

Minutes
Community Mental Health of Ottawa County – Board of Directors Meeting
CMH Board Room
12265 James Street, Holland, Michigan 49424
Monday, November 20, 2006

PRESENT: Edward Berghorst, Rita Bird, Mark Bombara, Robert Brown, Donald Disselkoen, Rebecca Gretzner, Joyce Kortman, Harris Schipper, Cornelius Vander Kam, Daniel Van Ommen, Keith Van Zoeren

EXCUSED: Lupita Reyes

STAFF: Gerry Cyranowski, Patricia Genesky

OTHERS: June Hagan

CALL TO ORDER - Board Chairperson

Edward Berghorst, Chairperson, called the November 20, 2006 meeting to order at 1:02 pm.

INVOCATION

Mr. Schipper provided the invocation.

CMHOC MISSION STATEMENT

Mr. Berghorst noted the Mission Statement.

PUBLIC COMMENT

Tom Zmolek, Executive Director
MOKA Corporation

Mr. Zmolek followed up on the comments provided by consumers during the October Board of Directors Meeting. He wished to clarify that one of the individuals who spoke was not a consumer of MOKA services. He stated that the issues that were cited by the MOKA consumer have been resolved. He requested that Board members direct any complaints or concerns about MOKA services to him so that he can be certain they are addressed and resolved. He thanked the Board for the opportunity to present at the October meeting.

Mr. Berghorst introduced Ms. June Hagan. Ms. Hagan represents the County Fiscal Services Department and will now be responsible for overseeing CMHOC fiscal activities.

APPROVAL OF MINUTES of the October 23, 2006 Board Meeting

CMH 06- 082 Motion: To approve the minutes of the October 23, 2006 Board meeting.

Moved by: Schipper

Supported by: Van Ommen

MOTION CARRIED

APPROVAL OF AGENDA of the November 20, 2006 Board Meeting

CMH 06-083 Motion: To approve the agenda for the November 20, 2006 Board of Directors Meeting

Moved by: Vander Kam

Supported by: Bombara

MOTION CARRIED

COMMUNICATIONS & PRESENTATIONS

PROTOCOLL – Pat O-Rourke

Mr. O'Rourke provided information regarding the history of CMHOC's contract with ProtoCall, as well as details about the agency's staff and service provided. He noted that crisis calls were previously handled by HELPLINE, but due to a decrease in volunteer workers over the years for that service, CMHOC was forced to find an alternate source. After researching various services, CMHOC determined that ProtoCall was the best choice based on price and quality. Mr. O'Rourke provided information regarding the number of calls received over the history of the contract with the ProtoCall, noting that the agency receives calls during the hours that CMHOC is not in operation. He also provided details about the process involved in handling these crisis calls

Mr. Van Ommen questioned the process for handling consumer complaints regarding this contract provider, and noted that he had been made aware of a particular incident in which an individual did not believe that he/she received adequate services from ProtoCall. Mr. O'Rourke noted that he has not been made aware of any complaints, and asked that any concerns be brought to his attention so that he could explore and address the issue. Mr. O'Rourke noted that consumers are advised through Recipient Rights and/or Consumer Services of the complaint process at their initial assessment. Consumers are also advised annually during the Person Centered Planning process of their rights.

Mr. Cyranowski noted that Muskegon CMH is no longer using ProtoCall and has recently begun using Network 180's (Kent County) call system. CMHOC is currently reviewing Kent County's system and may consider using this service in the future.

CHAIRPERSON'S REPORT

Mr. Berghorst asked for a consensus regarding the December 18 Board meeting. The Board agreed to meet on that date. He noted that Board members have received copies of the Bylaws and Policies of the Board. Review of the bylaws will be added to the December agenda, policies will be reviewed at the January meeting.

Mr. Berghorst noted that Board members have received a copy of the organizational flow chart. Mr. Brown asked that staff names and positions be added.

Mr. Berghorst asked that Board members forward their forms expressing interest in MACMHB committees to Patricia Genesky for compilation, or that they submit forms individually.

Per Ms. Kortman's request, information regarding the average cost for staff and Board members to attend MACMHB conferences was provided. The Board discussed whether they would like to recommend there be two or three conferences annually. This item will be forwarded to the Program Planning and Quality Improvement Committee for consideration and recommendation.

CMH 06-084 Motion: To forward the discussion regarding the number of MACMHB conferences to the Program Planning Quality Improvement Committee

Moved by: Van Zoeren

Supported by: Van Ommen

MOTION CARRIED

The topic of routine contact with local legislators and representatives was discussed. It was noted that this is currently being reviewed in the Community Relations Committee. Mr. Berghorst asked that the Community Relations Committee to return to the Board with recommendations for maintaining relationships with legislators.

EXECUTIVE DIRECTOR'S REPORT

Mr. Cyranowski provided the following update(s) from his November report:

Mr. Cyranowski stated that he and Mr. Berghorst attended a meeting with the Community Providers Group and reported on same. He noted these meetings will be ongoing, with the next scheduled for January. He also stated that the Community Relations Committee is anticipating having quarterly stakeholders meetings, which may fill the group's need to have input from CMHOC.

