

**APPROVED
OTTAWA COUNTY
COMMUNITY MENTAL HEALTH**

**Monday, July 18, 2005 1:00 PM
CMH Building A - Board Room**

PRESENT: Edward Berghorst, Rita Bird, Mark Bombara, Celia Martinez de Serrano, Kristine Nale, Harris Schipper, Kellye Slaggert, Lucile Van Koevering, Fred Vander Laan

ABSENT:

EXCUSED: Rebecca Gretzner, Joyce Kortman, Cornelius Vander Kam

STAFF: Gerry Cyranowski, Sue Buist, Pam Pekelder, Betty O'Rourke, Gloria Pelon

OTHERS: Greg Rappleye

CALL TO ORDER - Board Chairperson

Fred Vander Laan, Chairperson called the July 18, 2005 meeting to order at 1:00pm.

CMHOC MISSION STATEMENT

Mr. Vander Laan noted the CMHOC Mission Statement

PUBLIC COMMENT

Karen Hansen

Zeeland, Michigan

Commented on the need for care for her disabled son, who qualifies for residence at a shift staff AFC home.

Jean Mc Donald, Director

Harbor House Ministries

Allendale, Michigan

Commented on the completion of a second home for the most severely, multiply impaired individuals. The home will be licensed next week. She noted that forty-four (44) families have applied but many have been told that no funding was available. She stated that Harbor House Ministries currently has a contract with CMHOC, but understands Harbor House Ministries will need to obtain a separate contract for the new building. She stated that Harbor House Ministries needs an answer as to obtaining this new contract.

APPROVAL OF MINUTES of June 20, 2005

CMH 05-038 Motion: To approve the minutes of the June 20, 2005 meeting.

Moved by: Schipper

Supported by: Van Koevering

MOTION CARRIED

APPROVAL OF AGENDA of July 18, 2005

CMH 05-039 Motion: To approve the agenda for July 18, 2005.

Moved by: Berghorst

Supported by: Bombara

MOTION CARRIED

COMMUNICATIONS & PRESENTATIONS

There were no communications or scheduled presentations.

CHAIRPERSON'S REPORT

Mr. Vander Laan reminded Board Members that the completed performance evaluation forms for the Executive Director's annual

review are due today. The results will be presented at the August 22, 2005 CMHOC Board of Directors Meeting.

EXECUTIVE DIRECTOR'S REPORT

Mr. Cyranowski answered questions regarding his July, 2005 Executive Director's Report and provided the following updates:

CARF Survey:

The CARF survey was completed on June 27 through June 29, 2005. The final report is expected within five (5) weeks. Later in the Agenda, Mr. Cyranowski will present an overview of the recommendations and findings from that survey.

Budget Items:

No finance reports to be presented this month due to the change over in CMHOC's management information system.

Mr. Vander Laan and Mr. Cyranowski will meet with the County Administrator today at 4:00pm regarding the funding for the Rye Wage Study, which was approved in its entirety at the July 12, 2005 Ottawa County Board of Commissioners Meeting.

Ms. Nale stated that she was concerned with utilizing Medicaid capitated dollars to fund the Rye Wage Study recommendations, when those funds should be going back to CMHOC consumers and their services. Mr. Cyranowski stated that Medicaid dollars are used to fund staff salaries, which are direct service positions and generally provide Medicaid covered services. He noted that nothing will be cut; but nothing will be added.

Ms. Bird questioned the possibility of having a reserve in the budget for a wage study. Mr. Cyranowski noted that most organizations would provide this line item in their budgets, but CMHOC's funding is limited within a twelve month period. If the decision process does not fall within this time frame, the dollars set aside could not be used. It was noted that the wage study is conducted every three (3) years.

Mr. Cyranowski stated that another recommendation that came from County Administration, which will include Group T employees (former Teamster's Union employees) on January 1, 2006; Pay Level one through eight, will receive an additional increase. Pay level 1: 5% increase and Pay level 2-8: 2% increase.

Ms. Nale questioned the purchase of laptops versus desk top computers, in that laptops are more expensive. Mr. Cyranowski explained that the laptop purchases are made primarily for CMHOC field workers. The cost for computers also includes upgrades to existing units.

Respite - Children's Resource Network (CRN):

Mr. Cyranowski stated that CRN has been invited to attend the CMHOC Board of Directors Meeting on August 22, 2005. Operational details are still being worked on with CRN. They will provide a presentation on their organization and structure.

Consumer Presentations:

August 22, 2005: Consumers with a developmental disability

September 19, 2005: Consumers with a mental illness

FINANCE ITEMS:

Service Contracts

CMH 05-040 Motion: To approve the Service Contracts as presented.

