

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, July 14, 2008
1:00-3:00 p.m.

Members Present: Elizabeth Motman, Stephanie Karr, Lucile Van Koevering, James Veling

Board Member: Bekki Gretzner

Members Absent: Kristi Nale, San-Dee Stradley

Staff Present: Patti Lowman, Gentry Mohr, Kathy Coffey, Kelly Sall, Briana Fowler

I. Review/Approve Agenda

- A. The proposed agenda was approved.

II. Review/Approve Minutes

- A. The minutes from the meeting on June 9, 2008 were approved with one change.

III. Reports

A. Contract Management –

1. Service Contract for Board Approval:

- A. St. John's Healthcare Inc. – Purchase of Community Living Supports for one consumer with a developmental disability living in his own home. No change in rate.
- B. Pine Rest Christian Mental Health Services – This is a 16 bed Secure Residential Facility providing intensive services utilizing an active recovery-based treatment model.
- C. Comprehensive Physical Therapy – 22 Satisfaction Surveys were sent with 3 rating services as excellent; 7 rating services as good and 2 were unable to determine.
- D. Pine Ridge AFC – No concerns- Satisfaction responses were 3 excellent, 1 good.
- E. Susan Owen – No concerns with performance. She provides the Diabetes education through our training center.
- F. Homelife, Inc. – This contract is being amended to allow for enhanced staffing to maintain consumer in current placement during times of escalating aggressive behaviors.

B. Consumer Comments –

- Kelly informed the committee that the Perk up Café now has a table and chairs. The furniture was in storage from Grand Haven Clubhouse which has since closed and joined the Lakeshore Clubhouse.
- The question was asked if Kelly logged every grievance. Kelly assured the committee that every grievance is logged, and at times referred to Recipient Rights for follow-up.

C. Recipient Rights Report

1. CMH Monthly Report -Briana reported on June 2008.

In June 2008 three complaints were opened and four were closed. Two hundred and twelve Incident Reports were received and reviewed by the Recipient Rights Office in June 2008. Nine second opinions were requested. Of the eleven that were completed, zero was approved, seven were denied, one consumer withdrew his/her request, and three consumers were a no-show or did not return a call to the Access Center. There was one critical incident to report and no sentinel events. There were no deaths to report.

2. Policy Review – Updated copies of polices were passed out to the committee. Patti will bring the updated versions of policies 1.1, 1.3 and 1.25 to the next meeting for the committee members.

IV. New Business

- A. CMHOC Board Minutes – Board minutes from May 19, 2008 were attached.
- B. Old Business – Not Applicable

V. Public Comment:

- A. There was no public comment.

VI. Next Meeting

Monday September 8, 2008

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

A Building, Board Room

Respectfully submitted:

Patti Lowman