

***Note:** The following text is a summary of the actual public record and cannot be relied upon as a complete text of the proceedings recorded therein. For a complete copy of the public record, please contact the Ottawa County Clerk.

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

**Monday, April 12, 2004 1:00 PM
CMH Building A - Board Room**

Members Present: Sue Buist, John Bayer, Matt Carl, Kristi Nale, Laura Petroelje, San-dee Stradley, Lucile VanKoevering

Members Absent: Beverly Chavez, Donna Elston, Wendy Johnson, Marie Ready, James Veling

Staff Present: Kathy Coffey, Kris Hobeck, Mary Moore, Erin Rotman, Kelly Sall, Tracy Taylor

Guests: Elizabeth Motman

I. Review/Approve Agenda

- The proposed agenda was approved with no changes.

II. Review/Approve Minutes

- The minutes from the meeting on March 8, 2004, were approved with no changes.

III. Reports

A. Provider Report Card

- Kathy Coffey reported on contracts that will be going to the Board in April.
- Kathy reported that the contract for Heritage Homes In-Home Respite will be renewed.
- The April contract for Heritage Homes Smith and Debbie's Respite is currently being negotiated, and Kathy reported that she has been meeting frequently with Heritage Homes regarding this contract. CMH has added additional performance indicators and is planning on reviewing the homes more frequently. CMHOC has been working on budget negotiations for this contract along with Muskegon County and Thresholds of Kent County.
- Express Management Services will be added to the panel of respite and Community Living Support (CLS) providers.

B. Contract Monitoring Process

- AFC Homes: Kris Hobeck reported on the contract monitoring process of AFC homes. Kris handed out the forms she uses to review homes and explained the difference between straight AFC homes and Specialized Residential Homes. She reported that if there is a new home that is running under a temporary license she visits them three times within the first six months. For established homes, she conducts two site visits a year; one is very specific and the other is general. Kris explained the process of monitoring AFC homes, placement protocol, and payments.
- Specialized Residential Homes: Kathy Coffey reported on the contract monitoring process of specialized residential homes. She reported that she does a very comprehensive visit to the homes on an annual basis which takes approximately three hours per home, and she reviewed

the site review checklist with the Committee. Kathy reported that the information she receives from the site visits goes to different committees for review.

C. PCP Checklist

- Tracy Taylor reported that 41 consumers returned the PCP checklist. She reported that the comments were all very positive and there were only two people who responded no to a question. Follow up will be done.

D. Consumer Comments

- Kelly reported that she received three positive comments since the last meeting. Copies of each were sent to the staff, the staff's supervisor, and the Executive Director. Letters of appreciation were sent to the consumers.

E. Consumer Services (Jan - Mar)

- Kelly reported that the CMH annual report was sent out in March. In addition to the regular recipients, there were approximately 44,000 copies sent out with the Lakeshore Press. She passed out copies for each member.
- Kelly reported that May is Mental Health Awareness Month, and CMH will be hosting the third annual Walk & Roll. Kelly also said that there will be a Race for Recognition, which is a fundraising activity that is new to the event. The race will be a 50-yard speed-walking dash.
- NAMI will be presenting Attorney Daniel Blauw to speak on public benefits and special needs trusts and guardianships. Kelly passed out flyers that gave additional information.

IV. Old Business

- #### A. Requested New Topics: Committee members were interested in learning the changes in respite funding and requested that a doctor attend a meeting so they could ask general questions.

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

VI. New Business

A. Transportation Conference

- Sue reported that there will be a one-day conference in Lansing to discuss issues, barriers, and problems with public transportation. CMH will pay the registration fee for Committee members to attend, and they are to contact Sue if they are interested in going.

B. DCH Attachment C

- Cheri explained that the State reviews recipient rights offices every three years, and they will be reviewing CMH in 2005. The State will be adding a new attachment to their review, which CMH needs to accommodate by the next visit. Members asked if it would be possible to review policy statement, and Cheri said it would be best to do this early next year so that all State changes are made.

C. Grievance and Appeal

- Cheri reported that the notice of rights forms and information card will be mailed with the PCP. She presented the Grievance and Appeal forms and information cards to the Committee for their review.

D. Letter to Parents/Guardians

- Cheri reported that CMH is uncomfortable doing PCP meetings without the responsible party present (i.e., parent or guardian). Committee members reviewed the drafted letter on the subject and made suggestions for improvement.

- VII. Next Meeting
Monday, May 10, 2004
1:00 p.m. - 3:00 p.m.
A-Building, Board Room
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Agenda

- I. Review/Approve Agenda
- II. Review/Approve Minutes:
A. March 8, 2004*
- III. Reports
A. Provider Report Card - Kathy
B. Contract Home Monitoring Process
 1. AFC Homes - Kris Hobeck
 2. Specialized Residential Homes* - Kathy
C. PCP Checklist - Tracy
D. Consumer Comments* - Kelly
E. Consumer Services Report (Jan-Mar) - Kelly
- IV. Old Business
A. Requested New Topics
- V. Break
- VI. New Business
A. Transportation Conference* - Sue
B. DCH Attachment C - Cheri
C. Grievance & Appeal Policy - Cheri
D. Letter to Parents/Guardians*
- VII. Next Meeting:
May 10, 2004
1:00 p.m. - 3:00 p.m.
Board Room