

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, November 13, 2006
1:00-2:30 p.m.

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

Members Absent: James Veling, Donna Elston

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

Guests Present: Jen Mayo, Deb VerHoef

- I. Review/Approve Agenda
 - A. The proposed agenda was approved without changes.

- II. Review/Approve Minutes
 - A. The minutes from the meeting on October 9, 2006, were approved with no changes.

- III. Reports
 - A. Contract Management
 1. Provider Report Card: Sue reported on the following contracts that will be renewed, Kevin Furmaga, Edward Swart, Westshore Medical, Beacon Services, Case Management of MI, Bill and Ann LaDuke, and Thomas and Connie Beukema. Protocall is being determined.
 - B. Consumer Comments
 1. Kelly received three new comments in October no follow up required. It was noted that the majority of the comments are positive.
 2. Kelly discussed the upcoming meet and greet the authors brown bag and book discussion, held at the Ottawa County James Street Campus Community Mental Health Board Room from 4:30 to 6:30 p.m. on Tuesday, December 5, 2006.
 - C. State Performance Data
 1. Tracy reviewed the State Performance Data through June 2006, and identified areas that need improvement.
 - D. HCH/CMH Recipient Rights Report
 1. Jen introduced Deb VerHoef to the committee; she will be covering for Jen while she is on leave.
 2. HCH Annual Report - Jen reported that twenty-three complaints were received, twenty-four allegations involved, four allegations were investigated, and one was substantiated.
 3. CMH Monthly Report - During October four, cases were opened and four were closed. One hundred consumers received Recipient Rights training.

4. CMH Annual Report – Gentry reported that there were eighty complaints, one hundred and four allegations, fifty-three allegations were investigated, and thirteen were substantiated.
5. Gentry discussed with committee members the CAC Quarterly Report, it was decided by committee members to keep the quality indicators as followed
 - ♦ 100% of cases will contain documentation of the client(s) having received instruction regarding their rights, responsibilities, and grievance procedures.
 - ♦ Recipient rights staff will provide additional rights training and information to a total of one hundred consumers per calendar year.
 - ♦ Annually 100% of CMH staff will meet with recipient rights staff for updated training regarding issues of protection of clients' rights and organizational ethics.
 - ♦ Consumer information will be stored in a confidential manner.
 - ♦ 100% of residential staff will complete the four hour Recipient Rights Class within thirty days of hire as required by the Mental Health Code.
 - ♦ Complaints/grievances will be responded to within two working days of receipt.

IV. Next Meeting

Monday, December 11, 2006

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

A Building, Board Room

Brigi Ellis

Recorder