

**APPROVED  
OTTAWA COUNTY  
COMMUNITY MENTAL HEALTH**

**Monday, August 22, 2005 1:00 PM  
CMH Building A - Board Room**

**PRESENT:** Edward Berghorst, Rita Bird, Mark Bombara, Rebecca Gretzner, Joyce Kortman, Celia Martinez de Serrano, Kristine Nale, Harris Schipper, Kellye Slaggert, Lucile Van Koevering, Cornelius Vander Kam, Fred Vander Laan

**ABSENT:**

**EXCUSED:**

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

**OTHERS:** Greg Rappleye

CALL TO ORDER - Board Chairperson

Fred Vander Laan, Chairperson called the August 22, 2005 meeting to order at 1:00pm.

CMHOC MISSION STATEMENT

Mr. Vander Laan noted the CMHOC Mission Statement.

PUBLIC COMMENT

Mark, Beverly and Nicole Stephenson

8374 First Street

West Olive, Michigan

Commented on the needs of the severely disabled; stating they have made application to have Nicole live at Harbor House in Jenison. They are attending today's meeting to hear the discussion regarding Harbor House.

Sheryle Rupke

7318 Terrace Lane

Jenison, Michigan

Commented she too is attending today's meeting to hear the discussion regarding the needs of the developmentally disabled and the discussion regarding Harbor House.

Karen Hansen

1068 Legion

Holland, Michigan

Commented that she attended the Board Meeting last month and asked for help for her son. Her son has had his PCP and qualifies for an AFC home. She stated that she was attending today's meeting with her son and again asking for help. She stated that she can not continue to care for her son.

Peggy Driesenga

Harbor House Representative

Jenison, Michigan

Commented that she wanted to address the Executive Director's Report; stating that she wanted to clarify a few issues.

Tom Bird

359 Waukazoo Drive

Holland, Michigan

Commented on behalf of the Town Hall Coalition. He noted the heartfelt and sincere needs heard from the public comments; the concerns for their family members. He noted their request for help from the Board. He stated that the Board has the fiduciary responsibility to administer their Medicaid funds for them and provide the services to which they are entitled; housing is one of

those needs. He stated that they are willing to work with the Board in achieving that goal.

Sandra Yockey and son Scott

Commented that her son requires 24 hour care and wants residence at Harbor House for him; stating that it is a wonderful home and it is very close to their home so she could visit him every day.

#### APPROVAL OF MINUTES of July 18, 2005

CMH 05-044 Motion: To approve the minutes of the July 18, 2005 meeting.

Moved by: Schipper

Supported by: Van Koevering

MOTION CARRIED

#### APPROVAL OF AGENDA of August 22, 2005

CMH 05-045 Motion: To approve the agenda for August 22, 2005.

Moved by: Berghorst

Supported by: Bombara

MOTION CARRIED

#### COMMUNICATIONS & PRESENTATIONS

##### **Children's Resource Network – Respite Services**

Mr. Cyranowski welcomed Jim Welsh and his staff. Mr. Cyranowski stated that CMHOC manages most respite services in house. CMHOC contracts with CRN for a limited amount of respite services, mainly for children with emotional disturbances. Recently CMHOC entered into an agreement with CRN to manage the full range of respite services.

Mr. Welsh stated that CRN has been providing respite services for the past few years for children with emotional disturbances. Recent discussions with CMHOC have been to integrate that with the broader span of respite services. He stated that CRN provides resources and referrals for children and families through a six (6) county area, being a part of a state-wide association. A lot of time is spent developing networks of providers. He stated that CRN works with recruiting and training foster parents. They also work recruiting respite providers.

Mr. Welsh stated CRN has been able to draw in private dollars, through the United Way, through community foundations and other grants applied for to help add to the funding pool for respite. Mr. Welsh stated that this year CRN brought in \$13,000 to \$14,000 in private funding.

Mr. Welsh noted that CRN will expand to all ages, serving adults, young children and the developmentally disabled population.

Mr. Cyranowski stated that next month he will be reporting on the Consumer Satisfaction Survey for Respite Services to children with emotional disturbances, operated by CRN. The grades on that report card are positive and show improvement. People are very grateful for the service.

##### **Services for the Developmentally Disabled**

Betty O'Rourke stated that the service area that is being presented is the Community Living Supports Program in the DD service area. The Team Supervisor is Jen Myers and one of her Mental Health Specialists is Jennifer Dils. Jennifer helps support the young lady who has graciously agreed to share her story.

Carrie Brondyke, through a power point presentation, presented Kathy's story – Success through Support; on the path to independence and happiness.

