

Approved Minutes
Community Mental Health of Ottawa County
Program Planning & Quality Improvement Committee
CMH Board Room
12265 James Street, Holland, Michigan 49424
Monday, August 28, 2006 3:30 p.m.

PRESENT: Harris Schipper, Robert Brown Donald Disselkoen, Daniel VanOmmen
ABSENT: Rebecca Gretzner
STAFF: Gerry Cyranowski, Sue Buist, Greg Hofman, Betty O'Rourke, Patricia Genesky

CALL TO ORDER – Mr. Harris Schipper, Chairperson called the August 28, 2006 meeting to order at 3:58 p.m.

CMHOC MISSION STATEMENT – Mr. Schipper noted the mission statement

APPROVAL OF MINUTES from the July 24, 2006 Committee Meeting
CMH-FC 06- 003 Motion: To approve the minutes of the July 24, 2006 meeting.
Moved by: Van Ommen
Supported by: Brown
MOTION CARRIED

Mr. Brown noted that he was not in attendance at the July 24, 2006 meeting as indicated in the minutes.

APPROVAL OF AGENDA for the August 28, 2006 Committee Meeting
CMH-FC 06- 004 Motion: To approve the minutes of the August 28, 2006 meeting.
Moved by: Van Ommen
Supported by: Brown
MOTION CARRIED

Mr. Schipper noted the need to add discussion regarding the October 23, 2006 meeting time to this agenda. Due to the change in schedule of the Board of Director's meeting on the same date, Mr. Schipper requested the Committee's input regarding scheduling of the meeting. The Committee decided that the date and time of the meeting will remain the same; October 23, 2006 at 3:30 p.m. The location will be determined based upon the location of the Board of Director's meeting.

CMH SERVICE PRESENTATION
No service presentations

QUALITY IMPROVEMENT
Respite Services Satisfaction Survey

Mr. Cyranowski presented information regarding the Respite Satisfaction Survey. He noted that the general responses indicated that respite services were beneficial to families. Ms. Buist noted that there was concern regarding the turn-around time for payment to services providers.

Children's Resource Network is currently making payment to providers one time per month. This will be changed. There was also concern about the inability for families to obtain service providers, and Children's Resource Network is working to expand their provider panel

DCH Mission Based Performance Indicators – correction

Mr. Cyranowski noted that there was one change in the report from the July meeting, indicator 2D. The report indicated that CMHOC did not meet the standard when in fact the standard was met at 100%.

PLANNING

Supported Employment Planning – work group

An internal workgroup facilitated by Greg Hofman is looking at supported employment planning – reviewing the internal and external system and trying to eliminate any barriers to consumers accessing those services. Mr. Hofman indicated that at the most recent meeting the group explored what the ideal system for placing an individual in a supported employment setting might be. The group believes that there is potential to increase the number of individuals in a supported employment setting. Mr. Cyranowski stated that the workgroup will continue to partner with outside resources to make sure that the best system is developed.

Mr. Schipper asked for a report on the workgroup. A status report will be provided at the next Committee meeting

Services to Children and Adolescents – future planning

A workgroup is being developed to look at the needs of the community regarding children's services to be certain that we are meeting requirements and to explore what other services can be provided. The workgroup will consist of key people from CMHOC staff and the community. Once the group has been organized, regular updates will be provided to the committee

OLD BUSINESS

Transportation – Requested by D. Van Ommen

Mr. Van Ommen noted that Mr. Cyranowski continues to review statistics from Zeeland for possible increase in transportation services. He noted that this information will be presented at September's meeting. This will be followed by a meeting with Macatawa Area Express (MAX) to discuss the findings.

Mr. Cyranowski provided follow-up information. In response to Mr. VanOmmen's question regarding tracking riders, MAX Transit has a roster that they use for billing purposes. Mr. Cyranowski provided information regarding the number of consumers in the Zeeland area using transportation services.

Mr. Van Ommen noted the importance of making sure that the services provided are adequate. An update will be provided at the next committee meeting.

Services to the Hearing Impaired – Follow Up Report

Mr. Cyranowski met with Mr. Janssen and provided information to him regarding the CMHOC system and who is eligible for services. He advised Mr. Janssen that we are required by ADA to

provide accommodation to hearing impaired. He also noted that CMH does not currently provide primary substance abuse services. Mr. Cyranowski has been in touch with Kent County to explore the possibility of obtaining services from a clinician who is fluent in ASL.

Pioneer Resources – Follow-up Report

Mr. Cyranowski noted that a meeting was held with Pioneer Resources to discuss issues and concerns regarding customer services, decisions made by drivers, and issues with regard to backup services in the case of breakdown or inclement weather. There will be a monthly users meeting – the first meeting to be held on August 30.

Mr. Cyranowski asked committee members that if ever they were made aware of specific instances of concern by consumers or family members, that the information be provided to him so the issue could be addressed with Pioneer.

Mr. Disselkoen requested that minutes from the monthly meeting with Pioneer be made available to the Committee.

NEW BUSINESS

Strategic Planning – Requested by D. Disselkoen

Mr. Cyranowski stated that the Committee might discuss how to take information from the Needs Assessment and develop a strategic plan. He suggested that the board consider obtaining a consultant to facilitate a strategic planning process. Committee members suggested further discussion before recommending the retention of a consultant to the Board.

Service Eligibility Criteria – Persons with a Developmental Disability – work group

Mr. Cyranowski is planning to develop a workgroup to review eligibility criteria pertaining to the Medicaid contract. The state wants to ensure that eligibility criteria are consistent across the State. This workgroup, which will include Muskegon CMH, will examine the criteria and ensure that it is consistent within the Affiliation. There will be ongoing reports to the Committee from this workgroup once it is developed.

DCH Site Survey – Preliminary Results

Mr. Cyranowski noted that the Affiliation had full compliance in six areas. He provided the results from other areas as well. The full report, with a breakdown between Muskegon and CMHOC, should be available in September or October. The areas that need correction will be outlined in the full report.

Harbor House Ministries – Fire Safety Issue

Mr. Cyranowski noted that the Compliance Manager has been working to ensure that fire safety regulations are adhered to. He presented a report from the Compliance Manager. He noted that the current “protect in place” method for evacuation is unacceptable according to the local Fire Marshal. The Compliance Manager’s report makes suggestions for correcting this issue to meet their required evacuation score and ensure the safety of the consumers. Mr. Brown noted that he would like to speak with the Fire Marshall to question the reason for his recommendations.

Ms. MacDonald, from Harbor House Ministries, stated that since the Compliance Manager's visit they have been performing total evacuation.

SUGGESTIONS FOR SEPTEMBER 25, 2006 MEETING AGENDA

Mr. VanOmmen – Requested that the topic of the possibility of forming a public /community relations committee to address specific issues as they relate to the community be discussed at the next meeting.

Mr. Disselkoen – Would like to keep Pioneer Resources on the agenda.

Mr. Cyranowski suggested inviting MOKA and Heritage Homes come to future meetings to present information about their facilities and services, perhaps provide a tour to the Committee.

PUBLIC COMMENT:

Mr. Tom Bird expressed concerns that facilities such as Harbor House are not supported statewide.

ADJOURNMENT – Mr. Schipper adjourned the August 28, 2006 meeting at 5:08 p.m.

Harris Schipper, Chair