

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, May 12, 2008
1:00-3:00 p.m.

Members Present: Elizabeth Motman, San-Dee Stradley, James Veling, Stephanie Karr

Board Member: Bekki Gretzner

Members Absent: Lucile Van Koevering, Rick Hunter, Kristi Nale

Staff Present: Patti Lowman, Tracy Taylor, Gentry Mohr, Kathy Coffey

I. Review/Approve Agenda

- A. The proposed agenda was approved with one change from Gentry. Briana was sick and would report next month.

II. Review/Approve Minutes

- A. The minutes from the meeting on April 14, 2008, were approved with one change.

III. Reports

A. Contract Management –

1. Service Contract for Board Approval:

- A. Stillson's Adult Foster Care Home – This contract will be renewed with an increase in rate.
- B. MOKA Corporation – This contract is being extended for three months to keep it on the same fiscal year cycle as it previously was however; the rate is being increased to allow for the minimum wage increase that will come into effect July 1, 2008.
- C. Bethany Christian Services – The contract will be renewed. (Rate increase Effective January 1, 2009). There are some problems with the indicators but they are being worked on with Bethany and CMH.
- D. Pathways – The contract will be renewed. (Rate increase effective January 1, 2009). The concerns with the indicators are being addressed with CMH.
- E. Catholic Social Services – The contract will be renewed. There are no concerns with performance.

B. Site Review Report – 2nd Quarter (Jan – March 2007)

Kathy explained the report to the committee going through all the items. She explained that during the winter months she stays close to Holland due to slippery road conditions so there are no out of county reviews for this quarter. The percentages that were low on the report have been taken care of through corrective actions.

C. Consumer Comments – Kelly was on vacation and will report next month.

D. Recipient Rights Report

1. CMH Monthly Report –Briana was sick and will report next month.
2. Policy Review – Deferred till June 9, 2008 meeting.
3. CAC – QI Report – Gentry discussed the different percentages on the quality indicators. Gentry explained about number four on Consumer Satisfaction Report that we were at 90% and that was great. To be at 100% would be very difficult for everyone to be satisfied.

E. MI & DD Satisfaction Survey – Tracy Taylor discussed the report to the committee. The survey had really good results and a good response. The committee felt Tracy had done a great job with the survey.

IV. New Business

- A. CMHOC Board Minutes – Board minutes from March 24, 2008 were attached.
- B. Old Business – Not Applicable

V. Public Comment:

- A. There was no public comment.

VI. Next Meeting

Monday, May 12, 2008

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

A Building, Board Room

Respectfully submitted:

Patti Lowman