

Minutes  
**Community Mental Health of Ottawa - Consumer Advisory Committee**  
Building A-1 – Board Room  
12265 James Street, Holland, Michigan 49424  
**January 9, 2006**  
1:00 - 3:00 p.m.

Members Present: Paul Brinkman, Sue Buist, Wendy Johnson, Elizabeth Motman, Kristi Nale, San-Dee Stradley, Lucile VanKoevering, James Veling

Members Absent: Donna Elston, Angie Nettrour

Staff Present: Kathy Coffey, Dana Gezon, Rick Hunter, Gentry Mohr, Mary Moore, Erin Rotman

I. Review/Approve Agenda

- A. The proposed agenda was approved with the following topic under Old Business:  
Meeting with Muskegon CAC.

II. Review/Approve Minutes

- A. The minutes from the meeting on December 12, 2005, were approved with no changes.

III. Reports

A. Contract Management

1. Provider Report Card: Kathy reported that the Catholic Social Services contract for guardianship services will be renewed.
2. Quarterly Site Visit Report: Kathy reviewed the Quarterly Site Visit Report with members. She reported that carbon monoxide detectors are now required in homes and explained the plan of correction process. Members discussed the report.

B. Consumer Comments

1. Dana reported that there were no consumer comments since the last meeting.

C. Consumer Services Report

1. This report is deferred to the February meeting.

D. CMH Recipient Rights Report

1. Gentry reported that in December she opened seven complaints and closed two. In response to a question, Gentry said that if a complaint is found to have no Recipient Rights issue, she will write the complainant a letter of explanation and, if applicable, will refer them to another staff or agency.

IV. Old Business

- A. CARF Post-Discharge Survey

1. Completed within five minutes: Mary conducted the Post-Discharge Survey with the members. With explanations and some conversation, the survey took exactly five minutes.
  2. Suggestions for improvement: Members recommended changing the wording at the top of the form from “this should take less than five minutes” to “this should take about five minutes”.
  3. Consumers reviewed and discussed this survey and the survey process.
- B. Recipient Rights Annual Report Amendment
1. Dana reported that there have been some changes to the Annual Recipient Rights Report since submission to the State:
    - a. There were a total of 64 complaints and 91 allegations, not 83 allegations.
    - b. The first six months of substantiated rights violations were added to the report.
    - c. The goals that the CAC agreed upon were added to the report.
  2. Members reviewed and discussed this report.
- C. Meeting with Muskegon
1. Kristi reported that members from the former Muskegon CAC were interested in meeting with members of the Ottawa CAC. Members decided to meet on Tuesday, January 31, at 11:30 at Big Boy in Grand Haven. The first meeting is planned to be primarily social.

## V. New Business

### A. Evidence-Based Practices

1. Rick Hunter, Program Coordinator for Community Support Services, reported that CMH will be holding a conference on recovery, which is an evidence-based practice. The conference will be held on Wednesday, January 11, at the Holland Holiday Inn and the registry is full. The speaker is Stephen Pocklington and the purpose is to provide information on recovery for people with mental illness. The conference is funded with a Federal block grant.
2. After the conference, 25 consumers from Ottawa CMH and 25 from Muskegon CMH will have the opportunity to participate in an additional training called Wellness Recovery Action Plan (WRAP). This training helps consumers write a crisis plan that identifies what a consumer wants when in crisis. This training also includes a wellness tool kit.
3. After the WRAP training, eight of the consumers from Ottawa and eight of the consumers from Muskegon will go to an additional training to become a WRAP trainer.
4. In response to a question, Rick explained that a WRAP plan is different from a Person-Centered Plan (PCP), in that it is not based on professional feedback. The WRAP plan fits in with the Crisis Response Plan, but it goes beyond.

### B. Recipient Rights Education

1. Dana gave each member and staff an envelope filled with random craft supplies and asked that each person make something for her. After all in attendance presented her with their creations, Dana stated that nobody asked her what she wanted; everybody just created what either was easiest or what they thought she would like. Dana pointed out that in regards to the PCP it is important to ask consumers what they want. She explained the PCP form and the PCP process. In response to a question

regarding what if a consumer's goal is too simplistic or unrealistic, Dana explained that the staff would use the idea as a springboard to another goal. Members discussed this information.

VI. Next Meeting

Monday, February 13, 2006

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

A-Building, Board Room