

Approved Minutes  
**Community Mental Health of Ottawa - Consumer Advisory Committee**  
Building A-1 – Board Room  
12265 James Street, Holland, Michigan 49424  
**Monday, May 8, 2006**  
1:00 - 3:00 p.m.

Members Present: Paul Brinkman, Sue Buist, Elizabeth Motman, Kristi Nale, Angie Nettrour, Lucile VanKoevering

Members Absent: San – Dee Stradley

Staff Present: Kathy Coffey, Gentry Mohr, Tracy Taylor, Kelly Sall

I. Review/Approve Agenda

- A. The proposed agenda was approved with the following topic under New Business:  
Evidence Based Practices.

II. Review/Approve Minutes

- A. The minutes from the meeting on April 10, 2006, were approved with no changes.

III. Reports

A. Contract Management

1. The contracts for Stillson's AFC, HUD II, LSS, Professional Recordkeeping, and Kathy Murphy will be renewed. The contract for MOKA (one individual) is still being determined.

B. CMH Recipient Rights Report

1. Gentry reported that in April she opened eight complaints and closed three.  
2. Gentry asked for further information on denials. Were they appealed, gone to Tribunal?

C. Consumer Comments

1. Kelly received three new comments since the April meeting, but no follow up was required.  
2. Kelly explained the plans for the "Walk a Mile" event in Lansing on May 25, 2006. She encouraged us all to attend.

D. State Performance Data

1. Tracy reviewed the quarterly report on indicators that we are required to track.

E. State Performance Data

1. Tracy reported on the State Performance Data through December 2005, and identified areas that need improvement. Members discussed the indicators and priorities set by the State.

#### IV. New Business

- A. Kristi gave an update on the Ottawa/Muskegon Consumer Advisory Committee group. They have been discussing the possibility of meeting in Grand Haven to address several issues.
- B. Sue reported on a group session she attended concerning family Psychological Education in Ottawa County. The group also discussed the Dual Disorders Treatment Program.

#### V. Appeals Committee

The Recipient Rights Appeals Committee met at 2:21 pm to hear an appeal concerning #30542. The committee upheld the decision of the Office of Recipient Rights. The meeting adjourned at 3:40 pm.

#### VI. Next Meeting

Monday, July 10, 2006  
1:00 p.m. - 3:00 p.m.  
A Building, Board Room