

Approved Minutes
Community Mental Health of Ottawa County – Board of Directors Meeting
CMH Board Room
12265 James Street, Holland, Michigan 49424
Monday, October 23, 2006

PRESENT: Edward Berghorst, Rita Bird, Robert Brown, Rebecca Gretzner, Joyce Kortman, Lupita Reyes, Harris Schipper, Cornelius Vander Kam, Daniel Van Ommen, Keith Van Zoeren

EXCUSED: Mark Bombara, Donald Disselkoen

STAFF: Gerry Cyranowski, Patricia Genesky

CALL TO ORDER - Board Chairperson

Edward Berghorst, Chairperson, called the October 23, 2006 meeting to order at 6:00 pm.

INVOCATION

Ms. Bird provided the invocation.

CMHOC MISSION STATEMENT

Mr. Berghorst noted the Mission Statement.

PUBLIC COMMENT

Mr. Marty Jansen

Mr. Jansen read from a prepared statement. He requested that there be a qualified MSW on staff to provide services to the Deaf/Hard of Hearing Community. He cited a lack of resources available to this population.

Elizabeth Schultz

Holland, MI

Ms. Schultz expressed her concerns regarding transportation and access to Community Living Support (CLS) services. She noted her frustration with the limitations in the transportation services she is currently receiving.

Nicole Deloof

390 Stratford Way

Holland, MI 49423

Ms. Deloof cited concerns with CLS services from contract providers. She noted her dissatisfaction with the CLS services she currently is receiving and her lack of trust in the contract agency. She asked that the Board address these concerns.

APPROVAL OF MINUTES of September 18, 2006

CMH 06- 071 Motion: To approve the minutes of the September 18, 2006 meeting.

Moved by: Schipper

Supported by: Vander Kam

MOTION CARRIED

Ms. Bird noted that the dialogue meeting with DCH will be held November 1, 2006 at Kent County CMH offices. She stated that there will be 15 representatives from Ottawa County attending. Mr. Cyranowski noted that this meeting was by invitation only.

APPROVAL OF AGENDA of October 23, 2006

CMH 06- 072 Motion: To approve the agenda for October 23, 2006.

Moved by: Brown

Supported by: Reyes

MOTION CARRIED

Ms. Kortman asked that the Go-to-Bat Award and a suggestion for CMHOC Board's involvement at the State level be added to the agenda under New Business.

COMMUNICATIONS & PRESENTATIONS

MOKA Corporation - Tom Zmolek, Executive Director

Mr. Zmolek thanked the Board for inviting him to present at the meeting. He directly addressed the comments from the public, and expressed his concern, as he felt confident that the CLS services provided by MOKA were exceptional. He noted that the majority of feedback received from consumers was positive. He indicated that he would do whatever necessary to address the concerns of these two consumers. Mr. Brown asked that Mr. Zmolek provide Mr. Cyranowski with information regarding what corrective actions were taken.

Mr. Zmolek presented a brief personal history along with a history of MOKA Corporation and an overview of the many services provided. He invited questions from the Board. Ms. Reyes questioned the ethnicity makeup of the residents and questioned the cultural competency of the MOKA staff.

Ms. Gretzner questioned staff turnover and whether exit interviews were conducted. Mr. Zmolek said that staff members remain for an average of six years with MOKA, and the majority leave their positions to pursue other opportunities and further career goals.

CHAIRPERSON'S REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Mr. Cyranowski noted that a written report was not available this month. He provided the following information:

Mr. Cyranowski noted the absence of financial reports due to the fiscal year end of September 30. He stated that final information was still being compiled. He provided updates regarding the carry forward funds, noting that the State General Fund savings appears to be on target. However, the Medicaid savings will most likely fall short of the goal. The FY 2006/2007 budget will need to be adjusted to accommodate this shortfall.

With regard to CLS services, Mr. Cyranowski noted that before 1998, CLS services were provided by MOKA through a private contract. In 1999, a decision was made to provide those services using CMH county employees. In doing so it was discovered that, over time, unit costs increased significantly, and MOKA and other CLS providers were invited to provide contract

services after the completion of a Request for Proposal process. He noted that Muskegon CMH has always used outside providers for CLS services. There is currently an internal work group reviewing CLS services and the group is working toward addressing any issues and concerns. A CLS provider panel meeting will also be convened to address service problems.

Mr. Cyranowski indicated that the DCH Site Survey report is still not available. He hopes to have it available at next month's meeting.

At the Board Association Fall Conference, a decision was made to form a joint Ottawa/Muskegon ad hoc committee comprised of three members from each Board. This committee will serve as an initial communication vehicle for the Affiliation.

A group of community partners including representatives from Disability Network, OAISD, and MRS are meeting to identify issues and concerns with CMH. Ed Berghorst and Gerry will meet with the group to address their concerns.

Mr. Cyranowski provided an update on the Supported Housing Project. He noted that groundbreaking should occur in November. There will be no groundbreaking ceremony, rather a celebration will be held when the homes are completed.

Mr. Cyranowski provided information regarding the Government Benefits workshop that will be held on November 2. He encouraged Board members to attend.

