Meeting Minutes
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

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

Absent:

Staff: Anna Bednarek, Dr. Michael Brashears, Chelsea Clark, Olivia Martin, Amanda Westrate

Guests:

CALL TO ORDER
Bob Davis, CMHOC Committee Chair, called the CMHOC Performance and Quality Improvement Committee to order on May 13 2026 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 May 13, 2026 CMHOC Performance and Quality Improvement Committee.
Moved by: Bird
Support: Duff, VanderZwaag
MOTION CARRIED

CONSENT ITEMS
PQICM 25-006 Motion: To approve by consent the following item:
a. Minutes for the March 09, 2026 CMHOC Performance and Quality Improvement Committee
Moved by: Bird
Support: Duff
MOTION CARRIED

PRESENTATION
Review of the Customer Satisfaction Surveys *(Attachments A & B)* – Chelsea Clark
- The survey results show strong and consistent overall performance across both the adult and youth surveys, with participation across multiple distribution methods including mail, QR code, and the website. Scores are

generally favorable compared to regional CMH benchmarks, though CMH Leadership will continue monitoring all indicators. The use of a standardized national tool has improved the validity and comparability of the data.

STANDING UPDATES

Access and Crisis Utilization Report – Dr. Michael Brashears

- The report highlights how crisis contacts are often successfully de-escalated by CMH staff, preventing unnecessary hospitalizations, and illustrates client flow through the Access "funneling effect." Data shows strong progression through assessment and eligibility, supporting transparency around access to services, with plans to make this dashboard publicly available.

Authority Transition Update – Dr. Michael Brashears

- Due to significant activity on the transition, the update will be presented at the Board Meeting. A copy of the update will also be distributed to all board members in advance for those unable to attend.

OLD BUSINESS

NEW BUSINESS

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

- The discussion focused on identifying what information board members should have continuous access to within the dashboard. The goal is to create a user-friendly portal where Board members, and eventually the public, can easily view key data such as Access, Crisis, and Inpatient metrics. This work supports CMH's commitment to transparency and its efforts toward becoming a Center of Excellence.

New Inpatient Hospitalization Dashboard – Dr. Michael Brashears

- The dashboard provides a detailed view of inpatient utilization, costs, and readmission patterns, emphasizing high-cost areas and factors contributing to the current deficit. The dashboard includes multiple filters, supports clearer cost and eligibility analysis, and will eventually be available to board members, with a more limited, static version planned for the public. This marks a foundational step toward building broader dashboards that support regional comparison, quality improvement, and transparent service monitoring.

UM Board Report – Dr. Michael Brashears

- The report highlights required MMBPIS indicators and notes that recent rule changes have made several measures difficult to meet, prompting a potential shift toward a Same Day Access model. With only two viable state indicators remaining, performance monitoring will continue through CCBHC metrics, the UM Committee, and integration with other dashboards to support ongoing quality review.

Mental Health Millage Update – Dr. Michael Brashears

Website

- The website provides a comprehensive overview of the millage's impact over the years, including service data, impact statements, videos, program highlights, and a personalized tax estimate tool. It serves as a transparent and accessible way to show the community how millage funds are used and the positive outcomes achieved across many programs such as Clubhouse, Senior Reach, Housing Assistance. (www.miottawa.org/cmh/millage)

Contract Extensions

- All one-time contracts were extended from April 30, 2026, to September 30, 2026, allowing services to continue until the anticipated renewal on October 1.

PUBLIC COMMENT

ADJOURN

Bob Davis adjourned the May 13, 2026, CMHOC Performance and Quality Improvement Committee at 4:33 pm.

Beth VanHoven, Secretary

Customer Satisfaction Survey Outcomes

FISCAL YEAR 2025

2 different types of surveys:

- Youth Services Survey (YSS)
- Mental Health Statistics Improvement Program Survey (MHSIP)

Surveys are distributed in June and August

- June: CCBHC Clients
- August: Non-CCBHC Clients

How are surveys distributed:

