Meeting Minutes
CMHOC Performance and Quality Improvement Committee
Board Room – 12265 James Street, Holland, MI 49424
Monday, March 9, 2026 – 3:00 pm

Join Zoom Meeting
Meeting ID: 828 1687 3172 Passcode: 171555 Dial: 1 (301) 715-8592

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

Absent:

Staff: Dr. Michael Brashears, Chelsea Clark, Amanda Westrate

Guests:

CALL TO ORDER
Bob Davis, CMHOC Committee Chair, called the CMHOC Performance and Quality Improvement Committee to order on March 9, 2026 at 3:00 pm.

CMHOC MISSION AND VISION STATEMENT
Bob Davis noted the CMHOC Mission and Vision Statements.

APPROVAL OF AGENDA
PQICM 25-003 Motion: To approve the Agenda for the March 9, 2026 CMHOC Performance and Quality Improvement Committee.
Moved by: Fakler
Support: VanderZwaag
ROLL CALL VOTE:
MOTION CARRIED

CONSENT ITEMS
PQICM 25-004 Motion: To approve by consent the following item:
a. Minutes for the January 12, 2026 CMHOC Performance and Quality Improvement Committee
Moved by: Fakler
Support: VanderZwaag
MOTION CARRIED

PRESENTATION
Service Review Committee – IDD Adult – Dr. Michael Brashears and Stacie Hamstra
- Dr. Brashears will be driving a region-wide, uniform Utilization Management (UM) framework for high-cost services, CLS, Autism, Self-Directed Care, and Specialized Residential, targeted for delivery within 60–90 days, with a preference to centralize UM at the LRE to improve consistency, uphold medical necessity, and stabilize

costs. Ottawa will align with the regional effort first, but will proceed independently with its own UM guidelines and a residential rate calculator if regional consensus or adoption fails, given current deficits and Medicaid/CCBHC funding pressures.

OLD BUSINESS

NEW BUSINESS

Access and Crisis Utilization Report – Dr. Michael Brashears

- The report shows strong performance with 72% of crisis contacts avoiding inpatient admission, though the 28% admission rate is slightly above the 25% goal. Screening and eligibility data continue to improve with the new EMR, but more clarity is needed on clinical denial reasons and what happens after individuals are found ineligible. The team is enhancing dashboards to track inpatient trends, facility differences, and recidivism more effectively.

Authority Transition Update – Dr. Michael Brashears

- Leadership as completed a domain-by-domain review for the Authority Transition and built a clear responsibility matrix to guide the process. Preparations are on track for a potential 10/01/26 launch, with early steps such as a name change and hiring an independent CFO to support financial separation without increasing costs. Legal, communications, and governance workstreams are being aligned to ensure a smooth and transparent transition.

Millage Data and Funding Update (*Attachment A)* – Chelsea Clark and Dr. Michael Brashears

- Millage-funded programs continue to show strong outcomes, with very low crisis and inpatient utilization, growing participation, improved access (including removal of waitlists at Beacon of Hope), and high satisfaction across quality-of-life surveys. Data collection is improving but still coming in gradually, and the team is preparing both for millage renewal messaging and the possibility of non-renewal through contingency planning with providers. Emphasis remains on transparency, demonstrating impact, and educating the community about available services and the responsible stewardship of millage dollars.

Updating Board Policies and Bylaws Discussion – Dr. Michael Brashears

- The Board must fully update its policies and bylaws, currently based on county policie, to ensure they align with standalone Authority requirements and avoid conflicts. The Board also needs to determine the process for completing this work, including whether the Executive Committee should lead the initial review. All updates should be completed by July to prepare for a potential 10/1 Authority launch and clarify new responsibilities.