Moved by: Berghorst

Supported by: Slaggert

MOTION CARRIED

OLD BUSINESS

Update: Recommendations – Mental Health Commission

Information was distributed relative to MDCH – A Plan for Implementing Recommendation of the Michigan Mental Health Commission. Mr. Cyranowski provided a summary of key points.

The Goals reviewed:

- Public Awareness
- Priority Populations and Early Intervention
- Model Service Array
- Diversion
- Structure, Funding, and Accountability
- Service Integration
- User Involvement

Mr. Cyranowski stated that Goal #5: Structure, Funding, and Accountability could have future implications for CMHOC.

Mr. Cyranowski stated that Goal #6: Service Integration – it was recommended that all CMHSPs serving adults diagnosed with a serious mental illness should offer supported employment services. MDCH will require enhanced descriptions from CMHSPs in the Annual Plan and budget submission cycle and methods being used in their service arrays.

A progress report from MDCH is projected for January 2006.

NEW BUSINESS

Code of Conduct

CMH 05-041 Motion: To approve the Community Mental Health of Ottawa County Board of Directors Code of Conduct as presented.

Moved by: Van Koevering

Supported by: Slaggert

MOTION CARRIED

Ms. Slaggert noted that the final document includes comments and input from Board Members; stating that a Code of Conduct document is now common place within non-profit agencies. Ms. Slaggert stated that with a recent HUD Contract they had requested a copy of CMHOC's Code of Conduct and the draft document was accepted. CARF expects that a Code of Conduct would include the Board Member's signature.

Ms. Bird noted that some states have Boards that are Ethic Boards; that actually review people that serve in public offices, whether appointed or elected. There are definite criteria as to codes of conduct and ethics.

Ms. Bird noted that when Board Members bring issues to a Board for review, the proper code of conduct would then also include a follow up; the issues are discussed, there is follow up. This is something she would like to see occur. Bringing complaints to the proper level and the change of command, the same applies, follow through and follow up.

Ms. Bird questioned whether a person serving in an appointed position, can abstain from voting. She noted a State Bill that speaks to how an appointment is made which is very clear as to who can serve and who can not and who must serve. If a member has a conflict that is listed, they should not be serving. There are specific criteria on how appointments are made; it is very clear what a conflict is in the statute. Ms. Bird recommended further research regarding conflict of interest.

Mr. Cyranowski noted the CMHOC Board Policies which requires that Board Members, who have a conflict of interest, meaning a financial conflict, recognize that to the Board and abstain from voting.

Mr. Rappleye stated that conflicts of interest have to be resolved on a case-by-case basis. It was noted that more research can be done as the CMHOC Board Policies are reviewed for possible revision.

Ms. Slaggert explained that the Code of Conduct is a document that each Board Member needs to be aware of, it is not a legal document, but to be used to guide Board Members' behavior. Mr. Cyranowski stated that the Code of Conduct is a guideline for good citizenship and could assist with becoming a more effective Board Member.

The Motion Carried. The Code of Conduct document will be included in the August 22, 2005 Board Packet. Board Members will sign the document and it will be maintained in OCCMH files for at least one (1) year following completion of term of office.

In an effort to consistently follow up on issues discussed, in the Minutes, there will be a format that will include:

- the issue requiring follow up
- the person assigned to follow up
- time frame

Discussion Item: Board of Directors Self Assessment Tool

Ms. Slaggert noted that she has received several completed Board of Directors Self Assessment forms which were distributed at the June 20, 2005 CMHOC Board of Directors Meeting and stated she would accept any completed forms today.

Ms. Slaggert stated that Judeth Newham found another Self Assessment Tool that is more visual and allows Board Members to evaluate themselves, not to be shared with anyone, just personal feedback.

Judeth Newham distributed and reviewed the Board Assessment Tool and instructions on how to complete the form. She noted that this is for Board Members' information only. She encouraged Board Members to contact her if they have any questions.

Mr. Cyranowski stated this could be used to drive future Board education. Ms. Slaggert suggested that an extra copy be distributed; Board Members would keep their original, complete just the profile, with no name listed, and then collectively review all the profiles to see if there are certain areas that would be of benefit for Board Education.

Status Report: Evidence-Based Practices

This is in follow up to Ms. Gretzner's question relative to Evidence-Based Practices.

Sue Buist stated the MDCH issued a grant application for the affiliations in the amount of \$160,000 per affiliation for beginning to undertake a chosen evidenced-based practice. There are two being selected by MDCH and each affiliation must select one. They are: (1) family psycho education and (2) integrated treatment for dual disorders – mental illness and substance abuse.

