

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, February 12, 2007
1:00-3:00 p.m.

Members Present: Paul Brinkman, Kristi Nale, San-Dee Stradley, Wendy Johnson, Angie Nettrour, Sue Buist

Members Absent: Donna Elston, Elizabeth Motman, Lucile Van Koevering, James Veling

Staff Present: Kathy Coffey, Gentry Mohr, Briana Fowler, Kelly Sall, Tracy Taylor

Guests Present: Deb VerHoef, Holland Hospital. She is now the fulltime RR Advisor, replacing Jen Mayo who is working part time.

- I. Review/Approve Agenda
 - The proposed agenda was approved without changes.
- II. Review/Approve Minutes
 - The minutes from the meeting on January 8, 2007, were approved with no changes.
- III. Reports
 - A. Contract Management
 - Provider Report Card: Kathy Coffey reported the following contracts will be renewed: Catholic Social Services Franciscan Life Process Center
 - B. Consumer Comments
 - Kelly Sall reported one positive comment was received for January 2007. A thank you letter was sent to the consumer for participation in the quality improvement process to staff, supervisor and CMH admin., acknowledging positive comment sent on 1/24/07.
 - C. CAC QI Report
 - Gentry deferred to the report until next meeting scheduled on, March 12, 2007.
 - D. CMH Recipient Rights Report
 - Briana reported that in January 2007 nine complaints were opened and three were closed. Two hundred and sixty nine Incident Reports were received by the Recipient Rights Office in January 2007. One Sentinel Event was reported.
 - E. State Performance Report
 - 9/30/06 Data – Tracy reported that CMH met or exceeded the state performance indicators except for Indicator 1b: Access – Timeliness/Inpatient Screening (Adults). CMHOC was at 93% and state average is 95%.

IV. Old Business

Rick and Bob reviewed some of the concerns regarding the clubhouse and the clubhouse survey.

- Discussed Clubhouse services – The work-ordered day which engages members and staff together, side-by-side, in the running of the Clubhouse.
- Standards for the Clubhouse
- Medicaid Standards
- ICCD Standards
- Medicaid dollar
- CMH must follow the standards in order to bill for services.
- Transportation – For social recreation transportation is covered. CMH will make sure consumers will get to and from activities.
- Housing
- Supported employment – Searching for an employment specialist

V. Public Comment

A member from the Clubhouse participated in the Public Comment portion of the CAC meeting this month. She was the spoke person for concerns about ongoing issues at the Clubhouse and the drop in attendance. She wants direction, assistance, and answers.

- Members feel the Medicaid guidelines are not being interpreted correctly or too strictly enforced.
- In the past people really enjoyed going to the Clubhouse. Numbers are dropping and most people are going to the Drop-In-Center.
- Members feel all they do are chores, cleaning, and cooking.
- Members would like to be able to go to the library or Dow Center on a weekly basis.
- Members would like to have classes such as how to maintain a checking account, writing checks, resume writing and how to fill out a job application.
- 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.
- Cutbacks – Reassured by Sue Buist that there have been no cutbacks.
- Members are interested in wrap classes being available at the clubhouse.

VI. Next Meeting

Monday, March 12, 2007

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

A Building, Board Room

Patti Lowman
Recorder