

Approved Minutes
Community Mental Health of Ottawa County
Program Planning & Quality Improvement Committee
Monday, July 2, 2007 3:30 p.m.

PRESENT: Rita Bird, Robert Brown, Rebecca Gretzner, Daniel Van Ommen

ABSENT: Lupita Reyes

STAFF: Jerry Homminga, Betty O'Rourke, Patricia Genesky, Albert Doorn, Rick Hunter

CALL TO ORDER

Mr. Brown called the July 2, 2007 meeting of the PPQI Committee to order at 3:30 p.m.

APPROVAL OF MINUTES

Motion: To approve the minutes of the April 23, 2007 PPQI Committee meeting

Moved by: Gretzner Supported by: Van Ommen

MOTION CARRIED

APPROVAL OF AGENDA

Motion: To approve the agenda of the July 2, 2007 PPQI Committee meeting

Moved by: Gretzner Supported by: Bird

MOTION CARRIED

CMH SERVICE PRESENTATION

No Service Presentation scheduled

QUALITY IMPROVEMENT

Transportation Committee Report – Dan Van Ommen

Mr. Van Ommen reported on the most recent meeting of the Transportation Committee. Ms. O'Rourke provided details pertaining to a complaint by a consumer and the concerns surrounding Pioneer's failure to provide transportation services to this consumer. She noted that due to the high cost of providing services to this consumer, there will most likely be an increase reflected in the contract with Pioneer when it is due for renewal.

PLANNING

A Strategic Planning Retreat of the full Board is planned for October

OLD BUSINESS

Review of Board Policies

✓ Mission Statement –

Mr. Brown suggested drafting something that could be brought to the Board during the Strategic Planning meeting in October. He stated that he would like to see a list of definitions as they apply to the mission statement. Mr. Homminga recommended that the Mission Statement be developed during the Strategic Planning Retreat in October. The Committee decided that the Policy pertaining to the Mission Statement will go to the full board during the Strategic Planning process.

- ✓ Leadership – With regard to this policy, Ms Gretzner requested that a definition on the "boundaries of prudence and ethics" be discussed. Mr. Homminga requested that Committee members present their thoughts and questions about this policy with any suggested revisions to the Administrative Assistant by July 30. Mr. Brown asked that each committee member

provide this feedback for both this policy and the Board Policy Parameters and Role of the Executive Director. Mr. Homminga will respond at the August PPQI Committee meeting.

- ✓ Board Policy Parameters and the Role of the Executive Director – As noted above.

NEW BUSINESS

Clubhouse Transportation – Rick Hunter

Mr. Hunter provided background information pertaining to the Club House Transportation contract and the history of recurring problems with the current owner of this micro enterprise and answered questions. Due to these ongoing concerns, the intent is for CMHOC to provide these services by hiring five part-time temporary employees as drivers and reassuming ownership of the vehicles involved. He provided financial information, noting an estimated cost savings of \$12,000 per year. He also provided information regarding how this service would be integrated into the work-ordered day within the Clubhouse model. This issue will be forwarded to all pertinent County committees for approval and then returned to the CMHOC Board for approval.

CMH PPQI 07-012 Motion: To accept the plan to bring Clubhouse Transportation in house, create five new part time driver positions pending approval by all committees and boards, and approve the renewed contract with Clubhouse Transportation and forward to the Board for approval.

Motion: Bird

Supported by: Van Ommen

MOTION CARRIED

Committee roles and responsibilities – Bob Brown

Mr. Brown noted that at the most recent meeting of the Board of Directors, the Board Chair requested that the Committees review their roles and responsibilities and provide a report at the July Board meeting. Discussion ensued regarding the development of a policy pertaining to monitoring of the quality of service contracts and programs and how information is gathered. A presentation will be provided at the next committee meeting to provide a clear understanding of the agency's system for quality assurance. Mr. Homminga will report on what the current procedures are for monitoring contracts. Mr. Brown stated that the committee should develop a policy and procedure for evaluating quality and performance and that this will be one of the Committee's roles and responsibilities. The Committee will also review contracts and make recommendations for approval to the full Board. The Committee will have representation on the Transportation and Consumer Advisory Committee. The topic of roles and responsibilities will continue to be addressed at the next Committee meeting.

With regard to addressing consumer complaints, Mr. Homminga will draft a policy and procedure for responding to these issues and bring it to the full Board.

Harbor House Placements – Bob Brown

In response to parents of consumers who have expressed concerns about placements for their children, Mr. Brown stated that he would like to see these consumers placed. Mr. Doorn provided information regarding the process for determining placements and answered questions.

In response to the comments made at the Public hearing, Mr. Homminga stated that a letter to these individuals is currently being drafted which will address both the program and financial components for placement.

SUGGESTIONS FOR August 6, 2007 AGENDA

Ms. Gretzner requested detailed information pertaining to allowable services within the Clubhouse program.

The Board Policy and Parameters and the Role of the Executive Director will be revisited at the August meeting.

ADJOURNMENT

Mr. Brown adjourned the July 2, 2007 Program Planning & Quality Improvement Committee Meeting at 6:05 p.m.

Robert Brown, Chairperson