

Approved Minutes
Community Mental Health of Ottawa - Consumer Advisory Committee
Building A-1 – Board Room
Monday, December 8, 2008
1:00-3:00 p.m.

Members Present: San-Dee Stradley, Lucile Van Koevering, James Veling, Elizabeth Motman, Stephanie Karr, Kristi Nale

Board Member: Bekki Gretzner

Staff Present: Patti Lowman, Kelly Sall, Briana Fowler, Kathy Coffey, Greg Hofman

I. Review/Approve Agenda

A. The proposed agenda was approved with two items being deferred.

II. Review/Approve Minutes

A. The minutes from the meeting on November 10, 2008 were approved.

III. Reports

1. A. Contract Management – Kathy reported that there were extensions and no rate changes for the following contracts; Heritage Homes – Shift Staff, (Oaklane & Waverly), Kandu Industries, Evergreen Commons, Alliance Medical Services, Best Way Providers, Expert Care Management Services, Heritage Homes—CLS, MOKA—CLS, Heritage Homes-Smith Respite, MOKA-Skill Building, BHT & D-Gusco Money Management, Stuart Wilson, Heritage Homes 29th Street, MOKA-SIL Homes, Comprehensive Professional Services, HHS Health Options (Renewal with rate increase, however it's a pass through cost), Pioneer Transportation, MOKA Corporation-Shift Staff,

B. Financial Information for Contracts – Presented in December 2008 CMH Board Meeting. Kathy explained to the committee that this report was created in finance. It reflects projected contract expenses without any rate changes. There were some questions from the committee about rates and extensions. The report has not gone to the board for approval at this time.

2. Respite Survey – Greg reported to the committee that respite would be brought in-house beginning in January 2009 with the hopes to improve the service and cost. With the DD survey Greg stated that most were happy, but all wished there were more funds. With the MI survey many would like to see faster service with getting checks. Kathy commented that with bringing respite in-house claims would be paid weekly.

B. State Performance Data – Greg reported on two periods. January 1 – March 31 and April 1 – June 30. We met state requirements with exception of first meeting within 14-days. This indicator was at 86.9%. There has been new changes implemented with calendar changes and the indicator has gone up to 90% in the April – June performance. Stephanie brought up to Greg that peer support may be able to help with this. Greg agreed that was a good idea but we did not have enough resources for additional Peer Support Specialists.

C. Consumer Comments –

Kelly explained to the committee that the grayed out line items were completed. If it becomes a trend again it becomes white which she will then monitor and follow-up as needed. There was only one new comment and it was an excellent comment for the receptionist. It was agreed that just the pages that have white entries will be sent in the agenda packets. Patti will bring two complete printouts of the report to the meeting.

D. Recipient Rights Report

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

In December 2008 five complaints were opened and seven were closed. Two hundred and thirty-seven Incident Reports were received and reviewed by the Recipient Rights Office in November 2008. Eleven second opinions were requested. Of the thirteen that were completed, one was approved, eight 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 were two critical incidents to report and one sentinel events. There were two deaths to report.

2. HCH Quarterly Rights Review – Briana reported for Deb on the 4th quarter there were five complaints. Of the five none were substantiated. There were nine allegations involved and one allegation was investigated. The investigation was a Neglect III and was not substantiated.

3. Review WRAP – Stephanie Karr – deferred to the January 12, 2009 meeting.

4. Recipient Rights Annual Report – Briana reported on the Recipient Rights Office Annual Report. The CAC reviewed the annual report and it was approved.

Progress on outcomes

- a. Recipient Rights staff will provide annual update training to 100% of CMH and contractual agency staff. This training will be on the internet and the CMH portal. This is ongoing.
- b. Recipient Rights staff will provide training to 100 consumers per calendar year. This is accomplished.
- c. Complaints and grievances will be responded to within 5 working days. This is accomplished.
- d. 100% of residential staff will complete the four hour training within 30 days of hire. This is ongoing.

Outcomes established by CAC and the Recipient Rights Office for 2009:

- a. The Recipient Rights staff will provide annual update training to CMH and contractual staff. This training will be available via the internet and the CMH portal.
- b. The Office of Recipient Rights will conduct two – three community forums in order to provide education to Board members and community members about the Recipient Rights system.
- c. The Office of Recipient Rights will provide education to CMH staff monthly by sending out an e-mail with an ORR tip of the month.
- d. The Office of Recipient Rights will provide education to recipients, via the Consumer Newsletter, 2-4 times throughout the year regarding the Rights of recipients.
- e. 100% of residential staff will complete the four hour training within 30 days of hire.

Recipient Rights Annual Data Report:

For the period of October 1, 2007 to September 30, 2008 there were one-hundred and nine complaints received. One-hundred and twenty-two allegations involved and sixty-four were investigated. Thirty were substantiated.

IV. New Business

A. CMHOC Board Minutes – Board minutes from October 27, 2008 were attached.

B. Review of Recipient Rights Quality Indicators – Gentry
Quality Indicators to be discussed when Gentry returns.

V. Public Comment:

A. There was no public comment.

VI. Next Meeting

Monday January 12, 2008

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

A Building, Board Room

Respectfully submitted:
Patti Lowman