

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

**Monday, May 9, 2005 1:00 PM
CMH Building A - Board Room**

Members Present: Sue Buist, Kristi Nale, San-Dee Stradley, Lucile VanKoevering

Members Absent: John Bayer, Beverly Chavez, Donna Elston, Wendy Johnson, Elizabeth Motman, Laura Petroelje, Marie Ready, James Veling

Staff Present: Kathy Coffey, Mary Moore, Erin Rotman, Kelly Sall

I. Review/Approve Agenda

- A. The proposed agenda was approved with no changes.

II. Review/Approve Minutes

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

III. Reports

A. Provider Report Card

1. Kathy Coffey reported on the contracts that will be going to the Board this month. The contract for Heritage Homes In-Home CLS/Respite will be extended for two months. The contracts for Victor Willyard (Pharmacist) and Ottawa County Community Action Agency will be renewed.

B. CMH Recipient Rights Report

1. This report is deferred to the next meeting.

C. Consumer Comments

1. Kelly reported on one outstanding comment from last month and one comment in progress.
- a. The comment from last month regarding the Bi-Polar Support Group has been resolved. The group is now facilitated by group members. If therapy is still needed by members, this can be requested through the Access Center. Kelly has heard no further complaints since April 25.
- b. Kelly has been working with the Lakeshore Clubhouse and the MIS Department to get more computers and Internet access at the Clubhouse.

D. Consumer Services Report

1. Kelly reported that the recent edition of the Consumer Close Up Newsletter has been printed and the Annual Report has been mailed out. May is a busy month in Consumer Services and Kelly passed out copies of the

Public Service announcement of all the activities CMH is involved in. These include television broadcasts, Challenge of Children, the Walk & Roll for Mental Health, and the "Walk a Mile in My Shoes" Rally in Lansing.

E. Service Authorization Data

1. Sue reviewed the appeals portion of the Service Authorization Data from October 1, 2004 to March 31, 2005. The Committee discussed this information.

F. CAC QI Report

1. Sue reviewed the CAC QI Report with the Committee. She reported that all indicators met the benchmark except Indicator One. Medical Records staff have requested corrective action for all missing documents to correct Indicator One.

IV. Old Business

A. CMH Mission Statement Update

1. Sue reported that feedback from the CAC regarding the CMH Mission Statement was received, incorporated, and appreciated by the subcommittee of the Board. The subcommittee will be working on the mission statement with the Board on Monday, May 16.

V. New Business

A. Semi-Annual Recipient Rights Report

1. Sue reviewed the Semi-Annual Recipient Rights Report from October 1, 2004 to March 31, 2005, with Committee members. She reported that there were 22 complaints with 35 allegations involved and 29 allegations investigated. The Committee discussed the report.

B. Cultural Competence Plan

1. Mary reported on the Cultural Competence Plan for CMHOC, which was included in the agenda packet. She reviewed the activities that are planned for 2005 and those that have been completed. These activities include intensive cultural competence training for clinical staff, mystery shopper surveys, annual mandatory trainings for all staff, information in the staff newsletter, and brown bag lunches.

C. External Federal Audit Results

1. Sue reported that CMHOC has not received the report from the External Federal Audit. She reviewed what the auditors said at the time of the review and Sue said that she will bring the report to the Committee when CMH receives it.

D. Accessibility Plan

1. Mary gave members a copy of the 2004 and 2005 Accessibility Plan for CMHOC. She reported that the information on these plans mainly came from a survey that was sent to a random sample of consumers, stakeholders and CMH staff. The purpose of this plan is to make services more accessible through architecture, attitudes, environment, communication, transportation, employment, and financial means. The Committee reviewed and discussed the two plans.
2. Mary requested examples of changes that have been made in the organization as a direct result of consumer input. Kristi provided the example of the word "indigent" in "indigent meds". Mary will include this in the list that she is making for CARF.

E. Picnic with Muskegon

1. Kelly reported that her contact in Muskegon e-mailed her regarding the status of the Muskegon CAC and gave her a person to contact. Lucile volunteered to call this person and she will report back at the next meeting.

F. Topics for Next Agenda

1. Committee Membership
2. Sue reported that last month members requested copies of the self-evaluation summary 2004. In addition, members requested 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. After some investigation, it was found that the self-evaluation did not occur due to more pressing issues (i.e., changing legislation, evidence-based practices, how to best use current funding, etc.). The evaluation is planned to happen in the future.

VI. Next Meeting

Monday, June 13, 2005

1:00 p.m. - 3:00 p.m.

A Building, Board Room

Agenda

I. Review/Approve Agenda

II. Review/Approve Minutes:

- A. March 14, 2005 (Attachment A)

III. Reports

- A. Provider Report Card (Attachment B) – Kathy
B. CMH Recipient Rights Report – Gentry
C. Consumer Comments (Attachment C) – Kelly
D. Consumer Services Report (Jan – Mar) – Kelly
E. Service Authorization Data – Sue
F. CAC QI Report (Attachment D) – Cheri

IV. Old Business

- A. CMH Mission Statement Update – Cheri

V. New Business

- A. Semi-Annual Recipient Rights Report (Attachment E) – Cheri
B. Cultural Competence Plan (Attachment F) – Cheri
C. External Federal Audit Results
D. Accessibility Plan – Cheri
E. Picnic with Muskegon (Attachment G)
F. Topics for Next Agenda
G. CMH Board Minutes (Attachment H)

VI. Next Meeting:

June 13, 2005

1:00 p.m. - 3:00 p.m.

Board Room