- Mail
- QR Code
- Website

Fiscal Year 2025

Total MHSIP Survey: 265
Total YSS Survey: 43
Total: 308

MHSIP

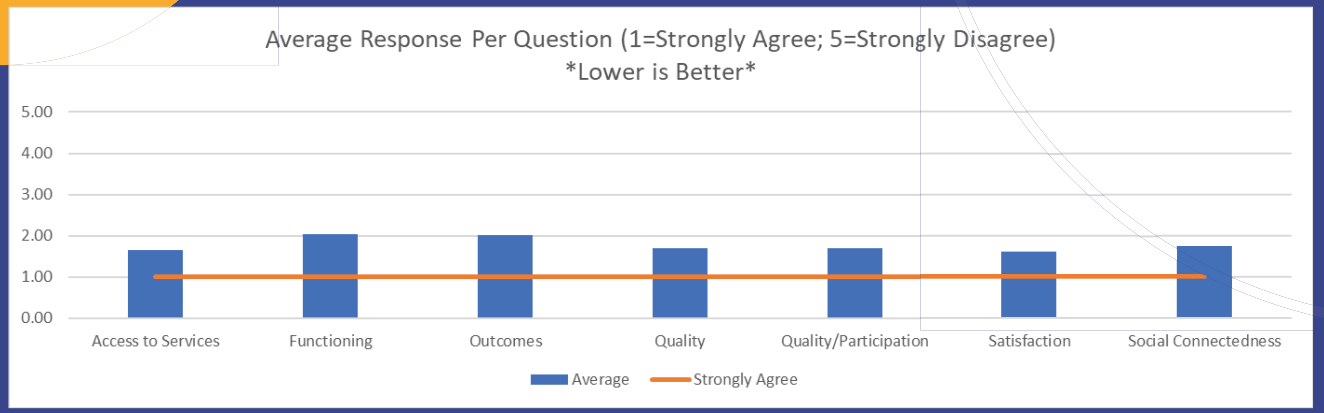
Overview of Survey Questions and Domain

Q#	Question	Domain
1	I like the services I received here.	Satisfaction
2	If I had other choices, I would still get services from this agency.	Satisfaction
3	I would recommend this agency to a friend or family member.	Satisfaction
4	The location of services was convenient (parking, public transportation, distance, etc.).	Access
5	Staff were willing to see me as often as I felt it was necessary.	Access
6	Staff returned my call in 24 h.	Access
7	Services were available at times that were good for me.	Access
8	I was able to get all the services I thought I needed.	Access
9	I was able to see a psychiatrist when I wanted to.	Access
10	Staff here believe that I can grow, change and recover.	Quality
11	I felt comfortable asking questions about my treatment and medication.	Quality/Participation
12	I felt free to complain.	Quality
13	I was given information about my rights.	Quality
14	Staff encouraged me to take responsibility for how I live my life.	Quality
15	Staff told me what side effects to watch out for.	Quality
16	Staff respected my wishes about who is and who is not to be given information about my treatment.	Quality
17	I, not staff, decided my treatment goals.	Quality/Participation
18	Staff were sensitive to my cultural background (race, religion, language, etc.)	Quality
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness.	Quality
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	Quality
21	I deal more effectively with daily problems.	Outcomes
22	I am better able to control my life.	Outcomes
23	I am better able to deal with crisis.	Outcomes
24	I am getting along better with my family.	Outcomes
25	I do better in social situations.	Outcomes
26	I do better in school and/or work.	Outcomes
27	My housing situation has improved.	Outcomes
28	My symptoms are not bothering me as much.	Functioning
29	I do things that are more meaningful to me.	Functioning
30	I am better able to take care of my needs.	Functioning
31	I am better able to handle things when they go wrong.	Functioning
32	I am better able to do things that I want to do.	Functioning
33	I am happy with the friendships I have.	Social Connectedness
34	I have people with whom I can do enjoyable things.	Social Connectedness
35	I feel I belong in my community.	Social Connectedness
36	In a crisis, I would have the support I need from family or friends.	Social Connectedness

