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**APPROVED
OTTAWA COUNTY
COMMUNITY MENTAL HEALTH**

**Monday, November 15, 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, Pam Pekelder, Betty O'Rourke, Gloria Pelon

OTHERS: Greg Rappleye

CALL TO ORDER - Board Chairperson

Fred Vander Laan, Chairperson called the November 15, 2004 meeting to order at 1:00pm

CMHOC MISSION STATEMENT

Mr. Vander Laan noted that the Mission Statement is a part of the Agenda; noting that sometime in the future, the Mission Statement will be reviewed for possible revision.

PUBLIC COMMENT

No Public Comment received.

APPROVAL OF MINUTES of October 25, 2004

CMH 04-079 Motion: To approve the minutes of the October 25, 2004 meeting.

Moved by: Schipper

Supported by: Bombara

MOTION CARRIED

APPROVAL OF AGENDA of November 15, 2004

CMH 04-080 Motion: To approve the agenda for November 15, 2004.

Moved by: Waters

Supported by: Van Koevering

MOTION CARRIED

COMMUNICATIONS & PRESENTATIONS

There were no communications or scheduled presentations.

CHAIRPERSON'S REPORT

Mr. Vander Laan stated that last year he had Christmas Cards made up, instead of purchasing cards, with some artwork by one of the Kandu employees. This year the Christmas Card Project is made from artwork of a CMHOC consumer. He distributed a sample for all Board Members to view. He noted that no public funds were used.

EXECUTIVE DIRECTOR'S REPORT

Mr. Cyranowski answered questions regarding his November, 2004 Executive Director's Report and provided an

update on the following:

Presentation on Recipient Rights Investigations: This is in follow up from the October 25, 2004 CMHOC Board of Directors Meeting – relative to the Recipient Rights Quarterly Report. Mr. Cyranowski distributed copies of definitions used when Recipient Rights Investigations occur. He noted that the Recipient Rights Report will be presented on a quarterly basis and recommended the definitions be used for future reference.

FY 2004/2005 Budget: This is in follow up from the October 25, 2004 CMHOC Board of Directors Meeting – relative to Mr. Bombara's questions regarding Residential/Inpatient and Outpatient/Case Management expenditures.. Mr. Cyranowski provided the following information:

	Residential	Inpatient
MI Adult	55%	45%
MI Child	44%	56%
DD	98%	2%

It was noted that Residential also includes Respite Services.

	Outpatient	Case Management
MI Adult	90%	10%
MI Child	100%	0%
DD	48%	52%

Disruption or Suspension of Clinical Services for the Developmentally Disabled Population: This is in follow up from the October 25, 2004 CMHOC Board of Directors Meeting – relative to Ms. Bird's request for an update on the internal audit. Mr. Cyranowski stated that he has a partial report.

An audit was conducted of individuals within CMHOC's four (4) Community Based Experience sites receiving physical therapy services. He noted that a question came up relative to the change over to Holland Hospital and with the physical therapy assistant leaving, were there any gaps in services.

Mr. Cyranowski stated that twenty-four (24) consumers, in the various CBE programs, were identified. It was discovered that nine (9) consumers had no disruption in services and approximately fifteen (15) consumers did have some gap in services. In most cases the gap in services began in early July, 2004. Of the fifteen consumers, ten (10) currently have Plans in place and five (5) as of October 14, 2004, were in process and could very well be completed at this point. These consumers are being served through the agreement with Holland Hospital's Clinical Services. He noted that all concerns have been identified and addressed. Services are mainly provided at the CBE sites, but Holland Hospital is also beginning to provide some services in the home(s). In the beginning, it was anticipated a delay would occur in Holland Hospital's capacity to go to the various group homes, however, Holland Hospital was able to provide services in the group homes sooner than anticipated. They work on the Plan of Service, train CMHOC day program staff as far as providing a non-specialized type activity and provide a plan for monitoring.

Another group of consumers are still being audited. This group is not involved in CBE. Mr. Cyranowski is hopeful to have a report on this group next month.