Board Members thanked Kathy for sharing her story.

#### CHAIRPERSON'S REPORT

Mr. Vander Laan clarified that there is a Work Session for the Board of Commissioners that will be held at Harbor House (919 44th Street, Jenison) on Thursday, September 1, 2005 beginning at 4:00pm. The CMHOC Board of Directors has not been formally invited; however, it is a public meeting.

Mr. Berghorst stated that this meeting is informational only; no action to be taken.

#### EXECUTIVE DIRECTOR'S REPORT

Mr. Cyranowski answered questions regarding his August, 2005 Executive Director's Report. He provided the following update:

#### **Quality Performance Indicators**

Currently MDCH tracks fifty-one (51) indicators and on October 1, 2005 will reduce this to fifteen (15) core indicators. This will be reported on at a future Board Meeting.

### **Financial Reports**

No financial reports available due to the switch over to the new computer system. It is hopeful that the financial reports will be available for the September 19, 2005 CMHOC Board of Directors Meeting.

### **Rebasing of the Medicaid Capitation Rates**

Medicaid dollars available to the system may increase slightly in FY 2006. Among the eighteen (18) PIHPs there will be winners and losers. Four (4) PIHPs will receive less than in the previous year. MDCH will request a one (1) year certification of the rates with opportunities for rate adjustments in FY 2007. It was noted that the FY 2005 data will be critical to the FY 2007 rate re-certification. Muskegon is working the numbers for next year's budget. There is no clear idea of revenue at this time.

MDCH will release more specifics after the actuarial certification, which should occur in the next week or so.

### **Clubhouse Transportation Services**

Mr. Cyranowski stated that, on a sad note, the Clubhouse Transportation Services, which is a consumer micro-enterprise, lost its operator. She passed away last week, following a battle with cancer. A search for another consumer operator is underway.

### **Direct Deposit of Funds**

Mr. Cyranowski noted an e-mail from a CTH operator regarding the issue of developing a system for direct deposit of contract dollars from CMHOC. At this time, the County does not have a system to provide this service.

### **Employee Turn Over Rates**

Mr. Cyranowski referred to last month's information relative to employee exit interviews and how to improve attendance at these interviews. Mr. Cyranowski met with the Human Resources Director to discuss this issue. Interviews are totally voluntary. CMHOC will work with its managers to encourage staff to attend the exit interview. Mr. Bombara suggested that a representative from the Human Resources Department come to CMHOC for the exit interviews or provide an alternative of a phone interview. Mr. Cyranowski stated that he would share this suggestion with the Human Resources Director.

### **Michigan Office of Recipient Rights Survey**

The Michigan Office of Recipient Rights conducted their triennial audit of the CMHOC Office of Recipient Rights from August 16 through August 18, 2005. This survey looks for evidence of rights protection in CMHOC policies and contracts, reviews CMHOC rights reports, investigations, interventions, conducts site visits and interviews staff.

Mr. Cyranowski reported that CMHOC received a score of 291 out of a possible total of 292 points. He noted that a previous survey CMHOC achieved a score of 289 out of a possible 292 points.

Mr. Cyranowski recognized Cheri Parks and Gentry Mohr for setting an excellent standard for recipient rights offices in the Michigan CMH system.

The final report, when received, will be reported to the CMHOC Board of Directors.

### **Rye Wage Study**

Mr. Vander Laan requested the final numbers for the Rye Wage Study recommendations. The wage increases and retro active pay amounted to approximately \$510,000.

### **Budget Reporting Problem**

Ms. Bird questioned the budget reporting problem. She noted that Mr. Cyranowski indicated that CMHOC is within budget, therefore there is data. She questioned whether a manual report could be made available. Mr. Cyranowski responded that no extraordinary issues have surfaced. He stated that he did not want to bring a report that was not complete or not correct. He is hopeful that a budget report will be available for the September 19, 2005 CMHOC Board of Directors Meeting.

Ms. Bird questioned why Muskegon will not meet their goal for their contribution to the Medicaid carry forward. She questioned the amount of this shortfall. Mr. Cyranowski stated that it is broken down between State General Fund, Adult Benefit Waiver and Medicaid. Muskegon is about one million dollars short on their Medicaid target, but when the other areas balance out, the shortfall would be between \$500,000 to \$800,000.

### **Other Items**

Ms. Bird questioned the statement that MDCH reported that four (4) out of eighteen (18) PIHPs funds will be cut. She wondered if Muskegon was one of the four. Mr. Cyranowski stated that Muskegon received the capitation rates based on certain Medicaid

populations. He stated that he will be attending a meeting in Lansing on Thursday, August 24, 2005 and he is hopeful that this issue will be made clearer.

