Meeting Minutes

CMHOC Performance and Quality Improvement Committee

Board Room – 12265 James Street, Holland, MI 49424

Monday, November 10, 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, Jennifer Boerman, Dr. Michael Brashears, Katie Clausing, Keith Morley, Myra Ocasio, Amanda Westrate

Guests:

CALL TO ORDER

Bob Davis, CMHOC Committee Chair, called the CMHOC Performance and Quality Improvement Committee to order on November 10, 2025 at 3:00 pm.

CMHOC MISSION AND VISION STATEMENT

Bob Davis noted the CMHOC Mission and Vision Statements.

APPROVAL OF AGENDA

PQICM 25-005 Motion: To approve the Agenda for the November 10, 2025 CMHOC Performance and Quality Improvement Committee.
Moved by: VanderZwaag
Support: Fakler
MOTION CARRIED

CONSENT ITEMS

PQICM 25-006 Motion: To approve by consent the following item:

a. Minutes for the September 8, 2025, CMHOC Performance and Quality Improvement Committee

Moved by: Bird
Support: Duff
MOTION CARRIED

PRESENTATION

CMHOC Outpatient Therapy Services Rate Setting Initiative – Dr. Michael Brashears

- The committee discussed high outpatient therapy no-show rates (around 25–35%) and how they impact service rates, provider retention, and care quality. They explored whether to bring services in-house or

contract them out, emphasizing the need to understand root causes, such as symptom increase, transportation, and family dynamics, and to ensure sustainable, competitive rates that support community mental health infrastructure. Clear expectations tied to any rate increase will be established before implementation.

CMH Distinctive: Illness Management Recovery (IMR) – Dr. Michael Brashears
- Discussion around re-implementing the Illness Management and Recovery model to better support individuals with varying levels of compliance across populations (MIA, DD, and SUD). The focus is on formalizing the program's integration within current care models to enhance psychosocial rehabilitation and service consistency.

OLD BUSINESS

MIFast Scores/Results – Keith Morley
- Reviewed the DBT MI-Fast results, noting an overall score of 3.1, which reflects steady progress toward fidelity in this evidence-based practice. Strengths were seen in categories such as Program Philosophy, Assessment, Individual Treatment, Training, and Personal Choice Regarding Service Provision, while some areas for improvement included Individualized Treatment Planning, Outcome Monitoring, and Program Penetration. There is an action plan already in place to improve on these measures.

Lakeshore Regional Entity (LRE) Residential Services Rate Setting Initiative Update – Dr. Michael Brashears
- Discussed the Residential Rate Setting Initiative, noting that the regional review and rate calculator analysis validated our approach to accurately reflect the true cost of residential services. The region will assess overall impacts, but CMHOC plans to continue using the regional rate calculator regardless of partner adoption.

NEW BUSINESS

Access and Crisis Utilization Report – Dr. Michael Brashears
- The committee reviewed the Access and Crisis Utilization Report, noting continued increases in inpatient admissions and crisis residential use. Efforts are underway to better understand these trends by identifying how many hospitalizations involve clients already open to services versus new individuals, and to assess screening and assessment processes amid system capacity concerns.

UM Dashboard – Anna Bednarek
- Reviewed the Utilization Management (UM) Dashboard. The data comes from the UM Committee which tracks 20–25 reports annually to ensure effective resource use and compliance with MDHHS, CARF, and other standards. Key findings include a strong hospital readmission rate below 15%, increasing overall utilization, and a recent decline in Medicaid enrollment following the Public Health Emergency unwind.

PI Plan – Anna Bednarek
PQICM 25-007 Motion: To approve the PI Plan as presented and forward to the full Board with a recommendation for approval.
Moved by: Fakler
Support: VanderZwaag
MOTION CARRIED
- The group reviewed the Performance Improvement (PI) Plan, a requirement for MDHHS, CARF, LRE, and other federal partners, which outlines continuous quality improvement goals, committee responsibilities, and

resource efficiency for CMH operations. The plan also supports ongoing accreditation and accountability through multiple internal committees.

System of Care Grant Overview *(Attachment A)* – Katie Clausing and Jennifer Boerman
- Presented on the System of Care Grant, funded through SAMHSA, which supports mental health outcomes for children with serious emotional disturbance (SED) by filling service gaps not covered by Medicaid. The renewed grant provides $2.8 million over four years, expanding initiatives like the Children's Mobile Crisis program, school-based outreach, and family engagement efforts such as the Parent Café.

PUBLIC COMMENT

ADJOURN

Bob Davis adjourned the November 10, 2025, CMHOC Performance and Quality Improvement Committee at 04:49 pm.

