

Approved Minutes  
**Community Mental Health of Ottawa County**  
**Program Planning & Quality Improvement Committee**  
CMH Board Room  
12265 James Street, Holland, Michigan 49424  
Monday, April 14, 2008 3:30 p.m.

**PRESENT:** Rita Bird, Rebecca Gretzner, Richard Kanten, Rosa Nino

**ABSENT:** Keith Van Zoeren

**STAFF:** Patricia Genesky, Greg Hofman, Albert Doorn, Kathy Coffey

CALL TO ORDER

Ms. Bird called the April 14, 2008 Program Planning and Quality Improvement Committee meeting to order at 3:30 p.m.

CMHOC MISSION AND VISION STATEMENTS

Ms. Bird noted the mission and vision statement.

INTRODUCTIONS

As there were no new members present, there were no introductions.

APPROVAL OF MINUTES

CMH PPQI 08-012 To approve the minutes of the March 3, 2008 Program Planning & Quality Improvement Committee meeting.

Moved by: Kanten Support: Nino

MOTION CARRIED

APPROVAL OF AGENDA

CMH PPQI 08-013 To approve the agenda for the April 14, 2008 Program Planning & Quality Improvement Committee meeting.

Moved by: Kanten Support: Nino

MOTION CARRIED

REVIEW OF SERVICE CONTRACTS

CMH PPQI 08-014 To forward the April 2008 service contracts as presented to the Board of Directors for approval.

Moved by: Nino Support: Kanten

MOTION CARRIED

In response to Ms. Bird's questions regarding CLS services vs. Skill Building in the Foster Care Homes, Mr. Doorn provided information pertaining to which services are provided in that setting. He also provided information on the distribution of funds related to the HUD contracts.

COMMENTS

Mr. Hofman provided information related to addressing comments received from consumers. He also summarized the various satisfaction survey processes.

PUBLIC COMMENTS

Sandy Kiernan

Ms. Kiernan expressed concerns about questions related to safety in the home on the DD Satisfaction Survey. She also requested information about the Program Planning & Quality Improvement Committee and its role and function as it relates to the Board. Ms. Bird noted that the committee will review contracts, evaluate programs, and address quality improvement.

ADJOURNMENT

CMH PPQI 08-015 Motion: To adjourn the April 14, 2008 Program Planning & Quality Improvement Committee meeting.

Motion: Gretzner Support: Kanten

MOTION CARRIED

Ms. Bird adjourned the April 14, 2008 PPQI meeting at 4:17 p.m.

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Rita Bird, Chair