

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, May 14, 2007
1:00-3:00 p.m.

Members Present: Paul Brinkman, Kristi Nale, San-Dee Stradley, Angie Nettrour, Lucile Van Koevering, James Veling,

Members Absent: Donna Elston, Elizabeth Motman, Wendy Johnson, Sue Buist,

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

I. Public comment - None

I. Review/Approve Agenda

- The proposed agenda was approved without changes.

II. Review/Approve Minutes

- The minutes from the meeting on March 12, 2007, with one change from Kathy Coffey on CWIT changed to temporary till funding is approved.

III. Reports

A. Contract Management

- **Provider Report Card:** Kathy Coffey reported the following contracts will be renewed Pathways, Community Action Agency, and HUD. CWIT is temporarily on hold till funding is approved. Kathy reported that we would be working on a contract with Muskegon effective 10/1/2007 for Community Living Supports. Pathways-25 out of 50 responses were received with the satisfaction survey that was sent. Eleven (11) rating services as excellent, 10 rating services as good, two (2) rating services as fair and two (2) rating services as poor. The negative comments and poor ratings were due to untimely payments and poor communication.
- **Quarterly Site Visit Report (January-March, 2007)**
Kathy updated the committee that Central has the lowest score. Kathy discussed that homes surveyed this quarter had expired meds, primarily topical and over the counter. She also discussed that updated TB tests needed to be at the home on file. The staff also needed to keep receipts when purchasing anything for the consumers.
- **Consumer Comments**
Kelly Sall reported two comments had been received in April 2007. The first one on 4/9/07 with a rude employee and it had been handled as the employee had left the agency. The second comment was a positive feedback from a consumer at the clubhouse. Kelly also commented on the upcoming “Walk a Mile in My Shoes” to the committee. She reported that she had a few seats left on the bus.

B. CMH Recipient Rights Report

- Briana reported that in April 2007 eleven (11) complaints were opened and thirteen (13) were closed. Three hundred and six (306) Incident Reports were received by the Recipient Rights Office in April 2007. There were no Sentinel Events to report and also no deaths to report.

C. Quarterly Performance Indicators

- Tracy reported back to the committee that there were no changes that they had hoped for in the performance indicators that she had reported on last month.

IV. Old Business

- There was no old business to report.

V. Public Comment – None

Next June 11, 2007

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

A Building, Board Room

Patti Lowman

Recorder

May 14, 2007