

Proposed Minutes
Community Mental Health of Ottawa County – Community Relations Committee
CMH Board Room
12265 James Street, Holland, Michigan 49424
Monday, October 15, 2007 3:30 p.m.

PRESENT: Daniel Van Ommen, Barbara VanderVeen, Rebecca Gretzner

STAFF: Jerry Homminga, Patricia Genesky, Kelly Sall

CALL TO ORDER

Ms. Barbara Vander Veen, Chairperson, called the meeting to order at 3:33 p.m.

MISSION STATEMENT

Ms. VanderVeen noted the mission statement

APPROVAL OF MINUTES

Approval of Minutes of September 17, 2007

CMH CRC 07-012 Motion: To approve the Minutes of September 17, 2007.

Moved by: Van Ommen

Support: Gretzner

MOTION CARRIED

APPROVAL OF AGENDA

Approval of Agenda of October 15, 2007

CMH CRC 07-013 Motion: To Approve the Agenda of October 15, 2007

Moved by: Gretzner

Support: Van Ommen

MOTION CARRIED

Mr. Van Ommen asked that the topic of an Ambassador's Club be included on the agenda. This will be discussed under the agenda item *Implementation of Committee Goals*.

OLD BUSINESS

No old Business

NEW BUSINESS

Implementation of Committee Goals – Barb VanderVeen

Ms. VanderVeen requested that each committee member come back next month with ideas about the required qualifications of an Ambassador as well as what the purposes and tasks would be for this role. This compiled information will be presented to the Board.

Ms. Sall will provide Ambassador's Training to the Committee at the November meeting.

Ms. VanderVeen stated that a policy for answering consumer complaints needs to be developed. Mr. Homminga noted that this is currently in process.

Executive Director's Report: Case Study – Jerry Homminga

Mr. Homminga provided a fictitious case study to the Committee members, which was reviewed and discussed for educational purposes.

Comments from the Suggestion Box – Jerry Homminga

Mr. Homminga noted that comments that have been received by Consumer Services will be shared with the Committee on a regular basis. Ms. Sall noted that positive comments received are forwarded to the Executive Director. Complaints are addressed by the Consumer Advisory Committee

ADJOURNMENT

CMH CRC 07-014 Motion: To adjourn the October 15, 2007 Community Relations Committee Meeting

Moved by: Van Ommen

Support: Gretzner

MOTION CARRIED

Ms. VanderVeen adjourned the October 15, 2007 Community Relations Committee Meeting at 4:35 p.m.

Barbara Vander Veen, Chair

Next meeting: November 19, 2007