The Lakeshore Behavioral Health Alliance is writing its grant for both. The first one will be family psycho education. As an affiliation, the grant application will state that family psycho education will be implemented first. The affiliation feels there are adequate funds to begin a process of undertaking the integrated treatment for dual disorders. This will take longer to implement, possibly taking up to two years to implement.

The grant application is due July 27, 2005 and is currently being written. If the family psycho education grant is awarded to CMHOC, implementation would begin on October 1, 2005.

Another thing that is happening with evidenced-based practice is the Parent Management Training, which has a separate grant application because the cost of training CMHOC staff is so expensive. For one staff person to be trained is at a cost of \$25,000. In that CMHOC can not afford to fund this, it was decided that the Lakeshore Behavioral Health Alliance and Network 180 (Kent CMH) will go together on the grant application. The grant is for \$25,000; therefore two staff would be trained. Kent CMH would have one staff person trained at a cost of \$12,500 and Muskegon would have one staff person trained at a cost of \$12,500. The training continues for one year and at the conclusion they would be certified and ready to train others, at which time a CMHOC staff person would be placed into the training process. The following year, another CMHOC staff person would be placed in the training.

Ms. Buist noted that the training is very intensive. To be eligible to be trained, the staff person must be providing services currently, a frontline staff and will take eighteen (18) days of offsite training in the first year, in addition to consultation. When certified, they must devote half time to training other staff and half time devoted to their primary job of providing services.

There are eighteen (18) affiliations and only nine (9) to be awarded. It was felt that CMHOC's chances would be increased by joining with Network 180 (Kent CMH) as well as having regional efficiencies.

If the Parent Management Training grant is awarded, for the Affiliation selected, training would begin in January 2006.

Update: County Employee Satisfaction Survey

Mr. Cyranowski reviewed the results relative to the County Employee Satisfaction Survey – specific to CMHOC. A packet of information was distributed.

Mr. Cyranowski held a series of meetings with thirteen (13) CMHOC teams; 143 employees, which is approximately 75% of CMHOC employees.

The next step will be to form three to five work groups to focus on developing an action plan that will address issues of importance to CMHOC staff.

The County Administration indicates that another survey will be conducted in approximately two to three years.

Preliminary Report: CARF Survey

Mr. Cyranowski stated that he appreciated the support from the CMHOC Board of Directors in supporting the recommendation to change from JACHO to CARF.

The CARF Survey occurred on June 25-27, 2005 and Mr. Cyranowski distributed information relative to the Exit Conference held on June 29, 2005 and reviewed the preliminary recommendations.

Two areas were summarized:

1. Standard of Business Practices

Information Management and Performance Improvement
Financial Planning and Management
Health and Safety

2. Program Standards
 - Screening and Access to Services
 - Individual Plan
 - The Transition Recovery of Support Services
 - Pharmacotherapy
 - Individual Centered Service Planning In Community Integration or Consumer Run Programs
 - Children and Adolescence Standards

From the recommendations, the Board will see annual reporting on Risk Management and status reporting on MIS technology.

Mr. Cyranowski stated that overall CMHOC did well in the survey. The final report is expected within five (5) weeks.

Organizational Performance Reports

Recipient Rights Quarterly Report – April, May, June 2005

Mr. Cyranowski reviewed and answered questions regarding the Recipient Rights Quarterly Report.

This report is presented on a quarterly basis; indicating areas of allegation, finding and location. Also included in the report are grievances, interventions, local appeals and MDCH appeals.

Any allegations that are substantiated, whether CMHOC staff or contractual staff, CMHOC requires an action plan to resolve the allegation. The action plans may include anything from education, counseling or termination of employment.

As a result of the CARF Survey, this quarterly report may be revised.

Human Resources Report

Staff Turnover

Mr. Cyranowski reviewed the Human Resources Report.

There were eleven (11) CMHOC exiting employees in 2004; turnover rate of 5.88%

There were seven (7) CMHOC exiting employees through July 1, 2005.

Exit Interviews

Human Resources reports they conducted exit interviews on two of the eleven exiting employees in 2004. Reasons given for separation: (1) going back to school and (2) dissatisfaction with the job, better position.

Human Resources reports they conducted exit interviews on two of the seven exiting employees to date in 2005. Reasons given for separation: (1) relocating out of state and (2) unable to accept an alternative position due to reorganization.

Mr. Cyranowski noted that he would like to see a higher exit interview rate. Mr. Bombara commented that it will take more effort on the part of the Human Resources Department for this to improve. He suggested that a representative from the Human Resources Department come to CMHOC to conduct the exit interview. Mr. Cyranowski stated that he will discuss this issue with the Human Resources Director.

