Meeting Minutes

CMHOC Performance and Quality Improvement Committee

Board Room – 12265 James Street, Holland, MI 49424

Monday, July 14, 2025 – 3:00 pm

Join Zoom Meeting

Meeting ID: 865 6953 6264 Passcode: 830706 Dial: 1 (301) 715-8592

In Attendance: Tom Bird, Peggy Fakler, Paul Duff, Robert Davis, Vonnie Vanderzwaag

Absent:

Staff: Anna Bednarek, Dr. Michael Brashears, Chelsea Clark, Bill Phelps, Amanda Westrate

Guests:

CALL TO ORDER

Tom Bird, CMHOC Board Chair, called the CMHOC Performance and Quality Improvement Committee to order on July 14, 2025 at 3:00 pm.

CMHOC MISSION AND VISION STATEMENT

Tom Bird noted the CMHOC Mission and Vision Statements.

NEW BUSINESS

Selection of the Committee Chair – Tom Bird

Mr. Davis was elected to serve as Committee Chair and Ms. Fakler to serve as Vice Chair for a one-year term.
MOTION CARRIED.

Frequency of Committee Meetings – Committee Chair

Dr. Brashears' Recommendation: It is recommended that the PQI committee meet every other month until determined if an alternative meeting frequency is needed.
PQICM 25-001 Motion: To accept the recommendation to start meetings at every other month at this particular time.
Moved by: Vanderzwaag
Support: Fakler
MOTION CARRIED
-Discussed specifying member parameters and meeting frequency for thorough review and oversight of new programs. Dr. Brashears will write a formal committee charge outlining the committee's scope and member roles. The committee meetings will be held every other month.

Provider Scorecards – Bill Phelps
-Provider Scorecards have been developed to help guide contract renewals and improve oversight by incorporating provider feedback and aligning with accreditation requirements.

CONSENT ITEMS
PQICM 25-002 Motion: To approve by consent the following items:

a. Agenda for the July 14, 2025, CMHOC Performance and Quality Improvement Committee.

Moved by: Vanderzwaag
Support: Fakler
MOTION CARRIED

PRESENTATION
-The committee will begin receiving detailed updates on specific sub-elements of programs, while the full board will continue to receive broader program overviews.

OLD BUSINESS

REGULAR COMMITTEE BUSINESS
Access and Crisis Utilization Report – Dr. Michael Brashears

Health and Safety Report – Anna Bednarek
-The Health and Safety Report focuses on staffing levels, facilities, and vehicle safety. The report supports CARF compliance and reflects ongoing monitoring and recent inspections.

Compliance Report – Anna Bednarek
- The semiannual Compliance Report emphasizes the importance of compliance with service delivery and accurate billing, along with highlighting improvements through expanded committee membership and new capabilities in the PCE system.

Millage: What's in the Works – Chelsea Clark
- An update on millage-funded programs highlighted efforts to improve data tracking and communication, with a new quarterly report coming soon to show community impact ahead of the 2026 renewal.

-The next Performance and Quality Improvement Committee will be held September 8, 2025.

PUBLIC COMMENT

ADJOURN
Bob Davis adjourned the July 14, 2025, CMHOC Board of Directors meeting at 04:36 pm.

Beth VanHoven, Secretary