Mr. Cyranowski announced the "Meet the Authors" event on Tuesday, October 24. There will be two sessions – a brown bag discussion from 12:00 to 1:00 and another session from 4:30 – 6:30 p.m. The book, Broken Minds, by Steve and Robyn Bloem, will be available. He noted a second author event is tentatively scheduled in November.

Mr. Cyranowski noted that Ms. Kortman has been elected to the Board Association Nominating Committee.

Ms. Bird requested a copy of the 2006 Mental Health Code. Mr. Cyranowski stated that as yet they have not been made available, but they will be provided to Board members upon receipt. Ms. Bird also questioned the absence of preliminary financial reports. Mr. Cyranowski noted that the County Finance Department creates these reports and the information will be forwarded when available.

Ms. Kortman asked about arranging a dinner meeting with Muskegon at the next Board Conference on the Monday evening of the conference. Mr. Cyranowski noted that this was discussed at the P/P/QI meeting and the intention was to arrange something for the next conference.

FINANCE ITEMS:

Service Contracts

CMH 06- 073 Motion: To approve the Service Contracts as presented.

Moved by: Vander Kam

Supported by: Schipper

MOTION CARRIED

With regard to the contracts for respite services, Ms. Bird questioned whether any information was provided to families regarding the availability of these services. Mr. Cyranowski noted that these contracts were for very specific, high-need consumers that these contract providers have agreed to serve and that we are in contact with the targeted families.

Ms. Gretzner questioned whether the issue with the Pioneer Resources Contract that was tabled last month had been resolved. Mr. Cyranowski noted that this contract was reviewed at the last Finance Committee meeting and the concerns were addressed. He noted that contracts have been renewed for one year, and it is likely that another RFP will be issued

OLD BUSINESS

Board Policy Parameters – Commitment to development

Mr. Cyranowski wanted to bring this issue to the Board as it has been brought up on a number of previous occasions. He noted that Mr. Rappleye presented an overview of the Board's policy setting parameters at the September Board meeting. He asked that the Board commit to developing a set of Board polices, either internally or with an outside consultant.

Ms. Bird stated that she would like to see the Board decide which decisions are administrative and what should be defined as polices that need to be decided at the Board level. Mr. Berghorst questioned the benefit of having an outside consultant come in. Ms. Bird suggested that a survey of the board members be conducted to determine what Board members are seeking. Ms. Kortman expressed concerns with bringing in an outside facilitator who has no information regarding the history of CMH. Mr. Cyranowski asked that Ms. Bird provide some ideas for questions to survey the Board. Ms. Bird asked that other Board Members do the same.

Ms. Reyes asked if strategic planning was performed. She noted that there should be a strategic plan for the agency as well as the Board.

Strategic Planning – Commitment to plan

Mr. Cyranowski noted that this has been discussed in both Finance and PPQI. He asked for a consensus from the Board on how to proceed. Ms. Bird asked that Ms. Reyes and Mr. Van Zoeren work with the Program Planning & Quality Improvement Committee to begin working toward strategic planning. This will be added to the November PPQI meeting. Mr. Cyranowski will provide materials to the Committee. Mr. Berghorst expressed concerns about quorums at meetings and indicated that input from Corporate Counsel should be sought.

Consumer Advisory Committee Applications

CMH 06- 074 Motion: To reappoint applicants to the Consumer Advisory Committee for a two (2) year term.

Moved by: Vander Kam

Supported by: Van Zoeren

MOTION CARRIED

Ms. Bird questioned whether there were additional applications. She noted that there was a previous call for more members to the Consumer Advisory Committee. Mr. Cyranowski noted

that he was unaware of any more applications, but any additional applications will be brought to the Board as they come in.

Adopted Resolution of June 20, 2005

This Resolution, which is being circulated statewide by the MACMHB, calls for collaboration between all stakeholders who develop services to meet the needs of children with a Severe Emotional Disturbance and children with a Developmental Disability.

CMH 06- 075 Motion: To forward the resolution supporting funding of Collaborative Mental Health Programs and Services, adopted by the CMHOC Board on June 20, 2005, to the Health and Human Services Committee.

Moved by: Schipper Supported by: Vander Kam

ROLL CALL VOTE:

YEA: Berghorst, Bombara, Disselkoen, Gretzner, Kortman, Reyes, Schipper, VanderKam, VanOmmen, VanZoeren

NAY: Bird, Brown

MOTION CARRIED

Ms. Bird stated her no vote was a protest in the manner in which things were done, not against services to children. Mr. Brown stated that DD is mentioned only twice in the Governor's Mental Health Commission report.

Board Holiday Card Project – Rebecca Gretzner

Ms. Gretzner noted that the Program Planning & Quality Improvement Committee met and agreed upon the artwork for the project and submitted same to the Board. Mr. Berghorst provided information regarding bids from various print shops.

CMH 06- 076 Motion: To accept the artwork and text for the holiday card as presented and forward to Zeeland Print for processing.

Moved by: Brown Supported by: Bird

MOTION CARRIED

Contributions to the Holiday Card Project should be forwarded to Ms. Bird.

