

Agenda  
**Community Mental Health of Ottawa – Consumer Advisory Committee**  
12265 James Street, Holland, Michigan 49424  
Building A-1- Board Room  
**Monday, September 10, 2007**  
**1:00 – 3:00 p.m.**

- I. Public Comment
- II. Review/Approve Agenda – Review of Consumer Advisory Committee By-Laws moved to October.
- III. Review/Approve Minutes:
  - A. July 9, 2007 (Attachment A)
- IV. Reports
  - A. Contract Management - Kathy
    - 1. Provider Report Card (Attachment B)
  - B. Consumer Comments – Kelly
    - 1. Consumer Services (Attachment C)
  - C. Recipient Rights
    - 1. CMH Monthly Report – Briana
    - 2. CAC QI Report – Gentry
    - 3. HCH – Quarterly Rights Report – Deb VerHoef
  - D. State Performance Data (3-31-07) – (Attachment D) -Tracy
  - E. Respite Satisfaction Survey – (Attachment E) - Tracy
    - 1. MI and DD
  - F. QISMC-Update/Report – (Attachment F) -Mary
- IV. New Business
  - A. CMHOC Board Minutes – (Attachment G)
  - B. Education on Recovery - Rick Hunter
  - C. Evidence Based Practices & Realignment of Service for consumers with Mental Illness – Rick Hunter
  - D. Recruitment of New Members – Gentry
  - E. Performance Improvement Project – regarding improving access to children’s services – Jane L.
  - F. Review of Annual Funding for the Recipient Rights Office – Gentry
  - G. Review of Consumer Advisory Committee By-Laws - Gentry
- V. Old Business
- VI. Public Comment
- VII. Next Meeting:
  - October 8, 2007
  - 1:00 p.m. - 3:00 p.m.
  - Board Room

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**Distribute to Members:** Rick Hunter, Donna Elston, Wendy Johnson, Kristi Nale, Elizabeth Motman, Angie Nettrour, San-Dee Stradley, Lucile Van Koevering, James Veling  
**Distribute to Staff:** Kathy Coffey, Jerry Homminga, Greg Hofman, Gentry Mohr, Mary Moore, Kelly Sall, Briana Fowler, Tracy Taylor  
**Distribute to Guests:** Deb VerHoef (Mo. 3, 6, 9, 12)