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

**Monday, September 13, 2004 1:00 PM  
CMH Building A - Board Room**

Members Present: John Bayer, Sue Buist, Kristi Nale, Marie Ready, San-Dee Stradley, Lucile VanKoevering

Members Absent: Matt Carl, Wendy Johnson, Beverly Chavez, Donna Elston, Elizabeth Motman, Laura Petroelje, James Veling

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

Guests: Jenny London

I. Review/Approve Agenda

- A. The proposed agenda was approved with one change: Kelly added the topic "Consumer Art Exhibit" after Consumer Comments.

II. Review/Approve Minutes

- A. The minutes from the meeting on June 14, 2004, were approved with no changes.

III. Reports

A. Recipient Rights

1. HCH: Jenny London reported on the HCH Quarterly Report dated October 1, 2003 through March 31, 2004. She reported that there were a total of eight complaints, seventeen allegations, and six allegations investigated. She reviewed the report with the members. Jenny also reported that if any of the complaints from HCH involved CMHOC consumers, copies would be sent to the CMHOC Recipient Rights Office.
2. CMH
  - a. April 2004: Gentry reported that CMH opened four cases and closed four.
  - b. May 2004: CMH opened eight cases and closed five.
  - c. June 2004: CMH opened seven cases and closed eight.
  - d. In response to a question, Gentry explained that if a complaint is regarding a denial of service, an appeal would be sent to Cheri, and Cheri would coordinate it. A phone or face-to-face meeting would then be scheduled and one administrative staff and one clinician would listen to the request from the consumer. CMH staff then would discuss the appeal, make a decision, and contact the consumer with the results within ten calendar days. If the results are negative, the consumer can appeal to the state.
  - e. Members asked that CMH present the Recipient Rights report on a monthly basis in order to discuss more details and look for trends. Members suggested evaluating this after three months.

**B. Provider Report Card**

1. Kathy Coffey reported on contracts that will be going to the Board in September.
2. Kathy reported that the following contracts will be renewed: MOKA, Heritage Homes, Life Services System, Children's Resource Network, Children's Advocacy Center, Cornerstone Drop-in Center, Voices for Health, Center for Women in Transition, Michigan Department of Career Development, and Michigan FIA.
3. Kathy reported that BHT&D will be replacing Gusco Money Management on October 1.
4. CMHOC will be renewing five CLS providers even if they were not used much in the past year. Kathy reported that CMH would like to have them available for consumers.

**C. QISMC**

1. Mary reported that the handouts in the agenda packet are highlights of the reports the affiliation sent to the State. Mary reported on the baseline data and other information that was included in the reports.
2. The next State report is due in January 2005. Members recommended that Mary should come back in February and give an update report.

**D. State Performance Data**

1. Tracy reviewed the State Performance Data and clarified the graphs for the Committee. This report was sent to the State on June 30, 2004. Members asked that for the next report Tracy specifically report on the indicators that are not doing as well as the others and explain what is being done to improve the data.

**E. PCP Checklist**

1. Tracy reported on the PCP checklist for April 2004 through June 2004. Twenty eight consumers responded. She reported that CMH received 100 percent on questions one through nine. For question 10, "Was there an external facilitator at the meeting", CMH received a 14 percent. Tracy reported that this percentage is not negative, as consumers can choose to have an external facilitator at their meeting or not.
2. Tracy reported that Leadership Group is looking into focus groups and phone calls to determine how best gather information for this survey.

**F. Satisfaction Survey**

1. MI Survey
  - a. Tracy reported that CMH received a grade of A on six subjects. CMH received one B+ on "Meeting Consumer needs". There were no apparent trends with this survey.
2. DD Survey
  - a. Approximately 185 consumers responded to this survey. CMH received a grade of A on all areas and received very positive feedback from consumers and guardians.
3. MI Respite Survey
  - a. CMH received two grades of B, one grade of C, and one grade of D on the MI respite survey. Rick Eisen, Respite Coordinator, wrote in the report card that there have been many changes to this program, as CMH lost \$60,000 of respite funding. Although CMH did receive an additional grant for respite in July, it was too late for those who send consumers to summer camp. In addition, with the new requirements of having all respite providers registered (a State requirement) and paid directly, parents and guardians are having a difficult time finding respite providers.