NEW BUSINESS

Proposed Policy Development – Robert Brown

Mr. Brown presented a proposal for policy for the Board's consideration and approval. The policy pertains to the prompt notification of parents/guardians of consumers regarding a suspected rights violation

CMH 06- 077 Motion: To approve the policy as presented contingent on legal review.

Moved by: Brown Supported by: Schipper

MOTION CARRIED

Mr. Cyranowski indicated that the proposed policy can be forwarded to Corporate Counsel for review and formatting. He noted that it has been the practice of CMHOC to notify parents/guardians of suspected rights violation after an investigation is completed. He indicated that surrounding counties were surveyed to determine their policies and practices, and it is not

their practice to notify parents or guardians of suspected violations at the time of the report of an alleged violation. Mr. Cyranowski stated that there have been 64 complaints in Ottawa County, nine consisting of abuse or neglect. He asked Mr. Brown for clarification to the proposed policy and whether it would pertain to all types and levels of complaints. Mr. Brown stated that this policy would apply to all complaints.

2006 Community Needs Assessment – Status Report

Mr. Cyranowski provided an update on the 2006 Annual Needs Assessment and actions being taken to address concerns brought up at the public meeting.

Ms. Bird questioned the crisis phone complaints and asked if there could be a presentation. She also questioned Michigan Works/MRS complaints and whether they had been addressed. Mr. Cyranowski noted that he will schedule a crisis line presentation in the near future.

Mr. Vander Kam suggested the use of the term multi-cultural rather than bi-cultural.

Unit Cost of Services –

Mr. Cyranowski reviewed comparative information regarding the cost of contracted services versus services provided by CMH county employees. He noted that there was a significant increase in the cost of in-house CLS services when staff providing the service was changed from part-time, non-benefited positions to full-time, benefited. Mr. Brown requested information about the staff currently providing services – full or part-time, with or without benefits. Ms. Bird requested a presentation to the Board regarding all costs related to DD services and all costs related to MI services.

Mr. Van Ommen requested information with regard to the minimum qualifications for contracted staff compared to in-house staff. Mr. Cyranowski noted that the minimum qualifications and training are the same. Mr. Van Zoeren asked about the pay rate for the contracted employees. Mr. Cyranowski noted that there was a difference in productivity between in-house and contracted services, and an illustration of the differences between program structure and rate of pay could be provided.

Ms. Kortman expressed her concerns about not having a clear picture of costs. She stated that she is not comfortable making Board policy decisions regarding where services will be provided with the information she has. Mr. Cyranowski stated that he will provide further cost breakdown at next month's meeting.

Ms. Bird questioned the cost to CMH to manage contracts for services provided by external providers.

Proposal - Community Relations Committee

Mr. Cyranowski noted that the PPQI Committed has been discussing the development of a Community Relations Committee. The committee would consist of Board Members, the Executive Director, and Consumer Services personnel. He provided a brief outline of the committee's intended purpose.

CMH 06- 078 Motion: That the CMHOC Board of Directors form a Community Relations Committee
Moved by: Van Ommen Supported by: Schipper

Mr. Berghorst appointed the following Board members to the Community Relations Committee: Ms. Reyes, Mr. Van Ommen, Mr. Brown, and Ms. Gretzner.

CMH 06- 079 Motion: The Community Relations Committee operate without a per diem rate from the County
Moved by: Brown Supported by: Van Zoeren
MOTION CARRIED

Ottawa County Participation at State Level

Ms. Kortman discussed the various MACMHB Committees available and encouraged each Board Member to sign up for and attend as many committee meetings as possible.

CMH 06- 080 Motion: Ottawa County Community Mental Health Board will identify one or more individuals interested in each of the MACMHB Committees.
Moved by: Kortman Second: Van Ommen
MOTION CARRIED

Ms. Kortman suggested that Mr. Cyranowski submit the names of interested Board Members as recommendations for each committee. Ms. Gretzner noted that she signed up for two committees while at the conference. The Board was provided with a form on which they might express interest in the various committees. Board members were asked to complete these forms and return to Patricia so that the information could be submitted. Ms. Kortman asked that Mr. Cyranowski describe the political process of the state association at the next meeting.

Go To Bat Award

CMH 06- 081 Motion: That the CMHOC Board endorse Barb Vander Veen as the recipient of the Go to Bat Award
Moved by: Kortman Supported by: Brown
Kortman:
MOTION CARRIED

GENERAL INFORMATION, COMMENTS AND MEETINGS ATTENDED

Mr. Schipper stated that Calvary CRC is working with persons with disabilities. They have recently hired a part-time individual to provide to persons with disabilities.

Mr. Cyranowski presented sympathy cards to families of CMH consumers who have recently passed away. He noted that these cards will be sent regularly when a consumer passes away.

BOARD REVIEW OF THE DAYS BUSINESS

None

PUBLIC COMMENT

Elizabeth Schultz

Ms. Schultz acknowledged Mr. Zmolek's willingness to address her previously stated concerns. She noted her need for consistency in service providers.

ADJOURNMENT

Mr. Berghorst adjourned the October 23, 2006 meeting at 9:03 pm.

Edward Berghorst, Chairperson

Donald Disselkoen, Secretary