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

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

Members Present: Sue Buist, Wendy Johnson, Elizabeth Motman, Kristi Nale, Marie Ready, San-Dee Stradley, Lucile VanKoevering

Members Absent: John Bayer, Matt Carl, Beverly Chavez, Donna Elston, Laura Petroelje, James Veling

Staff Present: Renie Geary, Margo Kooienga, Cheri Parks, Erin Rotman, Kelly Sall

I. Review/Approve Agenda

- A. The proposed agenda was approved with one addition: Cheri asked to add "Article" under New Business.

II. Review/Approve Minutes

- A. The minutes from the meeting on October 11, 2004, were approved with one change to fix a typo.

III. Reports

A. Consumer Comments

1. Kelly reported that there were many consumer comments this month. She is in the process of following up with all of them. Members recommended that Kelly report on these comments next month.

B. Consumer Services Update

1. Kelly reported that Consumer Services has been busy working on the Consumer Art Exhibit and the consumer-operated library.
- a. The Consumer Art Exhibit was held in October at the Westshore Mall commemorating Mental Illness Awareness Week. There were approximately 23 artists who submitted one to three pieces of artwork each. CMH partnered with Fris for the matting of the artwork. Since the exhibit ran for one week, it is difficult to know how many people it reached, but Kelly did report that she had 300 pieces of CMH material (i.e., newsletters, information) and almost all of it was gone by the end of the week.
- b. The consumer-operated library will be opening in December or possibly early January at the outpatient clinic in Holland in the room previously known as Group Room A. The library will feature mental health related information in the form of books, audiotapes, and videotapes. The library will also have available a TV/VCR, cassette player, and headphones so consumers will be able to listen to/watch the materials while they are

there.

C. 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 was only one that was not met.
 - a. Indicator one, regarding clients receiving instructions about their rights, responsibilities, and grievance procedures was not met. Documentation was found in 326 of the 342 records reviewed (95%). Corrective action was requested and received for all missing documents.

D. CMH Recipient Rights Report

1. August 2004: Gentry reported that she opened ten cases and closed seven. Of those closed cases, two allegations were substantiated, four were resolved, one was neither substantiated nor refuted, and an appeal was overturned.
2. September 2004: Gentry reported that she opened no cases and closed five. Of those closed cases, two were substantiated, two were resolved, and two were neither substantiated nor refuted.

E. Update on CARF Accredited Programs

1. Sue reported that CMH is currently under JCAHO accreditation, but CMH will be seeking CARF accreditation in May 2005. A CARF consultant was at CMH for two days and talked with staff about accrediting programs. Staff met this morning to decide which programs to accredit and they decided on the following four core programs: case management/supports coordination, outpatient services, crisis intervention, and clubhouses.
2. Sue reported that CMH will submit the CARF application by January and will ask for a May survey.

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

V. Old Business

A. PCP Satisfaction Survey Updates

- a. Cheri reported that the PCP Satisfaction Survey recommendations that members suggested last month were taken to Leadership Group for approval.
- b. Leadership Group decided to incorporate relevant PCP questions into the current DD and MI Satisfaction Surveys. This will provide a greater response rate with a more random sampling.
- c. Cheri reported that the recommendation of conducting phone surveys instead of paper surveys was well-received, but Leadership Group decided it was too labor intensive at this point. The group felt it would be very worthwhile to contract with a local college to conduct a phone survey at some future point.

VI. New Business

A. Crisis Planning Presentation

1. Renie Geary presented on crisis planning, and gave all members a copy of the Psychiatric Advance Directive Instructions and Form. She reported that this is offered at both the pre-plan and PCP meetings.

2. The directive is to be filled out by a consumer when he/she is well, in order to make arrangements for when he/she has a psychiatric emergency. It is recommended that the consumer give a copy of the directive to the appointed agent, CMH, and the hospital where they would most likely be admitted.
3. The directive covers several situations and stays in effect indefinitely.
4. Members reviewed and discussed the advance directive.

B. Review of Annual Funding for ORR

1. Cheri reported on the budget for FY 04/05. She reported that the Office of Recipient Rights (ORR) feels they are adequately funded and are satisfied with current resources. Members reviewed and approved the report.

C. Recipient Rights Annual Report

1. Cheri reported on the Recipient Rights Annual Report. During FY 03/04, there were 51 complaints that involved 81 allegations. Of those, 64 were investigated and the others were handled as interventions.
2. Cheri reviewed the substantiated rights violations, training actions, training provided, and desired outcomes. After reviewing the outcomes, members recommended that the ORR offer rights training to friends and family members of consumers in addition to what they currently do. Members also recommended having outcome six regarding consumer participation read "maintain at the current level" instead of "increase this calendar year by 25%". Cheri will bring these recommendations to the Board in December.

D. External Facilitator Report for FY 04

1. Cheri reported that CMH has been offering external facilitation since June 2003. CMH sends consumers a letter with information pertaining to external facilitation approximately six weeks prior to their planning meeting. The average over the past year has been 90 to 100 letters sent per month. Over the past year, there have been a total of 46 externally facilitated plans.
2. After a planning meeting with an external facilitator, satisfaction surveys are sent out to the consumer, facilitator, and staff involved. Overall, the satisfaction is very good.

E. Topics for Next Agenda

1. Members recommended including a tour of the consumer library in the next meeting, if it is open.
2. Members recommended having a presentation of weight management while on psychiatric medication. Kristi had some material from the pharmaceutical company Eli Lilly that she thought might be helpful.

F. Facilitation Manual

1. Cheri asked for interested volunteers to review the Facilitation Manual and make recommendations or comments. Elizabeth volunteered to do this.

G. ADDITION: Article

1. Cheri passed out an article on housing. She reported that this article states that under the Federal Fair Housing Act, people with disabilities are able to request reasonable accommodations of landlords even during eviction. Members reviewed and discussed this article.

- VII. Next Meeting
Monday, December 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. October 11, 2004 (Attachment A)
- III. Reports
 - A. Consumer Comments – Kelly
 - B. Consumer Services Update (Aug – Oct) – Kelly
 - C. CAC QI Report (Attachment B)– Cheri
 - D. CMH Recipient Rights Report – Gentry
 - E. Update on CARF Accredited Programs – Sue
- IV. Old Business
 - A. PCP Satisfaction Survey Update – Cheri
- V. Break
- VI. New Business
 - A. Crisis Planning – Renie Geary
 - B. Review of Annual Funding for ORR (Attachment C) – Cheri
 - C. Recipient Rights Annual Report – Cheri
 - D. External Facilitator Report for FY 04 – Cheri
 - E. Topics for Next Agenda
 - F. Facilitation Manual – Cheri
 - G. CMH Board Minutes (Attachment D)
- VII. Next Meeting:

December 13, 2004
1:00 p.m. - 3:00 p.m.
Board Room