

Approved Minutes
Community Mental Health of Ottawa
Program, Planning & Quality Improvement Committee
CMH Board Room
12265 James Street, Holland, Michigan 49424
Monday, June 26, 2006

PRESENT: Harris Schipper, Robert Brown, Donald Disselkoen, Rebecca Gretzner

ABSENT:

STAFF: Gerry Cyranowski, Sue Buist, Patricia Genesky

GUESTS: Joyce Kortman

1. Call to Order – Chairperson
Harris Schipper, Chairperson, called the June 26, 2006 Program, Planning, and Quality Improvement Committee meeting to order at 3:30 p.m.
2. APPROVAL OF AGENDA of June 26, 2006
Mr. Cyranowski noted that the submitted agenda was a draft based on planning and quality improvement topics previously addressed by the former Program, Planning, and Quality Improvement Committee.
3. CMH Service Presentation - None
Mr. Cyranowski presented a list of topics that the Committee may consider for presentation at future meetings. He noted these items were taken from previous Board meetings and the Annual Needs Assessment.
4. Quality Improvement
 - Annual Performance Improvement Plan – Plan is presented to Board annually. Periodic updates will be presented to the committee
 - Performance Indicators (e.g. DCH Mission-Based Performance Indicators, consumer satisfaction surveys, etc.) – Indicators are presented to the Board on a quarterly basis. Specific indicators of note can be presented to the committee
5. Planning – Mr. Cyranowski recommended the following planning issues that the Committee might discuss during regular monthly meetings:
 - Emerging local service issues
 - Emerging state and federal issues (new directions, funding issues)
 - Needs Assessments
 - CMHOC Annual Plan (strategic planning, using the needs assessment to plan for the future)
 - Matching services and mission (do CMH services match the mission)
 - Strategic Planning

- Jail Diversion
- Substance Abuse Services

Mr. Disselkoen questioned whether some of these issues were Program/Planning issues, or if they should be on the Board agenda. Mr. Cyranowski noted that the goal of the Committee was to review and refine topics to present to the Board. Mr. Brown suggested that the Committee should draft policies to present to the Board.

Ms. Gretzner questioned whether it was the Committee's responsibility to respond to public comment. Mr. Cyranowski noted that his intention was to respond to comments made at Board meetings the following month. Mr. Schipper noted that the role of the Committee is to discuss programs and make recommendations to the Board. Ms. Gretzner asked that information from public comment at the Board meetings be made available to the Committee.

Mr. Disselkoen questioned services to the hearing-impaired community and what was being done to accommodate this need. Mr. Cyranowski noted that if an individual who is hearing impaired is eligible for services, CMH is required to provide services to them as well as accommodations for the hearing impaired. Ms. Buist noted that CMH does have contracts with interpreters for this purpose.

It was suggested that public meetings posted on the county website should indicate that special accommodations are available upon request.

Mr. Schipper requested that each Committee member provide suggestions for items of discussion at future meetings. Suggested topics include: long-term care, housing, transportation services and contracts, emerging local service issues, and aging out of ISD (transition from schools).

Mr. Cyranowski suggested a brief presentation on transportation at the next Committee meeting. Ms. Buist noted that specific details of complaints would be helpful.

Mr. Brown requested that a list of contracts be provided to the Committee. Mr. Cyranowski noted that the list is in process. Ms. Gretzner asked that the mission statement be included in the agenda.

6. Adjournment – Mr. Schipper adjourned the June 26, 2006 meeting of the Program, Planning & Quality Improvement Committee at 4:20 p.m.