

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

**Monday, March 14, 2005 1:00 PM
CMH Building A - Board Room**

Members Present: Donna Elston, Wendy Johnson, Elizabeth Motman, Kristi Nale, San-Dee Stradley, James Veling

Members Absent: John Bayer, Sue Buist, Beverly Chavez, Laura Petroelje, Marie Ready, Lucile VanKoevering

Staff Present: Kathy Coffey, Cheri Parks, Erin Rotman, Kelly Sall, Tracy Taylor

Guests: Jenny London, Christina Lazaridis, Tad Gleason, June Wehmer

I. Review/Approve Agenda

- A. The proposed agenda was approved with two changes: Add "Bi-Polar Therapy Group" as the first report; Add "Picnic with Muskegon" under "New Business".

II. Review/Approve Minutes

- A. The minutes from the meeting on February 14, 2005, were approved with no changes.

III. Reports

A. Bi-Polar Therapy Group

1. Christina Lazaridis reported that the Bi-Polar support group is a beneficial group that is currently run by a therapist, but CMH is talking of changing this group to be consumer-run. There are approximately 20 people who attend this group every Wednesday. Members of this group discussed their concerns regarding this change with the Committee. Kelly Sall reported that she received a petition from this group and offered herself as a contact person and advocate for them. She reported that this concern is currently in the information gathering stage, but she has documented the concerns and will be sure they are addressed. Members from the therapy group requested that Kelly give an update every Wednesday regarding the status of this issue.

2. Cheri reported that if this group changes to consumer-run, consumers who have this group as part of their PCP will receive a 30-day notice before it happens. Cheri explained the appeal process that group members can follow and reported that this issue is scheduled to be discussed in next month's Consumer Advisory Committee.

B. CMH Recipient Rights Report

1. HCH: Jenny London reported that in January and February she opened one case each month and both were unsubstantiated. Neither of these cases involved CMHOC consumers. Jenny reviewed and discussed these cases with the members.

2. CMH: Cheri reported that in January, Gentry opened six cases and closed seven. The Committee reviewed and discussed the cases.

C. Provider Report Card

1. Kathy Coffey reported that the following four contracts will be renewed: Alliance Medical, Wise Personnel, Deaf Etc., and Schiele AFC.

D. Consumer Comments

1. Kelly reported that there are currently no comments waiting for resolution. Kelly discussed the issue regarding Clubhouse transportation that was resolved by implementing a new process.

E. Service Authorization Data

1. This report is deferred to the next meeting.

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

V. Old Business

A. MI Satisfaction Survey Recommendation Update

1. Cheri reported that members made recommendations in January on improving the MI Satisfaction Survey. Cheri will meet with Greg Hofman, Director of Quality Improvement and Planning, and will report back at the next CAC meeting.

VI. New Business

A. State Performance Data

1. Tracy Taylor reported on the State Performance Data through September 2004. Indicator 3D on page 14 of the agenda packet was the only indicator that was not met. This timeliness indicator measures that DD consumers begin services within 14 days of request. Tracy reported that after investigating, this was a case of miscommunication. The consumer came in for services starting on the 21st day.

2. Members asked why some graphs say "Data to come from DCH". Tracy reported that DCH began these indicators in 2002, but has not sent the baseline data to CMHs.

B. Crisis Planning Campaign

1. Kelly reported that beginning in April, CMH will start a Crisis Plan Campaign to encourage consumers to write a Crisis Plan, or psychiatric advance directive, with help from their case manager or therapist. Staff at the front desk and those who work one-on-one with consumers will wear pins. If consumers ask, they will be given information and a free gift.

C. Annual Report

1. Kelly gave everyone a copy of the 2004 CMH Annual Report. Members reviewed and discussed the report.

D. Library Update

1. Kelly reported that there are approximately 300 items that will be available in the library. Kelly and the Consumer Services Aides are currently working on cataloguing, stamping, coding, etc. Kelly also reported that she has been working on developing a confidence level system where consumers need to build up trust before they can check out the more expensive resources. The library hours are Tuesday, Wednesday, Thursday from 10:00 a.m. to 3:00 p.m. The library is open to the public.

E. Mission Statement: Feedback to CMH Board

1. Cheri reported that the CMH Board is currently reviewing the CMH Mission Statement and asked for feedback from the CAC. Members reviewed and discussed the mission statement. Members felt very strongly about eliminating the words "impaired" and "disability", and keeping the mission statement simple. The CAC recommends

the following wording: "The mission of Community Mental Health of Ottawa County (CMHOC) is to partner with people with mental illness and developmental disabilities to improve their quality of life." Members also recommended keeping it simple.

F. Picnic with Muskegon

1. San-Dee asked on Lucile's behalf if members would be interested in pursuing a picnic with Muskegon's advisory committee this summer. Members expressed their interest in this, and Kelly volunteered to e-mail her contact in Muskegon to determine if their committee is even meeting at this time. She will report back next month.

G. Topics for Next Agenda

1. External Federal Audit results
2. Update on Bi-Polar support group
3. View the Accessibility Plan

H. Other

1. Elizabeth expressed her concern regarding the inability to obtain Internet access at the Lakeshore Clubhouse. Kelly recommended that she fill out a comment card.

2. Members asked if there were any updates regarding the Governor's decisions on Medicaid. Cheri said that this is still being debated, but it has reportedly been said that the Governor will not cut spending on vulnerable populations.

3. Members thanked Mary Moore for promptly sending the results of the accessibility survey to those who requested them.

4. Wendy requested copies of the self-evaluation summary 2004, as well as detail of the direction the Board wants to go, the performance expected of the Board, and the steps the Board puts into place to obtain the goals to insure the CAC follows the Board's direction and operations.

- VII. Next Meeting
Monday, April 11, 2005
1:00 p.m. - 3:00 p.m.
A Building, Board Room

Agenda

- I. Review/Approve Agenda
- II. Review/Approve Minutes:
 - A. February 14, 2005 (Attachment A)
- III. Reports
 - A. Recipient Rights Report
 1. HCH
 2. CMH
 - B. Provider Report Card (Attachment B) – Kathy
 - C. Consumer Comments (Attachment C) – Kelly
 - D. Service Authorization Data – Sue
- IV. Old Business
 - A. MI Satisfaction Survey Recommendation Update - Cheri
- V. New Business

- A. State Performance Data (Attachment D) – Tracy
 - B. Crisis Planning Campaign – Kelly
 - C. Annual Report – Kelly
 - D. Library Update – Kelly
 - E. Mission Statement: Feedback to CMH Board – Cheri
 - F. Topics for Next Agenda
 - G. CMH Board Minutes (Attachment E)
- VI. Next Meeting:
April 11, 2005
1:00 p.m. - 3:00 p.m.
Board Room