Ms. Bird commented on Page A-2; the three bullets. She questioned why it is not appropriate to use Harbor House.

Ms. Bird commented on Page A-2; the last bullet, specifically, "CMHOC must consider making significant cost reducing changes in the way in which services to persons with developmental disabilities are provided by CMHOC." She stated that she would need specific breakdowns of costs to be able to discuss this issue.

Ms. Bird commented on the CMHOC Mission Statement, wondering whether we are saying what we really mean to say.

Mr. Vander Laan commented that needs have been made known. Funding is an issue. He questioned how costs could be reduced and how the CMHOC Board could work with all parties concerned to resolve the issues.

Ms. Kortman requested an updated matrix relative to the Developmentally Disabled – Housing Costs and Developmentally Disabled – Day Service Costs. She requested that this information be updated, keeping it simple and easy to understand. The outdated matrix was given to Mr. Cyranowski for updating.

#### FINANCE ITEMS:

##### **Service Contracts**

CMH 05-046 Motion: To approve the Service Contracts as presented.

Moved by: Slaggert

Supported by: Berghorst

MOTION CARRIED

#### OLD BUSINESS

##### **Discussion Item #1: Nomination and Election of Association Officers - 2006**

Mr. Cyranowski explained that this is an opportunity for CMHOC Board Members to nominate a candidate for the Western District. It was noted that last year Joyce Kortman was placed on the ballot.

Due to the circumstances from last year, Ms. Kortman declined to be placed on the ballot. No other CMHOC Board Member expressed an interest to be placed on the ballot.

Ms. Kortman encouraged CMHOC Board Members to become involved in the committees offered by the Michigan Association of Community Mental Health Boards (MACMHB).

##### **Discussion Item #2: Board Self Assessment – Results**

Ms. Slaggert presented, reviewed and answered questions regarding the Board Self Assessment Results.

Ms. Slaggert distributed information which provided a Summary of the 2005 Board Self Evaluation.

This document lists the strengths and weaknesses, highest to the lowest.

#### Strengths:

- Board receives regular reports on finances/budgets, products/program performance and other important matters
- Each member of the board feels involved and interested in the board's work
- All necessary skills, stakeholders and diversity are represented on the board
- Board effectively represents the organization to the community
- Board meetings facilitate focus and progress on important organizational matters

#### Weakness:

- Board has clear goals and actions resulting from relevant and realistic strategic planning
- Board attends to policy-related decisions which effectively guide operational activities of staff
- Board members understand the organization's mission and its products/programs

Ms. Slaggert proposed that Board Members use this information to write down one or two goals for the Board. This information would be reviewed and goals would be generated.

This information will be collected at the September 19, 2005 CMHOC Board of Directors Meeting.

##### **Follow-up Discussion Item #3: Patrick Barrie's Presentation regarding MDCH's Mission & Vision**

Mr. Cyranowski stated that this information was received from the May 16, 2005 CMHOC Board of Directors Meeting. The Question and Answer portion of that meeting was transcribed and sent to each Board Member.

Mr. Cyranowski stated that he was providing a forum for Board Members if they had any further thoughts on the presentation by Patrick Barrie.

Ms. Kortman stated that she has been doing some research and had two points to share:

·With the development and care plan for Harbor House, it seems to have been modeled after the Greenhouse Project, a very successful, long term care facility and research project of Tupelo, Mississippi. This information can be found on the Internet. It is called Greenhouse Project.com.

·“turning knowledge into practice” a manual for behavioral health administrators and practitioners about Understanding and Implementing Evidence-Based Practices. Ms. Kortman noted that Evidence-Based Practice is the only thing to be funded in the future. This information is also on the Internet or it can be received in written form. The information is very easy to understand.

Ms. Nale suggested this information be given to Kelly Sall to be placed in the C.L.E.A.R Library.

Ms. Van Koevering commented that Patrick Barrie’s presentation provided the recommendations from the State; noting that not everyone would approve of the recommendations. She stated that after reviewing the information, it is clear that the State is looking to not having big group homes; they are looking at the most severely disabled. She noted that the Board is in a very difficult position and the issues at hand are very complicated.

Mr. Schipper commented that there is very little flexibility with the funding available.

