

Approved Minutes
**Community Mental Health of Ottawa County
Program Planning & Quality Improvement Committee**
CMH Board Room
12265 James Street, Holland, Michigan 49424
Monday, July 24, 2006

PRESENT: Harris Schipper, Donald Disselkoen, Rebecca Gretzner, Daniel Van Ommen

ABSENT: Robert Brown

STAFF: Gerry Cyranowski, Sue Buist, Patricia Genesky

CALL TO ORDER – Chairperson

Harris Schipper, Chairperson, called the July 24, 2006 Program, Planning, and Quality Improvement Committee meeting to order at 3:30 p.m. He welcomed Mr. Daniel Van Ommen to the Program Planning & Quality Improvement Committee.

CMHOC MISSION STATEMENT

Mr. Schipper noted the mission statement.

APPROVAL OF MINUTES

CMH-FC 06- 001 Motion: To approve the minutes of the June 26, 2006 meeting.

Moved by: Disselkoen

Supported by: Van Ommen

MOTION CARRIED

APPROVAL OF AGENDA

CMH-FC 06-002 Motion: To approve the minutes of the July 24, 2006 meeting.

Moved by: Disselkoen

Supported by: Van Ommen

MOTION CARRIED

The agenda was approved with one change: Mr. Schipper asked for a new item to be inserted after New Business - #10 Suggestions for next meeting's agenda

CMH SERVICE PRESENTATION - Transportation Services – Gerry Cyranowski

Mr. Cyranowski presented information with regard to the history of the transportation contract, the number of rides provided per year, and the cost per ride. He noted that there are routes that are dedicated to CMH consumers only as well as fixed public routes available. He stated that approximately 96% of the total contract fees are covered by Medicaid.

Mr. Van Ommen questioned how Pioneer keeps track of the number of CMH consumers using the services. Mr. Cyranowski stated that the dedicated routes are logged by the drivers. He will report back on the process for documenting consumers on the fixed routes.

Mr. Van Ommen requested that he be permitted to explore options with Max Transportation with regard to expanding fixed routes in the Holland/Zeeland area. He suggested forming a partnership with Max Transit to expand the fixed routes to areas which would provide service to places such as KANDU and Parkview. Mr. Cyranowski will research the number of riders to and from the Zeeland area.

Also noted by Mr. Cyranowski was Clubhouse Transportation Services, a consumer-owned micro-enterprise which provides transportation services to and from both the Grand Haven and Holland Clubhouses. He noted that this business holds a contract with CMH and provides regular daily runs as well as transportation for evening and weekend activities.

With regard to complaints, Mr. Cyranowski stated that all transportation complaints are forwarded to Betty O'Rourke and Shelley Nuismer, who follow up and try to resolve issues. A meeting with Michigan Works, DHS and Pioneer Resources will be held on August 28 to address customer service issues with Pioneer. Mr. Cyranowski will report back to the Committee after that meeting.

QUALITY IMPROVEMENT –

Michigan Mission-Based Performance Indicators - Mr. Cyranowski presented information on the four indicators outlined by the state - Access, Adequacy and Appropriateness, Efficiency, and Outcomes. He provided information about the requirements of each standard and details regarding CMHOC performance for each indicator.

Ms. Gretzner questioned the appeals process for consumer found to be ineligible for services. Mr. Cyranowski noted that State policy allows for all consumers to request an appeal if found ineligible. He also noted that if an individual was not eligible for services, he/she was referred to other agencies within the community. He stated that he will be presenting information about the Administrative Tribunal process at the next Board meeting

Ms. Gretzner requested information on the total number of requests for services (eligible and ineligible). Ms. Buist indicated that due to the new computer system, that data is not yet accessible. Information will be provided when available.

PLANNING

Moving from the Needs Assessment to a Strategic Plan – Mr. Cyranowski asked that the Committee develop suggestions for using information gathered in the Needs Assessment for development into a strategic plan. He suggested inviting a consultant to provide guidance. Mr. Disselkoen expressed his concern that strategic planning should be an issue for the full Board. He suggested that Mr. Van Zoeren may be of benefit in developing a plan. Mr. Cyranowski will research potential consultants and speak with Mr. Van Zoeren.

Home-based Skill Building/Community Living Supports - Mr. Cyranowski provided general information regarding services to severely disabled consumers in some of the specialized adult foster care homes with complex health issues. He noted that many of these individuals are receiving services at the home as well as participating in the day program. He discussed the possibility of serving these consumers in their AFC residence rather than transporting these consumers back and forth. This could result in less stress for the consumer, as well as take some pressure off the day program staff, allowing them to focus more on the others being served. He suggested that the AFC homes be structured in such a way that, depending upon which home consumers lived in would determine if they were served at home or transported to a day program. This would prevent duplicating services and increase efficiency. He suggested making

a determination on a home-by-home basis with regard to which services will be available to consumers in each home.

Mr. Disselkoen asked about the importance of social interaction. Mr. Cyranowski stated that social interaction could be achieved by trips into the community.

OLD BUSINESS

None discussed

NEW BUSINESS

Policy discussion – requests for out-of-home residential placement – deferred to September 25 meeting.

Housing – Ms. Gretzner asked what programs are in place for affordable housing for consumers. Mr. Cyranowski indicated that the most recent development was the approval of the Supportive Housing Program. He noted that there will be ground-breaking in the fall for 45 units within Holland, Zeeland, and Grand Haven. It is expected that they will be ready for occupancy in the Fall of 2007.

Follow-up on public comment at Board Meeting – Mr. Van Ommen questioned what services are available to the hearing impaired. Mr. Cyranowski noted that CMH does contract with several interpreters. He also noted that many of the issues addressed by the deaf community in the public comment have to do with mild-to-moderate issues as well as substance-abuse issues. He noted that the translation services available for hearing impaired consumers do meet the ADA requirements. Ms Buist noted that we currently serve fewer than 20 hearing impaired consumers, and not all request interpretation services. Mr. Cyranowski offered to meet with Mr. Marty Janssen to explain eligibility criteria.

SUGGESTED ITEMS FOR AUGUST 28, 2006 MEETING

Mr. Van Ommen asked that the Committee continue to discuss transportation issues. Mr. Disselkoen requested that the Committee start on the strategic plan.

ADJOURNMENT - Mr. Schipper adjourned the July 24, 2006 Program Planning & Quality Improvement meeting at 5:05 p.m.

Harris Schipper, Chair