Mr. Cyranowski reported on the progress of the various workgroups. Staff from the Affiliation has met to develop consistent eligibility criteria for its Access Centers. Future meetings will include stakeholders. Selected members of the Jail Diversion Task Force recently met with the County Administrator and the Sheriff to follow up on recommendations. He noted that based on meetings at the Fall Conference, an ad hoc committee will be developed to maintain the lines of communication between the Boards of Directors of CMHOC and Muskegon CMH. Mr. Van Zoeren, Mr. Bombara, Mr. Disselkoen, and Ms. Bird volunteered to serve on this committee. Mr. Berghorst will make the appointments.

The Supportive Housing Project groundbreaking has been delayed. The financing is expected to close within thirty days.

FINANCE ITEMS:

Service Contracts

CMH 06-085 Motion: To approve the Service Contracts as presented.

Moved by: Vander Kam Supported by: Bombara

MOTION CARRIED

With regard to the respite contracts, Ms. Hagan noted that the projected costs, if everyone accesses the maximum amount, would result in approximately a \$45,000 increase. Mr. Cyranowski noted that the rates were developed by a workgroup, with rates being incremental based on individual needs. Ms. Bird requested periodic updates on the contracts.

FY 2005/2006 Budget Adjustment #1

CMH 06-086 Motion: To approve the FY 2006/2007 Budget Adjustment # 1 as presented.

Moved by: Vander Kam Supported by: Bombara

MOTION CARRIED

Ms. Hagan provided information regarding the Budget Adjustment and answered questions.

Mr. Cyranowski provided information about the amendment to the PIHP contract. He noted that this was for information only, and the Muskegon Board, as the holder of the Medicaid contract, will address this at their meeting. He noted that the State General Fund contract has not yet been distributed by MDCH due to issues regarding the Internal Service Fund.

OLD BUSINESS

Direct Care Worker Wage Increase – Gerry Cyranowski

Mr. Cyranowski updated the Board regarding the legislation in which the State approved 2% increase for direct care workers. The funds have been allocated to the PIHP, but have not yet been distributed by the CMH's. The funding appropriated by the state legislature was insufficient to cover a full 2% increase. The sponsor of the legislation will attempt to find resources to fund the full amount.

Comparison of Community Living Supports Rates for CMH Staff and Provider Panel Agencies – June Hagan

Ms. Hagan provided detailed information regarding cost comparison for CLS services provided by CMH employees and contract providers and answered questions. She noted that administrative costs for managing the contracts are approximately five percent. Mr. Brown requested information on monitoring and assessing the services provided by contract providers. Mr. Cyranowski noted that there are minimum qualifications and training required by CMHOC for all contract providers. Regular audits are conducted to ascertain that goals are being met and plans followed, as well as satisfaction surveys being completed. He indicated that meetings have been scheduled with all nine providers of CLS services to review requirements. There will be quarterly meetings held to ensure that service issues are addressed.

Ms. Bird requested permission from the Chair to add an item that was not on the approved agenda. The Chair consented and a list of questions was presented, seeking reassurance from Mr. Cyranowski that the Holland Hospital Contract will be honored. (Copy attached)

NEW BUSINESS

CMHSP Board Member Involvement Survey

The survey was presented to Board Members to determine interest in serving on various committees. Surveys were returned to Patricia Genesky for submission to the Association. At Ms. Kortman's request, Mr. Berghorst will explore per diem payment for Board Members when participating in MACMHB Committee meetings.

CMHOC Staff Information Portal

Mr. Cyranowski provided a demonstration of CMHOC Staff Information Portal, noting that this information is accessible to all CMH staff as a means to stay informed about CMHOC.

Consumer Advisory Committee Applications

CMH 06-087 Motion: To appoint Wendy Johnson to the Consumer Advisory Committee for a two (2) year term.

Moved: Disselkoen

Supported: Bombara

MOTION CARRIED

GENERAL INFORMATION, COMMENTS AND MEETINGS ATTENDED

Mr. Schipper offered updated information on various local churches and their work with the developmentally disabled.

Ms. Gretzner attended the Children's Issue Meeting and reported on the business of the meeting.

Mr. Brown noted that he and Ms. Bird attended a meeting in November held to discuss issues regarding DD services. This meeting was by invitation only

In reference to the public comment portion of this meeting, Ms. Bird noted that Board members have the right to invite consumers to speak.

Mr. Berghorst provided a copy of the Board Christmas card for review.

Ms. Kortman reported on her attendance at the MACMHB Policy Committee.

BOARD REVIEW OF THE DAYS BUSINESS

None

PUBLIC COMMENT

Tom Zmolek

Executive Director, MOKA Corporation

Mr. Zmolek supported a consumer's right to bring concerns to the Board and address them at meetings. He noted that he was requesting the support of the Board and reiterated his request that Board members refer consumers with complaints about MOKA services to him.

ADJOURNMENT

Mr. Berghorst adjourned the November 20, 2006 Board of Directors meeting at 3:08 pm.

Edward Berghorst, Chairperson

Donald Disselkoen, Secretary