Beth VanHoven, Secretary

COMMUNITY MENTAL HEALTH OTTAWA COUNTY

OTTAWA COUNTY collaborative to strengthen youth & families

Substance Abuse and Mental Health Services Administration SAMHSA www.samhsa.gov

Ottawa County Collaborative to Strengthen Youth and Families

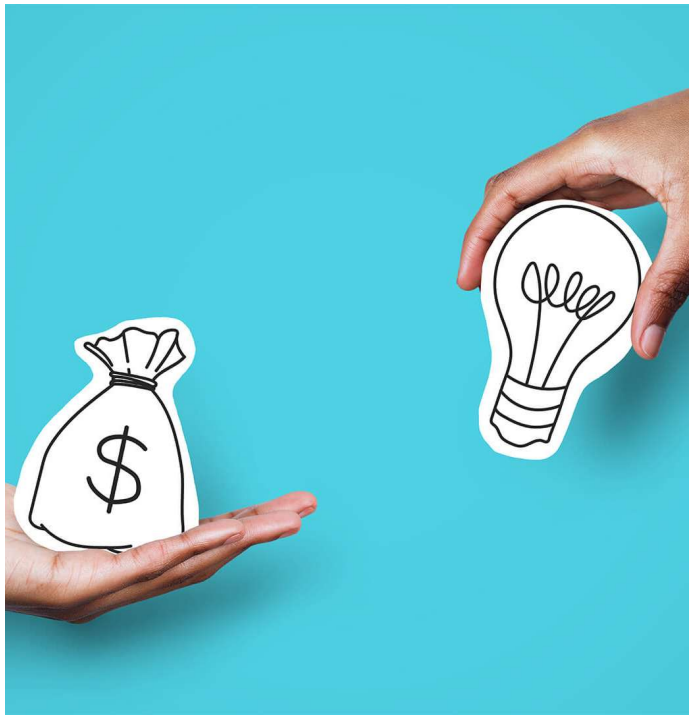
Who We Are

The Ottawa County Collaborative to Strengthen Youth and Families (OCCSYF) exists to identify and bridge gaps in services, equip service providers, create community dialogue, and ensure children in Ottawa County have *access to the supports and services* they need.

The OCCSYF Team

Funding

- OCCSYF efforts are funded by SAMHSA through System of Care dollars. The purpose of the System of Care is to provide resources to improve the mental health outcomes for children and youth, birth through age 20, with serious emotional disturbances (SED), and to support their families.
    - CMHOC was awarded a 4-year System of Care (SOC) grant from 2020-2024. This brought in an additional $1.8M in funding to Ottawa County.
    - CMHOC was awarded an additional 4-year SOC expansion grant for 2024-2028. This is bringing in an additional $2.8M in funding to Ottawa County.



Highlights and Accomplishments 2020-2024 SOC Grant

Creation and administration of a children's mobile crisis program

- 100 families served
- 99% of callers were diverted from psychiatric inpatient services while 100% of callers were diverted from juvenile detention and/or criminal charges.

Assisted 575 individuals with:

- Children's Mobile Crisis Services
- Community Health Worker Services
- Trauma-Focused Cognitive Behavior Therapy
- Mental Health services outside of CMHOC

Highlights and Accomplishments 2020-2024 SOC Grant

Training Provision for staff, local professionals, parents, youth and community members

- 2,220 people trained in topics related to mental health
- Offered free to the public; provided free Social Work CEU's.

Successful completion of an Anti-Stigma Campaign, which included the creation and administration of the www.StigmaFreeOttawa.com website.

- Collaborative effort with many local mental health service providers

What we learned

1. Enhance collaborative partnerships
2. Increase direct services for youth and families
3. Continue existing programs and free training services
4. Provide more consistent hours for CMC

Identify Gaps and Bridge Community Resources

- **West Ottawa Public Schools:** Mental Health Clinician working with WO middle schools to assist youth and their parents with mental health services and resources who do not qualify for Medicaid and/or CMHOC services.

- **Inclusive Empowerment Services:** Alternative counseling resource for youth and their family members seeking mental health resources. Available in the English and Spanish languages.

- **Ottawa County Department of Public Health:** We fund 1 FTE Community Health Worker to serve eligible families with youth who are not current CMHOC consumers. Receiving referrals through WOPS and IES, as well as OCDPH.

- **Working on! Parent Café:** Looking to partner with Arbor Circle and Ottawa County Department of Public Health to administer a Parent Café for parents of children with physical and/or mental health challenges.

Create Community Dialogue

Continue to administer www.StigmaFreeOttawa.com to promote services and educate youth and families about mental health resources.

Maintain engagement in various community collaborations that address youth and family mental health needs

- Ottawa County Suicide Prevention Coalition
- Building Resilient Youth
- Stop Child Abuse and Neglect (SCAN Council)
- Case Collaboration
- Great Start Collaborative

Partner with Community Organizations on Special Projects

- Social Media Tips and Tricks for youth and parents
- Screenagers movie screening and panel discussion
- YPS and Health Educator discussion on youth substance use and mental health with Juvenile Detention residents
- Epicenter's Ignite summer programming for youth in West Core Neighborhood

Equip Service Providers

- Continue to provide free trainings to parents, students, school staff, and community partners on topics surrounding youth mental health, including suicide prevention, ACES and PCES, trauma, resilience, and more.

- Can provide continuing education credits for professional licenses.

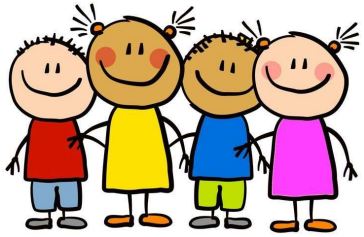
Ensure Children and Families have access to needed services

Previous Grant Positions

- Project Director
- Lead Family Coordinator/Parent Support Partner
- Suicide Prevention Coordinator
- Community Health Worker
- Youth Peer Specialist (.25 FTE)
- Latino Outreach Specialist
- On-call CMC staff

Current Grant Positions

- Project Director
- Lead Family Coordinator/Parent Support Partner/Community Health Worker
- Suicide Prevention Coordinator
- Community Health Worker
- Youth Peer Specialist (.75 FTE)
- On-call CMC staff
- 2 Mental Health Clinicians
- Transition Coordinator
- Parent Café?



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