Mr. Cyranowski noted that Ms. Slaggert presented a framework of future Board Meetings, beginning in January 2005, that would integrate the Program/Planning into that Agenda. Mr. Cyranowski recommended, starting at the January, 2005 CMHOC Board Meeting, a group of staff that provide the clinical services, be invited to provide a short presentation relative to the assessment, planning, training, implementation and monitoring process. This would provide a good understanding of clinical services.

Investment Funds Update: At the October 25, 2004 CMHOC Board of Directors Meeting, a draft Resolution was adopted (with changes) and was forwarded to the County Finance Committee. This was discussed at their November 9, 2004 meeting and will be returned for disposition and hopefully forwarded to the County Board of

Commissioners for approval. Mr. Rappleye stated that the County Administrator, Alan Vanderberg, wants to get this resolved by the end of this year.

Ms. Bird questioned whether CMHOC was providing more training to front line staff and providers who work in the group homes to teach appropriate interaction between staff and consumers. She made reference to the WOOD TV8 Investigative Report on reported sexual abuse of persons with developmental disabilities. Mr. Cyranowski stated that there is a group home curriculum that is required for all new group home providers. He stated there are annual requirements relative to Recipient Rights. He noted that on numerous occasions specific training has been presented by Dave Hingsburger.

FINANCE ITEMS:

Service Contracts

CMH 04-081 Motion: To approve the Service Contracts as presented.

Moved by: Waters

Supported by: Van Koevering

MOTION CARRIED

Preliminary Financial Statements for fiscal year ending September 30, 2004

CMH 04-082 Motion: To receive the Preliminary Financial Statements for the fiscal year ending September 30, 2004.

Moved by: Berghorst

Supported by: Vander Kam

MOTION CARRIED

OLD BUSINESS

MACMHB – Strategic Planning Input Requested

Completed forms were collected and Board Members were asked to direct any further input to Ms. Pelon. This data will be calculated and forwarded to MACMHB by the end of November 2004.

MACMHB – Board/Regional Input for MACMHB Committees

Completed forms were collected and Board Members will direct any further input to Ms. Pelon. This data will be forwarded to MACMHB.

Executive Director – Key Initiatives for FY 2004/2005

Mr. Cyranowski requested that the Key Initiatives for FY 2004/2005 be attached to his contract and be reviewed annually.

Ms. Kortman questioned whether all CMHOC obligations of the contract are being met in these initiatives. Mr. Cyranowski responded that he feels all requirements are covered.

NEW BUSINESS

Consumer Satisfaction Survey – October 2004

Persons with Mental Illness

Mr. Cyranowski provided a presentation and answered questions regarding Consumer Satisfaction, Persons with Mental Illness. This survey was completed in October 2004.

Mr. Cyranowski noted that only 66 responses were received; the lowest turnout in quite some time. He noted that in the past incentives were given and a better response was forthcoming. He explained that the front receptionists ask all consumers coming in for appointments if they would complete the survey.

Mr. Cyranowski stated that he will be sending this issue to the Consumer Advisory Committee for discussion and suggestions. He would like the following areas reviewed:

- Content of the survey
- Distribute the survey once or twice per year
- How should the survey be administered
- Tracking mechanism - number of surveys distributed

Ms. Van Koevering invited Board Members to attend a future Consumer Advisory Committee Meeting.

MDCH Mission Based Performance Indicators – Through September 30, 2004

Mr. Cyranowski provided a presentation and answered questions regarding the MDCH Mission Based Performance Indicators – through September 30, 2004.

Ms. Bird questioned how many emotionally disturbed children are currently served by CMHOC. As Mr. Cyranowski did not have that information readily available, he stated that he will provide the information at the December 20, 2004 CMHOC Board of Directors Meeting.

Indicator 3d: Timeliness – Start of Service – DD Adults: Mr. Cyranowski will provide background information relative to this indicator at the December 20, 2004 CMHOC Board of Directors Meeting.

Lakeshore Behavioral Health Alliance/Affiliate – Delegation Agreement

Mr. Cyranowski explained that the Delegation Agreement has received a thorough review by Greg Rappleye and the Affiliation. He stated this Delegation Agreement must be in place for the External Quality Review Organization process that will occur next year. For the Lakeshore Affiliation, it is anticipated the review will take place sometime between January and March of 2005.

