

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, October 9, 2006
1:00-3:00 p.m.

Members Present: Paul Brinkman, Elizabeth Motman, Kristi Nale, San-Dee Stradley

Members Absent: James Veling, Wendy Johnson, Angie Nettrour, Donna Elston, Sue Buist, Lucile Van Koevering

Staff Present: Kathy Coffey, Gentry Mohr, Kelly Sall, Briana Fowler, Mary Moore

I. Review/Approve Agenda

A. The proposed agenda was approved without changes.

II. Review/Approve Minutes

A. The minutes from the meeting on September 11, 2006, were approved with no changes.

III. Reports

A. Contract Management

1. Provider Report Card: Kathy reported that the contracts for Jerry Dils and Michigan Department of Labor and Economic Growth Rehabilitation Services will be renewed.
2. Quarterly Site Visit Report: Kathy reviewed and discussed the Quarterly Site Visit Report with committee members.

B. Consumer Comments

Kelly reported on consumer comments, two required follow-up.

1. This response pertains to there not being enough staff at the front desk. The supervisor responded that they try to have at least two staff at the front desk at all times but due to breaks and time off there may only be one person working at the front desk.
2. Kelly pointed out a comment that came from the Clubhouse regarding thefts, personal coffee cups and cell phones are missing. Clubhouse members were wondering if Consumer Advisory Committee had any suggestions to prevent further thefts. Recommendations: Label personal belongings, id personal items, discuss regularly at their morning and afternoon meetings.
3. Kelly asked the group if they wanted to see comments such as the following: Hire comedian for laughs. Hire social scientist. Hire nutritionist. Add greenhouse, sunroom with green plants for oxygen. Building needs oxygen. Add driveway exit to Mall area. The committee would like to see these comments.

C. Consumer Services Report

1. Consumer/customer services related to building, updating rights materials (let Kelly know if you notice outdated material/posters)

2. List of topics when presenters come in November – please indicate your three preferences. MDCH presenter will cover all topics, but she would like to focus on three to discuss more in depth.
 3. WRAP brochures – insert with the new meetings. Posters promoting WRAP (five key concepts; education, support, self-advocacy, hope, and personal responsibility)
 4. Meet and greet the authors – Tuesday October 24 “Hope for Healing When You Feel like Your Losing It.”
 5. Working on the next issue of the “Consumer Close-Up.”
 6. Video/booklet re: being an “Ambassador”, presenting a consistent message on recovery and stigma to the community for mental health. Kelly will bring the presentation to the next CAC meeting in November.
- D. Recipient Rights Report
1. Monthly Report – Six cases were opened and seven were closed.
- E. CAC QI Report
1. Possibly write a column on special issues. Hand out to review.
- IV. New Business
- A. Recipient Rights Education – View “Your Rights”, now on video. DVD copies are being made for distribution to Clubhouse and all providers for annual Rights Training.
 - B. Review of Annual Funding for ORR – Gentry reported on the financial statement of Recipient Rights, which reflects adequate financial support for the Right Office.
- V. Next Meeting
- Monday, November 13, 2006
1:00 p.m. - 3:00 p.m.
A Building, Board Room

Brigi Ellis
Recorder