CLOSED SESSION

CMH 05-042 Motion: To go into Closed Session at 3:00pm to discuss material exempt from disclosure by statute.

Moved by: Bombara

Supported by: Van Koevering

ROLL CALL VOTE

YEAS: Schipper, Slaggert, Van Koevering, Serrano, Bird, Bombara, Berghorst, Nale, Vander Laan

NAYS:

MOTION CARRIED

CMH 05-043 Motion: To rise from Closed Session at 3:08pm.

Moved by: Schipper

Supported by: Bombara

MOTION CARRIED

GENERAL INFORMATION, COMMENTS AND MEETINGS ATTENDED

Mr. Vander Laan distributed information from MACMHB relative to Nomination and Election of Association Officers – 2006. This information needs to be returned to MACMHB by September 30, 2005.

At the regional meeting in October, 2005, all regions will consider nominations made by Boards in their regions and recommend a roster of candidates to be nominated. Ottawa County is the Western Region.

This will be an Agenda Item at the August 22, 2005 CMHOC Board of Directors Meeting.

BOARD REVIEW OF THE DAYS BUSINESS

Mr. Bombara commented that the meeting moved along well; covering a lot of material. He stated that in the future, it would be helpful to have all the information to be covered in the meeting included in the Board Packet, so the information can be reviewed prior to the meeting.

It was suggested that information be sent electronically; saving on postage. Information would be mailed to any Board Member that does not have e-mail.

PUBLIC COMMENT

No Public Comment.

FOLLOW UP ITEMS

Item #1:

Children's Resource Network – Respite Services

Mr. Cyranowski will invite CRN to attend the August 22, 2005 CMHOC Board of Directors Meeting to provide a presentation on CRN's organization and structure. This will be an agenda item.

Item #2:

Code of Conduct

Ms. Pelon will include in the August Board Packet a copy of the approved Code of Conduct. Board Members will read, sign and return at the August 22, 2005 Board of Directors Meeting.

Item#3:

Nomination and Election of Association Officers – 2006

This will be an Agenda Item for the August 22, 2005 CMHOC Board of Directors Meeting.

Item #4:

Exit Interviews

Mr. Cyranowski will contact the County Human Resources Department to schedule time to discuss how to improve on the exit interview rate. No time frame expressed. An update will occur at a future CMHOC Board of Directors Meeting.

Item #5:

CARF Survey – Final Report

Mr. Cyranowski will provide an update at a future CMHOC Board of Directors Meeting. The Final Report is expected in approximately five (5) weeks.

Item #6:

Future Board Presentation

Mr. Cyranowski will contact the Board Association to secure a Board Education presentation to answer questions relative to what it means to become an Authority. This will be scheduled for September or October 2005.

ADJOURNMENT

Mr. Vander Laan adjourned the July 18, 2005 meeting at 3:15pm.

Fred Vander Laan, Chairperson Edward Berghorst, Secretary

1. Call to Order - Board Chairperson
2. CMHOC Mission Statement
The mission of Community Mental Health of Ottawa County is to provide quality mental healthcare services that will maximize self sufficiency and self reliance in persons whose functioning is impaired by developmental disabilities or mental/emotional disorders.
3. Public Comment
4. Approval of Minutes of June 20, 2005
Suggested Motion:
To approve the Minutes of June 20, 2005.
5. Approval of Agenda of July 18, 2005
Suggested Motion:
To approve the Agenda for July 18, 2005.
6. Communications and Presentations
7. Chairperson's Report
8. Executive Director's Report (*Attachment A*)
9. Finance Items (*Attachment B*)
Service Contracts
Suggested Motion:
To approve the Service Contracts as presented.
10. OLD BUSINESS
Update: Recommendations – Mental Health Commission
11. NEW BUSINESS
Code of Conduct (*Attachment C*)
Suggested Motion:
To approve the Community Mental Health of Ottawa County Board of Directors Code of Conduct as presented.

NEW BUSINESS – CONTINUED

Discussion Item

Board of Directors Self Assessment Tool
Kellye Slaggert

Status Report

Evidence-Based Practices
Sue Buist

Update

County Employee Satisfaction Survey - CMHOC
Gerry Cyranowski

Preliminary Report

CARF Survey
Gerry Cyranowski

Organizational Performance Reports

Gerry Cyranowski
Recipient Rights Quarterly Report (*Attachment D*)
April, May, June 2005

Human Resources Report
Staff Turnover
Exit Interviews

12. CLOSED SESSION

Suggested Motion:

To go into Closed Session to discuss material exempt from disclosure by statute. (2/3 roll call vote required)

13. General Information, Comments and Meetings Attended

14. Board Review of the Days Business

15. Public Comment

16. Adjournment