Ms. Kortman stated that Mr. Cyranowski mentioned an Affiliate Council and wondered what this was. Mr. Cyranowski explained they hold a monthly meeting with some of the key management from Muskegon CMH and CMHOC to discuss issues within the Affiliation, how it's structured, how it's functioning, funding issues, etc. It is an ongoing communication and problem-solving group.

CMH 04-083 Motion: To approve and authorize the Executive Director, the Board Chairperson and the Board Secretary to sign the Lakeshore Behavioral Health Alliance/Affiliate – Delegation Agreement

Moved by: Berghorst

Supported by: Bombara

MOTION CARRIED

Summary: Board Self Evaluation - 2004

Ms. Slaggert distributed copies and reviewed the Board Self Evaluation Summary 2004 that was completed this past Spring. She noted that Judeth Newham found an automated and computerized tool that would compare CMHOC to other agencies and non-profit organizations, which could be utilized next time and would provide more specific data. Mr. Cyranowski stated that this Board Self Evaluation should be completed annually; noting that another part would be to reaffirm the CMHOC Mission Statement.

Ms. Slaggert requested input and/or suggestions from Board Members. She wondered if the Board wanted to set goals for performance and, if so, how would the Board attain those goals.

Mr. Bombara recommended that perhaps at the December 20, 2004 CMHOC Board of Directors Meeting this could be a discussion item, or, perhaps, revisit on a month-to-month basis until all *Needing Improvement* items have been discussed.

Ms. Slaggert will inform Ms. Pelon if she would like this on the December 20, 2004 Agenda.

Discussion: December CMHOC Board of Directors Meeting

Mr. Vander Laan wondered, due to the Christmas Holidays, if the December 20, 2004 CMHOC Board of Directors Meeting should occur on this date or should it be changed to an earlier date. As Ms. Hernandez was the only Board Member that would not be able to attend, the December 20, 2004 date will stand.

GENERAL INFORMATION, COMMENTS AND MEETINGS ATTENDED

Ms. Kortman commented that she felt it would be of interest for the CMHOC Board of Directors to view the WOOD TV8 Investigative Report on Sexual Abuse of Persons with Developmental Disabilities.

Mr. Vander Laan requested that Ms. Pelon contact WOOD TV8 to see if a video of this investigative report was

available. If a video is not available, Mr. Cyranowski stated that he could provide a written report from the website.

BOARD REVIEW OF THE DAYS BUSINESS

Mr. Vander Laan stated that he appreciated how today's meeting moved along and he was able to meet the schedules of other Board Members.

Ms. Bird suggested that the minutes reflect answers to questions; noting that it is important to follow up and provide the answers to questions not answered during the meeting time.

PUBLIC COMMENT

No Public Comment received.

ADJOURNMENT

Mr. Vander Laan adjourned the November 15, 2004 meeting at 2:11pm.

Fred Vander Laan, Chairperson Edward Berghorst, Secretary

Agenda

1. Call to Order - Board Chairperson
 2. 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 October 25, 2004
Suggested Motion: To approve the Minutes of October 25, 2004.
 5. Approval of Agenda of November 15, 2004
Suggested Motion: To approve the Agenda for November 15, 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 Statement
Suggested Motion: To approve the Preliminary Financial Statements for the fiscal year ending September 30, 2004.

10. Old Business
(Attachment C)
MACMHB – Strategic Planning Input Requested
MACMHB – Board/Regional Input for MACMHB Committees

(Attachment D)
Executive Director – Key Initiatives for FY 2004/2005
11. New Business
(Attachment E)
Consumer Satisfaction Survey – October 2004
Persons with Mental Illness

(Attachment F)
MDCH Mission Based Performance Indicators – Through September 30, 2004

(Attachment G)
Lakeshore Behavioral Health Alliance/Affiliate – Delegation Agreement
Suggested Motion:To approve and authorize the Executive Director, the Board Chairperson and the Board Secretary to sign the Lakeshore Behavioral Health Alliance/Affiliate – Delegation Agreement

Summary: Board Self Evaluation
Kellye Slaggert

Discussion: Date for December CMHOC Board of Directors Meeting
12. General Information, Comments and Meetings Attended
13. Board Review of the Days Business
14. Public Comment
15. Adjournment