

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, January 8, 2007
1:00-3:00 p.m.

Members Present: Paul Brinkman, Elizabeth Motman, Kristi Nale, San-Dee Stradley, Wendy Johnson, Angie Nettrour, James Veling

Members Absent: Donna Elston, Sue Buist

Staff Present: Kathy Coffey, Gentry Mohr, Briana Fowler, Kelly Sall, Lucile Van Koevering

Guests Present: Carrie Brondyk, Barb Karr, Stephanie Karr

I. Review/Approve Agenda

A. The proposed agenda was approved without changes.

II. Review/Approve Minutes

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

III. Reports

A. Contract Management

1. Provider Report Card: Kathy Coffey reported the following contracts will be renewed; John and Diana Geisel, Community Living Support Services, and Clubhouse Transportation Services.
2. Quarterly Site Visit Report, Oct-Dec 2006:
Kathy discussed the Quarterly Site Review Report with committee members.
3. Annual Summary of Site Reviews:
Kathy discussed the Annual Summary of Site Reviews with the committee members, detailing areas of improvement.

B. Consumer Comments

1. Kelly Sall reported one comment was received for December 2006. There was concern that the Hudsonville site didn't have an available female therapist. The consumer was contacted and it was explained that there is a female therapist but she is unable to accept new consumers at this time. The consumer was happy to continue receiving services and from her male therapist. She is on the waiting list to see the female therapist.

D. Consumer Services

Kelly Sall presented

1. The Training Center has started Ambassador Training. Most CMH staff has had the training.
2. The Consumer Close Up newsletter has been distributed. Copies are available at the front desk of various sites.

3. Author Series: Two authors visited and discussed their books with great results. Kelly is trying to get a third author for a book review.
- C. CMH Recipient Rights Report
1. Briana reported that in December 2006 three complaints were open and six were closed. One hundred seventy-eight Incident Reports were received by the Recipient Rights Office in December 2006. Eleven second opinions were requested; seven completed, one approved, two denied, and one consumer was a no-show.

IV. New Business

A. Rick Hunter did a presentation on the Clubhouse

1. The presentation included a ten minute video, “Bridging the Gap” created by the Michigan Association of Clubhouses.
2. Discussed Clubhouse services – The work-ordered day which engages members and staff together, side-by-side, in the running of the Clubhouse.
3. Standards for the Clubhouse
4. Medicaid Standards
5. ICCD Standards
6. Medicaid dollars
7. The Clubhouse is a Medicaid funded service. CMH must follow the standards in order to bill for services.
8. Transportation issues – there is confusion as to why transportation is not used for certain things members would like to do. In the past transportation was used to go to the library, Dow Center, grocery shopping, etc. This had to do with CMH having a contract with Kandu; members were hired to be drivers. Kandu’s auto insurance passed a rule that people on psychotropic medications were not allowed to drive by their policy. These people were laid off even though they had excellent driving records. Since then CMH started a micro-enterprise for transportation services, and some of the members were rehired. Under the new transportation contract it was not fully understood about what Medicaid paid for transportation services. Members were allowed to use the transportation for special trips causing continual financial issues for the micro-enterprise. The business is currently under new ownership; CMH is working with them to resolve these issues. Medicaid will only pay for transportation to and from the Clubhouse.

B. CMH Ambassador Training

Kelly trained the committee members in Ambassador Training.

The training is designed to help staff and volunteers in the community mental health field send a consistent message statewide. The training was created by the Michigan Association of Community Mental Health Boards (MACMHB) whose vision is to improve the health, safety, and well being of Michigan communities by integrating and coordinating mental health services with those of state, local health, and human services organizations and through collaborative relationships with consumers and community partners such as schools, courts, law enforcement, substance abuse agencies and others. Members received the *Michigan Community Mental Health Ambassador Handbook*, to review.

Kelly is interested in consumers who would like to speak publicly about themselves in the community at different venues.

V. Public Comment

Some members from the Clubhouse participated in the CAC meeting this month. They are concerned about some ongoing issues at the Clubhouse and drop in enrollment. They want some direction, assistance, and answers.

1. Members feel the Medicaid guidelines are not being interpreted correctly or too strictly enforced.
2. In the past people really enjoyed going to the Clubhouse. Numbers are dropping and most people are going to the Drop-In-Center.
3. Members feel all they do are chores, cleaning, and cooking.
4. Members would like to be able to go to the library or Dow Center on a weekly basis.
5. Members would like to have classes such as how to maintain a checking account and write checks.
6. Members feel it is their right to have their therapists or case managers come to the Clubhouse to see them. Rick indicated that is not funded by Medicaid.
7. Members can no longer grocery shop. Members used to be able to do their personal shopping weekly when the Clubhouse grocery shopping was done.
8. Clubhouse is available after hours; members can not afford the cost of transportation, dinner, and the cost of the activity. Most of the members have very limited finances.

VI. Next Meeting

Monday, February 12, 2007

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

A Building, Board Room

Brigi Ellis
Recorder