Ms. Bird stated that it can not be denied that it is MDCH’s position that CMHOC consumers should be able to live independently in something less than a twelve (12) bed home. This has been made very clear. When questioned at that meeting, how CMHOC was going to fund all of the needs and the things CMHOC is obligated to fund under Medicaid rules, Mr. Barrie could not provide an answer. Ms. Bird stated that the presentation was philosophical. She stated that she did not believe it is written anywhere that a group home becomes an institution when it has twelve (12) beds rather than six (6). References were made to the 1970’s and institutions; Ms. Bird does not believe that Harbor House is an institutional setting. She emphasized that it is the Board’s responsibility to assure CMHOC does not go backwards. Ms. Bird strongly encouraged all Board Members to go to Harbor House and see the facility.

#### NEW BUSINESS

##### **Lakeshore Behavioral Health Alliance/Affiliate – Delegation Agreement**

Mr. Cyranowski reviewed and answered questions regarding the Lakeshore Behavioral Health Alliance/Affiliate – Delegation Agreement.

#### Discussion:

Ms. Bird commented that Muskegon has the oversight and the right to unapprove any contract that CMHOC approves; they have the right to decide recruitment for staff, decide whether or not our program providers are the ones CMHOC chooses. She requested clarification.

Mr. Cyranowski stated that this agreement covers all areas. He stated that CMHOC has a good working relationship with Muskegon. The document describes the nature of the relationship with Muskegon. This agreement is the legal content. He stated that the PHP has control with strong potential powers. He stated that this drives the Medicaid funding.

Following discussion, the motion was made:

CMH 05-047 Motion: To approve and authorize the Executive Director to sign the Lakeshore Behavioral Health Alliance/Affiliate Delegation Agreement.

Moved by: Berghorst

Supported by: Van Koevering

MOTION CARRIED

##### **MDCH Mission-Based Performance Indicators – Quarterly Report**

Mr. Cyranowski reviewed and answered questions regarding the MDCH Mission-Based Performance Indicators Quarterly Report.

Mr. Cyranowski stated that this is a quarterly report, however, contains only two months of data. Not all of June 2005 data is included due to the new computer system. A final report will be issued when all data becomes available.

The following Indicators will be presented at the CMHOC Utilization Management Committee and will be analyzed:

**Indicator 3: Timeliness – Start of Service - Total**

86.4% - dropped from Standard of 95% - due to continued staff vacancies

Mr. Cyranowski stated that since this report was generated, the positions have been filled.

**Indicator 3b: Timeliness – Start of Service – Mentally Ill Adults**

87.1% - dropped from Standard of 95% - reflects only two months of data

Ms. Kortman questioned spending time on the Performance Indicators. She noted the importance of receiving the information, but questioned the importance of providing a review of each Indicator. She suggested that Mr. Cyranowski comment only on the problem areas, with the plan on how to correct the problem. Mr. Bombara agreed, stating presenting only the exceptions.

***Mr. Vander Laan called for a five (5) minute break at 3:35 p.m.***

***Mr. Bombara had to leave for another meeting***

**Executive Director's Performance Evaluation**

Mr. Cyranowski requested a Closed Session to complete his evaluation.

CMH 05-048 Motion: To go into Closed Session at 3:40pm to discuss Executive Director's Performance Evaluation.

Moved by: Schipper

Supported by: Van Koevering

**ROLL CALL VOTE**

YEAS: Van Koevering, Berghorst, Schipper, Bird, Serrano, Nale, Slaggert, Kortman, Gretzner, Vander Kam, Vander Laan

NAYS:

**MOTION CARRIED**

CMH 05-049 Motion: To rise from Closed Session at 4:03pm.

Moved by: Berghorst

Supported by: Slaggert

**MOTION CARRIED**

**GENERAL INFORMATION, COMMENTS AND MEETINGS ATTENDED**

Ms. Kortman referenced a letter written by Ms. Bird where a comment was made that "TV8 reported last week that nearly 90% of DD females are sexually assaulted in their life time." Ms. Kortman directed Mr. Cyranowski's attention to the fact that the Center for Women in Transition is putting together a new program for sexual assault and rape victims. Ms. Kortman encouraged Mr. Cyranowski to contact CWIT and question the statistics they compile; specifically to include the DD population, their living arrangements and some statistics that will help the Board decide if CMHOC is doing everything possible to keep its consumers in the safest living environment. She stated that since CWIT is planning on funding a program, it should include statistics that will assist CMHOC.

Ms. Bird commented on the serious situation at a group home, stating that a staff person contacted her. She had referred the staff person to Mr. Cyranowski. The staff person indicated that the situation had been reported, but was not pleased with how it was being handled. It was noted that the situation should have been reported to the Recipient Rights Office. Mr. Cyranowski will look into this issue.

