

Approved Minutes  
**Community Mental Health of Ottawa - Consumer Advisory Committee**  
Building A-1 – Board Room  
**Monday, December 10, 2007**  
1:00-2:00 p.m.

Members Present: Kristi Nale, Elizabeth Motman, James Veling, Bekki Gretzner, Deb Ver Hoef

Members Absent: Donna Elston, Wendy Johnson, Lucile Van Koevering, Rick Hunter, San-Dee Stradley, Beverly Chavez

Staff Present: Gentry Mohr, Kelly Sall

Guest Present: Brigi Ellis

I. Review/Approve Agenda

- A. The proposed agenda was approved with the following change: CMH Recipient Rights Monthly Report and Consumer Advisory Committee QI Report deferred to next month.

II. Review/Approve Minutes

- A. The minutes from the meeting on November 12, 2007, were approved with no changes.

III. Reports

A. Contract Management

- 1. Provider Report Card: No new contracts to report.

B. Consumer Comments

- 1. Kelly suggested a letter to be sent to consumers, guardians, and/or parents concerning the CBS/Club House location in Grand Haven, she would like them to be notified that the county is actively looking for a place that is suitable for the Club House and CBS. Gentry will seek approval regarding the letter
- 2. Kelly received four comments in November regarding the Perk up Café. People are interested in having a café set up so they can sit comfortably while they wait for appointments. This has been discussed before, funds are being looked at and approval from the new Executive Director
- 3. Kelly also mentioned that she is looking for consumer speakers. CMH received a two year grant for training. The training helps people become comfortable with public speaking. The trainers are people with mental health issues. The group will be meeting either bimonthly or monthly in Holland at the James Street campus or in Grand Haven at the Fulton Street site.
- 4. Holland Cornerstone Drop-In-Center writing club has composed an anthology. It will be published and available on CD, numbers are limited.
- 5. CMH is considering running an informative loop on the televisions in the waiting rooms at all the sites.

C. Recipient Rights Report

1. CMH Recipient Rights Report: Deferred to next month
2. HCH Quarterly Rights Review: Deb reported that over the last quarter there were seven complaints. Four were substantiated one was a no code, not a mental health protected right. Two are under investigation.

IV. Next Meeting

Monday, January 14, 2007

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

A Building, Board Room

Respectfully submitted:

Brigi Ellis