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

**Monday, June 14, 2004 1:00 PM
CMH Building A - Board Room**

Members Present: Matt Carl, Wendy Johnson, Kristi Nale, Elizabeth Motman, Lucile VanKoevering, James Veling

Members Absent: John Bayer, Sue Buist, Beverly Chavez, Donna Elston, Laura Petroelje, Marie Ready, San-dee Stradley

Staff Present: Gentry Mohr, Mary Moore, Cheri Parks, Erin Rotman, Tracy Taylor

Guests: Kris Kamper, Jenny London

I. Review/Approve Agenda

- The proposed agenda was approved with three changes: Cheri removed the Provider Report Card and Consumer Comments and added QISMC.

II. Review/Approve Minutes

- The minutes from the meeting on May 10, 2004, were approved with no changes.

III. Reports

A. Recipient Rights

1. HCH

- a. January 2004: Kris Kamper reported that HCH opened seven cases. Two were substantiated and one was non-substantiated.
- b. February 2004: HCH opened six cases. One was substantiated, one was outside of the jurisdiction, and four were non-substantiated.
- c. March 2004: HCH opened one case and it was non-substantiated.
- d. Kris reported that the Semi-Annual Recipient Rights Report for HCH was sent to the State. She will bring a copy for members to see in September.

2. CMH

- a. January 2004: Gentry reported that CMH opened two cases and closed two. Of these, one was substantiated and one was not.
- b. February 2004: CMH opened seven cases and closed five. Of these, two were substantiated, one was refuted, one was neither, and one was resolved.
- c. March 2004: CMH opened five cases and closed four. Of these, two were substantiated, one was resolved, one was not resolved, and one was not a rights issue.

B. QISMC

- Mary reported that the two QISMC projects include Coordination of Care with the Primary Care Physician and Inpatient Diversion. CMH sends the data collected from these projects to Muskegon County CMH every three months. Mary reviewed the indicators with the Committee and explained that two indicators were a little under the benchmark, one indicator was higher than the benchmark, and one indicator did not have any baseline data as CMHOC and Muskegon CMH are still discussing how it is to be measured. The Committee discussed the results.

C. State Performance Data

- Tracy reviewed the State Performance Data and clarified the graphs for the Committee. She made special note of indicator 5b, "Quality of Life - Adverse Consumer Outcomes Recidivism - Adults". This indicator was not met due to one consumer, but Tracy reported that it should be corrected now. Overall, CMH did well and the results are very positive.

D. FRIEND Picnic

- Cheri reported that there will be a picnic held on June 15, for a new program called FRIEND. She reported that FRIEND (Folks Relating to Individuals Experiencing Neuro-psychological Disorders) is replacing Dynamics in Living and pairs individuals with mental illness with a volunteer. FRIEND is co-sponsored by CMHOC, David Brownson Memorial Fund, Christ Memorial Church, and Western Theological Seminary.

IV. Old Business

- ### A. Requested New Topics:
- Committee members were interested in viewing the CMH budget (i.e., where does the money come from, where is the money going, what are the expenses). Members were also interested in having the Board minutes included with the CAC agenda.

B. Written Questions for the Doctor:

- The Committee discussed possible questions for a psychiatrist to answer. Members agreed to bring written questions to the next meeting.

V. Break: The Committee did not take a ten-minute break.

VI. New Business

A. HUD Presentation

1. Cheri reviewed the housing information that was included in the agenda submitted by Albert Doorn, Program Coordinator for Residential Services.
 - The Current HUD Leasing Assistance Grant is a three year grant that began in 2002, for \$300,000, has a total of 19 slots available, all of which have been filled for a full year with a consistent waiting list.
 - The newly awarded HUD Leasing Assistance Grant is for two years and provides an additional 21 slots.
 - Ottawa County Supportive Housing Consortium is a group with the goal of developing newly constructed subsidized rental housing in Ottawa County for low and very low income individuals.
 - Cheri reported that in order to be eligible for the HUD assistance, applicants need to meet HUD'S criteria for being homeless and disabled.

B. Summer Meeting Frequency

- The Committee discussed CAC meeting frequency for the summer and decided to not meet in July and August, and reconvene in September.

- VII. Next Meeting
Monday, September 13, 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. May 10, 2004 (Attachment A)
- III. Reports:
- A. Recipient Rights
1. HCH
2. CMH
- B. Provider Report Card - Kathy
- C. State Performance Data (Attachment B)
- D. Consumer Comments - Kelly
- IV. Old Business:
- A. Requested New Topics
- B. Written Questions for the Doctor
- V. Break
- VI. New Business:
- A. HUD Presentation (Attachment C)
- B. Summer Meeting Frequency
- VII. Next Meeting:
July 12, 2004
1:00 p.m. - 3:00 p.m.
Board Room