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**APPROVED
OTTAWA COUNTY
COMMUNITY MENTAL HEALTH
CONSUMER ADVISORY COMMITTEE**

**Monday, March 8, 2004 1:00 PM
CMH Building A - Board Room**

Members Present: Sue Buist, John Bayer, Beverly Chavez, Donna Elston, Wendy Johnson, Kristi Nale, Laura Petroelje, Marie Ready, San-dee Stradley, James Veling

Members Absent: Matt Carl, John Etzweiler, Christina Lazaridis, Lucile VanKoevering

Staff Present: Kathy Coffey, Margo Kooienga, Mary Moore, Erin Rotman, Kelly Sall, Tracy Taylor

Guests: Kris Kamper, Elizabeth Motman, Jean Osterhaven

I. Review/Approve Agenda

- The proposed agenda was approved with no changes.

II. Review/Approve Minutes

- The minutes from the meeting on January 12, 2004, were approved with no changes.

III. Reports

A. Recipient Rights

1. HCH

- October 2003: Jean Osterhaven reported that HCH opened two cases and closed one. One case was substantiated, but it was not a CMH consumer.
- November 2003: HCH opened one case with two complaints and closed one case with two complaints. The closed case was not substantiated.
- December 2003: HCH opened one case and closed one case. The closed case was not substantiated.

2. CMH

- October 2003: CMH opened four cases and closed four cases. Of the closed cases, one was withdrawn, one was refuted, and two were substantiated.
- November 2003: CMH opened three cases and closed three cases. Of those, one was withdrawn and two were refuted.
- December 2003: CMH opened five cases and closed six cases. Of these, five were substantiated and one was refuted.
- Members asked what intervention is in place for AFC complaints. Cheri reported that solutions to complaints include disciplinary action (including suspension), policy changes, employee transfers, changes in the behavior management plan, increased supervision, etc.

B. Provider Report Card

- Kathy Coffey reported on contracts that will be going to the Board in March and April.
- Kathy reported that the March contracts for Dr. Walters, Heritage Homes Smith/Debbies, Dr. Mahesh, and Dr. Jawor will be extended.
- The March contracts for Alliance Medical, Wise Personnel, Netwerkes.com, and Deaf Etc. will be renewed.
- The April contract for Sam's Place CTH will be renewed.
- Members asked where the consumers at Smith and Debbie's would go if the contract is not renewed. Cheri reported that since the two homes are for respite most consumers have other alternatives.

C. QISMC Proposal

- Mary Moore gave an update on the QISMC projects. Mary and the Committee reviewed and discussed the draft that was included in the agenda. Mary stated that Muskegon CMH is in charge of organizing the project which includes Muskegon CMH, Ottawa CMH, and the Lakeshore Coordinating Council. Mary will be meeting with Muskegon this afternoon. Mary will present the project to the Committee when it is finished.

D. State Performance Data

- Tracy Taylor reported on the State Performance Data. She made special note of the decrease in penetration rates and explained that it was mainly due to data not being in the system. Tracy noted other indicators that were below the State average and explained what CMH is doing to improve those numbers.

E. Consumer Comments

- Kelly reported that she received a comment with a complaint of the Helpline service. She sent a letter to the consumer and therapist and asked that this issue be dealt with in therapy.
- Kelly received a comment card with a complaint of the length and frequency of group counseling at the Robert Brown Center. Kelly followed up on this issue and sent an apology letter to the consumer noting the corrective measures that were taken.

F. CAC QI Report

- Cheri reviewed the CAC QI Report with the Committee. Members recommended changing indicator three from an 80 percent benchmark to 100 percent; members recommended changing indicator four from 100 percent to 90 percent, with a corrective action plan required if the percentage is less than 90 percent; members recommended changing the baseline participation for indicator eight to an average of 400 hours.

G. Service Authorization Data

- Sue handed out the Service Request Monthly Data Report for October through December 2003 and reviewed the information with the Committee. There were no questions regarding the data.

IV. Old Business

- ### A. Requested New Topics: Committee members were interested in learning how CMH monitors AFC homes. Members also would like information about respite changes at a future meeting.

V. Break: The Committee took a ten-minute break.

VI. New Business

A. The Role and Responsibility of the CAC

- Cheri reviewed the CAC's responsibilities as outlined in the Mental Health Code under Section 758 and in the Committee Bylaws.

B. Review Community Support Services Brochure

- The Committee reviewed the Brochure that was included with the agenda. Kelly asked members what she could do to improve the information in the brochure. Members suggested changing the name of the brochure, enlarging the font, making the font a darker color, including the phone number under the crisis services section, and making the Access Center's hours clear.

C. Crisis Criteria

- Sue reviewed the criteria for inpatient admission for adults and children. She reported that CMH serves approximately 2500 consumers with mental illness and 500-600 consumers with developmental disabilities. Sue noted that this number does not fluctuate dramatically, but there are seasonal trends.

VII. Next Meeting

Monday, April 12, 2004

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

A Building, Board Room

Agenda

I. Welcome New Members

II. Review/Approve Agenda

III. Review/Approve Minutes

A. January 12, 2004*

IV. Reports:

A. Recipient Rights

1. HCH
2. CMH

B. Provider Report Card - Kathy

C. QISMC Proposal* - Mary

D. State Performance Data* - Tracy

E. Consumer Comments* - Kelly

F. CAC QI Report*

G. Service Authorization Data

- V Old Business
 - A. Requested New Topics

- VI. Break

- VII. New Business
 - A. The Role and Responsibilities of the CAC*
 - B. Review Community Support Services Brochure
 - C. Crisis Criteria

- VIII. Next Meeting
 - April 12, 2004
 - 1:00 p.m. - 3:00 p.m.
 - Board Room