Meeting Agenda

CMHOC Performance and Quality Improvement Committee

Board Room – 12265 James Street, Holland, MI 49424

Wednesday, May 13, 2026 – 3:00 pm

Join Zoom Meeting

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

1. CALL TO ORDER – Chair

2. CMHOC MISSION AND VISION STATEMENT

   Mission Statement: *Community Mental Health of Ottawa County partners with people with mental illness, intellectual/developmental disabilities and substance use disorders and the broader community to improve lives and be a premier mental health agency in Michigan.*

   Vision: *Community Mental Health of Ottawa County strives to enhance quality-of-life for all residents.*

3. APPROVAL OF AGENDA

   Suggested Motion: To approve the Agenda for the May 13, 2026 CMHOC Performance and Quality Improvement Committee.

4. CONSENT ITEMS

   Suggested Motion: To approve by consent the following item:

   a. Minutes for the March 09, 2026, CMHOC Performance and Quality Improvement Committee

5. PRESENTATION

   Review of the Customer Satisfaction Surveys – Chelsea Clark

6. STANDING UPDATES

   Access and Crisis Utilization Report *(Attachment A)* – Dr. Michael Brashears

   Authority Transition Update – Dr. Michael Brashears

7. OLD BUSINESS

8. NEW BUSINESS

   Board Access to Utilization Management and Quality Dashboard – Dr. Michael Brashears

   New Inpatient Hospitalization Dashboard *(Attachment B)* – Dr. Michael Brashears

   UM Board Report (*Attachment C*) – Dr. Michael Brashears

Mental Health Millage Update – Dr. Michael Brashears
-Website
-Contract Extensions

9. PUBLIC COMMENT

10. ADJOURN