good workshops.

Ms. Nale commented that she appreciated the language used at the workshops at the MACMHB's Fall Conference; noting the language was more understandable, no big words and no acronyms.

Ms. Slaggert thanked everyone for the interest in the draft Board Work Plan and all those who volunteered to work on it. This offers the opportunity to tie up a lot of loose ends and get them on the fore front of discussion.

Mr. Bombara stated that he appreciates all of Ms. Slaggert's hard work and commitment.

PUBLIC COMMENT

No Public Comment.

ADJOURNMENT

Mr. Vander Laan adjourned the October 25, 2004 meeting at 2:50pm.

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 September 20, 2004
Suggested Motion: To approve the Minutes of September 20, 2004.
5. Approval of Agenda of October 25, 2004
Suggested Motion: To approve the Agenda for October 25, 2004.

6. Communications and Presentations
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 Report

Due to CMHOC's fiscal year end, the FY 2003/2004 September Financial Report will not be available until December 2004.

FY 2004/2005 CMHOC Proposed Budget

Suggested Motion: To approve FY 2004/2005 CMHOC Proposed Budget as presented.

10. Consumer Advisory Committee Appointments
Suggested Motion: To reappoint Marie Ready as a member of the Consumer Advisory Committee for a two (2) year term.

Suggested Motion: To reappoint James Veling as a member of the Consumer Advisory Committee for a two (2) year term.

Suggested Motion: To reappoint San-Dee Stradley as a member of the Consumer Advisory Committee for a two (2) year term.

Suggested Motion: To reappoint Lucile Van Koevering as a member of the Consumer Advisory Committee for a two (2) year term.

11. Old Business
(*Attachment C*)
Draft - Proposed CMHOC Board Agenda

12. New Business
(*Attachment D*)
Consumer Satisfaction Survey & Report Card: June 2004
Persons with Developmental Disabilities

(*Attachment E*)
Draft Resolution - Interest on CMHOC Funds

(*Attachment F*)
Recipient Rights Quarterly Report: July/August/September 2004

(*Attachment G*)
Staff Development Activity Report: April 1, 2004 – September 30, 2004

13. General Information, Comments and Meetings Attended
14. Board Review of the Days Business
15. Public Comment
16. Adjournment