Mr. Vander Laan reminded Board Members to turn in their signed Code of Conduct document.

**BOARD REVIEW OF THE DAYS BUSINESS**

No comments received.

**PUBLIC COMMENT**

Becky Schipper

8552 Beretta Court

Jenison, Michigan

Commented that she was one of the founding parents of Harbor House Ministries. She stated that she has a nineteen year old daughter who is severely multiply impaired. She noted that community members worked with CMHOC on a plan for housing that would be cost effective and accommodate consumers. A viable plan came out of these meetings, to create two six bed homes under one roof. She noted that currently two families are requesting Harbor House. She stated that the reality exists; there are

no good long term options for the severely disabled. She stated that she is 110% integration; there is very little documentation, very little evidence that can prove that is in the best interest of the severely mentally and physically impaired.

Peggy Driesenga

Harbor House Representative

Commented on inclusion and funding issues; stating that the care needs are still there. Harbor House is very willing to discuss rates with CMHOC. Harbor House would like to be invited back to the table and work together to solve this issue.

Tom Bird

359 Waukazoo Drive

Holland, Michigan

Commented that he is hopeful that all Board Members will be able to attend the Board of Commissioners Work Session next week Thursday, September 1, 2005. He commented that the definition of an institution needs to be clarified.

**REQUESTED FOLLOW UP ITEMS:**

Item #1:

RFP status – this is in reference to the joint effort with Muskegon CMH to expand service options for integrated employment, with the purpose of developing a provider panel. The deadline was June 17, 2005 and four applicants were received.

Ms. Bird requested an update.

Item #2:

Day Programs going to quadrants – has this happened?

Ms. Bird requested an update.

Item #3:

Provider Tax – specifically an update on how this impacts Ottawa County

Ms. Bird requested an update.

Item #4:

Authority Status – arrange for pros and cons to be presented to the CMHOC Board of Directors.

Mr. Cyranowski stated that the staff from the Board Association will be invited to attend a future CMHOC Board of Directors Meeting.

Item #5:

Recipient Rights investigation due to a recent death. Did CMHOC investigate?

Ms. Bird requested an update.

Item #6:

Serious situation at a group home, where Ms. Bird was contacted.

Mr. Cyranowski to investigate and report findings.

Item #7:

Matrix – housing costs and day service costs for the developmentally disabled.

Ms. Kortman requested an updated matrix.

**ADJOURNMENT**

Mr. Vander Laan adjourned the August 18, 2005 meeting at 4:15pm.

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Fred Vander Laan, Chairperson Edward Berghorst, Secretary

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**Agenda**

1. Call to Order - Board Chairperson
2. CMHOC Mission Statement

4/4/2006

The mission of Community Mental Health of Ottawa County is to partner with persons who are challenged by a serious and persistent mental illness and/or developmental disability in a manner that maximizes their integration in the community.

3. Public Comment
4. Approval of Minutes of July 18, 2005  
**Suggested Motion:**  
To approve the Minutes of July 18, 2005.
5. Approval of Agenda of August 22, 2005  
**Suggested Motion:**  
To approve the Agenda for August 22, 2005.
6. Communications and Presentations  
**Children's Resource Network  
Respite Services  
Presenter: James Welsh and Staff**  
  
**Services for the Developmentally Disabled  
Presenter: Betty O'Rourke**
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  
**Discussion Item #1 (*Attachment C*)**  
Nomination and Election of Association Officers - 2006  
  
**Discussion Item #2 (*Attachment D*)**  
Board Self Assessment - Results  
Kellye Slaggert  
  
**Follow-up Discussion Item #3 (*Attachment E*)**  
Patrick Barrie's Presentation regarding MDCH's Mission & Vision (May 16, 2005)
11. New Business  
(*Attachment F*)  
**Lakeshore Behavioral Health Alliance/Affiliate – Delegation Agreement**  
**Suggested Motion:**  
To approve and authorize the Executive Director to sign the Lakeshore Behavioral Health Alliance/Affiliate Delegation Agreement.  
  
(*Attachment G*)  
**MDCH Mission-Based Performance Indicators – Quarterly Report**  
  
(*Attachment H*)  
**Executive Director's Performance Evaluation**  
**Suggested Motion:**  
To go into Closed Session to discuss Executive Director's Performance Evaluation. (Closed Session requested by Executive Director)
12. General Information, Comments and Meetings Attended



13. Board Review of the Days Business

14. Public Comment

15. Adjournment