PUBLIC COMMENT

Susan Stone - Holland
Rosalie Austin – city of Holland
Denise Newhouse - Holland township

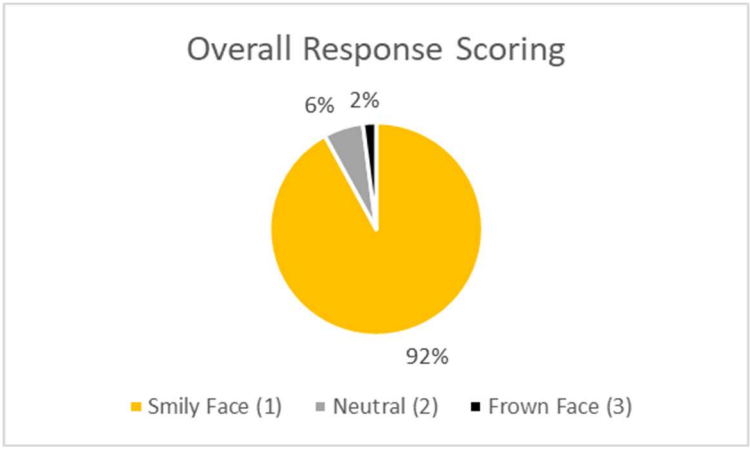
ADJOURN

Bob Davis adjourned the March 9, 2026, CMHOC Performance and Quality Improvement Committee at 4:32 pm.

Beth VanHoven, Secretary

Millage Data and Updates

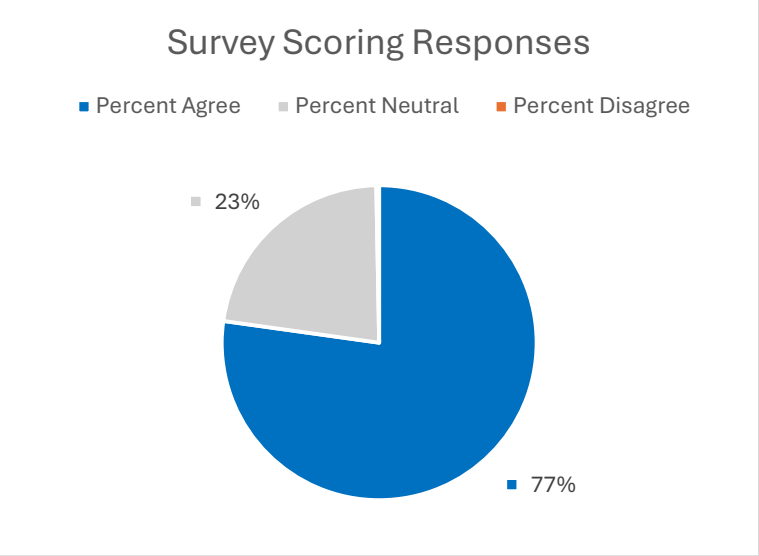
- Social Recreation Updates (Heritage Homes, Extended Grace, Pioneer, REC Connect)
    - Social Recreation unique Individuals served FY25:
        - 943
    - FY25 Crisis Contacts- Names and DOB's from Social Recreation Program
        - 10/1/2024-9/30/2025
        - 1 Inpatient Hospitalization
        - 6 Crisis Contacts
        - Working on updating for FY26
    - 214 Quality of Life surveys have been completed by Social Recreation participants
        - Overall 92% reported "very happy" with the services provided



- One Time Millage Funding Updates of Individuals served (Social Rec & Mental Health Treatment)
    - Beacon of Hope: 372
    - City on A Hill: 75
    - YMCA: 283
    - Mosaic: 120
    - SoBAR: 344
    - Nueva Tierra: 48
- One Time Millage Funding Updates (other programs)
    - Community Access Line of the Lakeshore:
        - Phone Pal: 200 calls with volunteers
        - Lakeshore Hope Connect Portal: Final stages of development, hope to be launched soon.

- 70x7:
  - Successfully able to hire a Director of Recovery Housing to oversee program management and mental health services. Trained staff in trauma informed care.
- Harmony Communities:
  - Successfully able to hire 2 Resident Assistants at both Elmwood Lake and Hudsonville Flats

- One Time Funding Quality of Life Surveys
  - 107 surveys collected
  - Overall 77% responded positively about the specific program



- Other Millage Funded Programs Individuals Served FY25
  - Pathways to Better Health: 404
  - Navigator Programs: 3,183
  - Psychiatric Services at the Jail: 291
  - Holland Drop In Center: 197
  - Senior Reach: 167
  - Clubhouse Scholarships: 17
  - Housing of Urban Development/Permanent Supportive Housing Program: 123
  - Consumer Residential Assistance: 32