

Agenda  
**Community Mental Health of Ottawa – Consumer Advisory Committee**  
12265 James Street, Holland, Michigan 49424  
Building A-1- Board Room  
**Monday, April 9, 2007**  
**1:00 – 3:00 p.m.**

I. Public Comment

II. Review/Approve Agenda

III. Review/Approve Minutes:

A. March 12, 2007 (Attachment A)

IV. Reports

A. Contract Management - Kathy(Attachment B)

1. Provider Report Card

2. Quarterly Site Visit Report (January-March)-Deferred

B. Consumer Comments – Kelly (Attachment C)

1. Consumer Services

C. CAC QI Report - Gentry

D. Recipient Rights

1. CMH Monthly Report – Briana

E. Satisfaction Survey MI & DD - Tracy

1. Quarterly Performance Indicators

F. QISMC Update – Mary

1. **2-1-1** Survey

IV. New Business

A. Recipient Rights Education

B. CMHOC Board Minutes (Attachment D)

V. Old Business

VI. Public Comment

VII. Next Meeting:

May 14, 2006

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

Board Room

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**Distribute to Members:** Paul Brinkman, Sue Buist, Donna Elston, Wendy Johnson, Kristi Nale  
Elizabeth Motman, Angie Nettrour, San-Dee Stradley,

Lucile Van Koevering, James Veling

**Distribute to Staff:** Kathy Coffey, Gerry Cyranowski, Greg Hofman, Gentry Mohr, Mary Moore,  
Kelly Sall, Briana Fowler, Tracy Taylor

**Distribute to Guests:** Deb VerHoef (Mo. 3, 6, 9, 12)