

Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
12265 James Street, Holland, Michigan 49424
February 13, 2006
1:00 - 3:00 p.m.

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

Members Absent: Donna Elston, James Veling

Staff Present: Kathy Coffey, Dana Gezon, Gentry Mohr, Erin Rotman

I. Review/Approve Agenda

- A. The proposed agenda was approved with the following change: under “Review/Approve Minutes”, change the year to 2006.

II. Review/Approve Minutes

- A. The minutes from the meeting on January 9, 2006, were approved with no changes.

III. Reports

A. Contract Management

1. The contracts for Wynsma CTH and Netwerkes will be renewed. The contract for Alliance Medical will be renewed, but the training requirements will be more specific.

B. Consumer Comments

1. Sue explained that CMH will be purchasing a new computer for each Clubhouse through the County IT Department. After they are installed, Internet service will be purchased. Kelly will follow up with Greg Hofman on the purchase of these computers.
2. Kelly received two new comments since the January meeting, but no follow up was required.
3. The members discussed these comments.

C. Consumer Services Report

1. CMH received a Federal block grant to provide information on recovery for people with mental illness. Kelly created a brochure about this new philosophy and asked members to leave any comments or suggestions about the brochure at the front desk. Members discussed the concept of recovery.
2. Members reviewed the 2006 Annual Report and provided feedback regarding format and content. Kelly will bring the report to the Board Meeting on Monday.
3. Members reviewed the Post-Discharge Survey brochure. Kelly reported the QI unit will be collecting data from consumers who are no longer receiving services. Members discussed this brochure.

4. Kelly reported that the Community Living Supports (CLS) program is now a contractual service. This program helps consumers learn needed life skills. CMH held a CLS expo in January, so consumers and guardians could meet the providers. Kelly showed members a booklet that was available at the expo that listed all service providers, contact information, and frequently asked questions.
 5. The Walk a Mile in my Shoes Rally will be held in Lansing on May 25. This rally is a statewide effort to de-stigmatize mental illness. Last year, CMH sent a delegation for Ottawa County. This year, Kelly would like to see many consumers attend this event. At the rally, one person from every CMH will make a statement on the Capitol stairs regarding mental illness. Kelly will be holding a contest, and the winner will make that statement in addition to carrying the Ottawa County flag. Members discussed this event.
 6. Kelly discussed an idea she is thinking about called the consumer's speakers bureau. It would consist of a pool of consumers who would be willing to share their experiences if a company or organization called to request a speaker.
- D. CMH Recipient Rights Report
1. Gentry reported that in January she opened ten complaints and closed six. Of the six she closed, only one was an actual rights complaint.
- E. CAC QI Report
1. Dana reported on the fourth quarter CAC QI Report which includes October, November, and December. All indicators were met except indicator eight, regarding consumer participation. Dana explained that this is an indicator that members requested to be changed when discussing the Annual Report. Since the committee is on a calendar year, this change will be made when Dana reports on the January data.
- F. State Performance Data
1. Sue reported on the State Performance Data through September 30, 2005, and identified areas that need improvement. Members discussed the indicators and priorities set by the State, and requested that Tracy be invited to the March meeting to discuss reasons for significant changes in data.

IV. Old Business

A. Meeting with Muskegon

1. Lucile reported that CAC members met with consumers from the former Muskegon CAC. Members discussed the minutes from the meeting.

V. New Business

A. Role of the Rights Committee

1. Dana reviewed and discussed the Mental Health Code requirements of the rights committee with members.
2. After indicating that one role of the committee is to serve in an advisory capacity to the director of the office of recipient rights, Gentry explained a situation about possible abuse in a home. Members discussed this case and recommended that the rights office call the police.

B. Cultural Competency

1. This item is deferred to the March meeting.

VI. Next Meeting

Monday, March 13, 2006

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

A-Building, Board Room