**G. Consumer Comments**

1. Kelly received five comments since the last meeting. Kelly followed up on each comment. One comment regarding a medication error did not have a signature, and Kelly was not able to adequately follow up on it. She did report that there are measures in place to report, investigate, and correct any errors related to medication administration.

- H. Consumer Art Exhibit
- Kelly reported that she received a questionable entry for the Consumer Art Exhibit. She passed out copies of poems she received from a consumer that had curse words in it. Members voted to prohibit the use of curse words in poems for the exhibit. Kelly will contact the consumer and inform her about this decision.
- I. CAC QI Report
1. 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.
    - a.) Indicator one, regarding clients receiving instructions about their rights, responsibilities, and grievance procedures was not met. Documentation was found in 285 of the 309 records reviewed (92%). Corrective action was requested for the missing document.
    - b.) Indicator six, regarding residential staff completing the four hour recipient rights class within 30 days of hire was also not met. Seven homes were reviewed this quarter and all were in compliance but one.
- IV. Break: The Committee took a ten-minute break.
- V. Old Business
- A. Requested New Topics: This item was deferred to the next meeting.
- VI. New Business
- A. CMH Budget Presentation
    1. Pam Pekelder, Business Manager, presented a PowerPoint presentation of the CMH budget and gave members handouts. She reviewed the different sources of revenue and explained what each source was.
  - B. Nominations for Officers
    - This item was deferred to the next meeting.
  - C. Recipient Rights Conference
    1. Cheri reported that there is a Recipient Rights Conference in Grand Rapids at the Amway Grand Hotel October 12 through 15. Cheri encouraged members to go to this conference and reported that there were two scholarships available.
  - D. DCH Site Review
    1. Cheri reported that the results of the DCH review are included in the agenda packet. She reported that CMH had good improvement and that the final report is due from DCH soon.
  - E. Other Information
    1. Kandu Support Paper: Gentry handed out a position paper regarding the changes occurring at Kandu. Gentry reported that Kandu will be combining the Holland and Grand Haven workshop.
    2. Behavior Management Committee Consumer Representative
      - a.) Gentry reported that the Behavior Management Committee (BMC) is looking for a consumer volunteer to be on the committee. She reported that the meeting is on the second Thursday of every month from 8:30 a.m. to 11:00 a.m. This committee reviews behavior intervention programs that involve any restrictions. Gentry will ask Kelly to put this in the newsletter.
  - F. CMH Board Minutes
    1. Cheri reported that the CMH Board minutes are included in the agenda packet for informational purposes. At the June meeting, members requested that the Board minutes be included in packet.

- VII. Next Meeting  
Monday, October 11, 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. June 14, 2004 (Attachment A)
- III. Reports
- A. Recipient Rights
1. HCH
2. CMH
- B. Provider Report Card (Attachment B)
- C. QISMC (Attachment C)
- D. State Performance Data (Attachment D)
- E. PCP Checklist (Attachment E)
- F. Satisfaction Survey Results
1. MI Survey (Attachment F)
2. DD Survey (Attachment G)
3. Respite Survey (Attachment H)
- G. Consumer Comments (Attachment I)
- H. CAC QI Report (Attachment J)
- IV. Break
- V. Old Business
- A. Requested New Topics
- VI. New Business
- A. CMH Budget (Pam)

B. Nominations for Officers

1. Chair
2. Vice Chair

C. Recipient Rights Conference

D. DCH Site Review (Attachment K)

E. CMH Board Minutes (Attachment L)

VII. Next Meeting:  
October 11, 2004  
1:00 p.m. - 3:00 p.m.  
Board Room