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

**Monday, May 10, 2004 1:00 PM
CMH Building A - Board Room**

Members Present: Sue Buist, John Bayer, Matt Carl, Donna Elston, Wendy Johnson, Kristi Nale, Elizabeth Motman, San-dee Stradley, Lucile VanKoevering, James Veling

Members Absent: Beverly Chavez, Laura Petroelje, Marie Ready

Staff Present: Kathy Coffey, Rick Eisen, Cheri Parks, Erin Rotman

I. Welcome New Member

- Members welcomed Elizabeth Motman to the Committee.

II. Review/Approve Agenda

- The proposed agenda was approved with two additions. Cheri asked to add "Consumer Survey" and Lucile asked to add "Transportation Conference Summary" both under New Business.

III. Review/Approve Minutes

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

IV. Reports

A. Provider Report Card

- Kathy Coffey reported on contracts that will be going to the Board in May.
- Kathy reported that the contracts for Kathy Murphy, Don Lemahieu, and Brian Ameel have no concerns and will be renewed.
- CMH is adding Harbor House Ministries to the provider network for personal care and community living support services. Harbor House has 12 beds, and currently there are 6 consumers that have requested placement.
- CMH is receiving a grant from HUD for supportive housing program assistance. Sue clarified that the grant will help consumers pay for housing at an amount dependent on their income.
- CMH will be purchasing occupational therapy, physical therapy, and speech therapy from Holland Community Hospital.

B. Consumer Comments

- Cheri reported that Kelly 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.

C. CAC QI Report

- Cheri reviewed the CAC QI Report with committee members. Cheri reported that CMH is on

track with the indicators and there were only two that were not met.

- Indicator one, regarding clients receiving instructions about their rights, responsibilities, and grievance procedures was not met. Documentation was found in 60 of the 61 records reviewed (98%). Corrective action was requested for the missing document.
- Indicator six, regarding residential staff completing the four hour recipient rights class within 30 days of hire was also not met. Nine homes were reviewed this quarter and all were in compliance but one, because one staff at Riverview RTC took 60 days to complete the class due to winter storms.

D. Service Authorization Data

- Sue reported on the service authorization data for January through March, and second opinions and appeal data for October through March. The Service Authorization report goes through the Utilization Management (UM) Committee. UM reviews this data to look at patterns of service requests and appeals.
- Members asked why the number of requests for services denied was higher in March, and Sue reported that there was no known reason for the increase.

V. Old Business

- A. Requested New Topics: Committee members were interested in learning more about the HUD grant. For the previous request of having a doctor come to the meeting, Sue asked members to think of questions they would like to ask and she will arrange for a medical professional to either meet with the committee or provide answers to the questions. Members were asked to bring their questions to the next meeting.

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

VII. New Business

A. Respite Presentation

- Rick Eisen presented on the respite program. He explained the two programs for children with mental illness and one for children and adults with developmental disabilities. He reported that currently there are 80 children with mental illness being served and 141 consumers with developmental disabilities.
- Rick reported that there are two new items added to the respite program since 2003, which include a respite needs survey and respite provider registration. These changes were made due to Medicaid requirements. The respite needs survey is used to determine eligibility for funds and the amount of funds dispersed. Rick reported that rolling over respite funds from year to year was not allowed -- families must use respite funds for only a one year period. The Respite provider registration is a new requirement where all respite providers need to be registered with CMH in order to receive payment. Rick reported that there are approximately 175 providers registered.

B. Review of Death Policy

- Cheri reported that Recipient Rights is required to investigate and review unexplained or unexpected deaths of CMH consumers. She reported that after the review is done, the report goes to the Compliance Committee and is reviewed by the Corporation Counsel. If there are any systematic changes needed, the recommendations go to the CMH Executive Director where a plan of correction is required. The Committee reviewed and discussed the policy.

C. Recipient Rights Semi-Annual Report

- Cheri reported that the results of the Recipient Rights Semi-Annual Report were similar to last year. There were a total of 24 complaints received, 44 allegations involved, and 36 allegations investigated. Members reviewed and discussed the report.

D. Consumer Survey

- Sue reported that the Clinical Care Committee created a consumer survey to look at outcomes of the services provided at CMH. The survey would be conducted to compare outcome achievement as reported by consumers, with the results of a survey tool which staff complete (Multnomah Assessment Scale). She gave all members a copy of the survey and reported that the committee is trying to determine how frequently the survey should be completed and get feedback about the language in the survey.
- Consumer members liked the idea of a survey asking about their current status to be completed at each contact with their case manager. Non-consumer members asked clarifying questions about the purpose of the survey and recommended that for the stated purpose of comparing the consumer's view of progress toward outcomes with that of the staff, a less frequent survey should be conducted (e.g., every six months).

E. Transportation Conference Summary

- San-Dee reported on the Transportation Conference she attended on May 3. The keynote speaker was from MDOT and he told attendees that MDOT is trying to get into areas that deal with the disabled. San-Dee reported on the two breakout sessions that she attended and made the information from the conference available to committee members.

F. NAMI Speaker

- Kristi reminded members that Attorney Dan Blauw will be speaking about public benefits and special needs trusts and guardianships. He will be at Calvary Reformed Church at 7:30 on May 13.

VIII. Next Meeting

Monday, June 14, 2004

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

A Building, Board Room

Agenda

I. Welcome New Member -- Elizabeth

II. Review/Approve Agenda

III. Review/Approve Minutes

A. April 12, 2004 (Attachment A)

IV. Reports

A. Provider Report Card - Kathy

B. Consumer Comments - Kelly (Attachment B)

C. CAC QI Report

D. Service Authorization Data

V. Old Business

- A. Requested New Topics

VI. Break

VII. New Business

- A. Respite Presentation -- Rick Eisen
- B. Review of Death Policy
- C. Recipient Rights Semi-Annual Report (Attachment C)

VIII. Next Meeting:
June 14, 2004
1:00 p.m. - 3:00 p.m.
Board Room