MHSIP

	Average Answer per Question (excluding N/A or Blanks): 1=Strongly Agree vs. 5=Strongly Disagree.		
Q#	Question	Average	Strongly Agree
1	I like the services I received here.	1.52	1
2	If I had other choices, I would still get services from this agency.	1.70	1
3	I would recommend this agency to a friend or family member.	1.60	1
4	The location of services was convenient (parking, public transportation, distance, etc.).	1.58	1
5	Staff were willing to see me as often as I felt it was necessary.	1.56	1
6	Staff returned my call in 24 h.	1.68	1
7	Services were available at times that were good for me.	1.56	1
8	I was able to get all the services I thought I needed.	1.74	1
9	I was able to see a psychiatrist when I wanted to.	1.88	1
10	Staff here believe that I can grow, change and recover.	1.62	1
11	I felt comfortable asking questions about my treatment and medication.	1.59	1
12	I felt free to complain.	1.75	1
13	I was given information about my rights.	1.56	1
14	Staff encouraged me to take responsibility for how I live my life.	1.64	1
15	Staff told me what side effects to watch out for.	1.93	1
16	Staff respected my wishes about who is and who is not to be given information about my treatment.	1.55	1
17	I, not staff, decided my treatment goals.	1.82	1
18	Staff were sensitive to my cultural background (race, religion, language, etc.)	1.70	1
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness.	1.80	1
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	1.84	1
21	I deal more effectively with daily problems.	1.90	1
22	I am better able to control my life.	1.95	1
23	I am better able to deal with crisis.	2.06	1
24	I am getting along better with my family.	1.94	1
25	I do better in social situations.	2.05	1
26	I do better in school and/or work.	2.04	1
27	My housing situation has improved.	2.23	1
28	My symptoms are not bothering me as much.	2.15	1
29	I do things that are more meaningful to me.	1.93	1
30	I am better able to take care of my needs.	2.02	1
31	I am better able to handle things when they go wrong.	2.11	1
32	I am better able to do things that I want to do.	2.00	1
33	I am happy with the friendships I have.	1.79	1
34	I have people with whom I can do enjoyable things.	1.74	1
35	I feel I belong in my community.	1.85	1
36	In a crisis, I would have the support I need from family or friends.	1.58	1

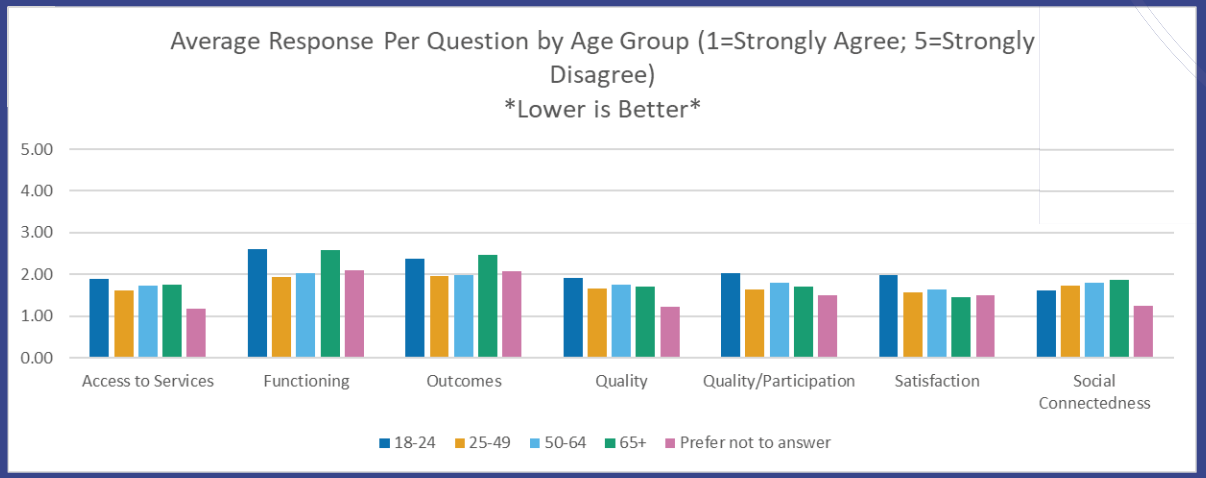
MHSIP



Average Answer per Question Domain (excluding N/A or Blanks): 1=Strongly Agree vs. 5=Strongly Disagree.

Question Domain	Average	Strongly Agree
Access to Services	1.65	1
Functioning	2.04	1
Outcomes	2.02	1
Quality	1.70	1
Quality/Participation	1.70	1
Satisfaction	1.60	1
Social Connectedness	1.74	1

MHSIP



Average Answer per Question Domain (excluding N/A or Blanks) by Age Group: 1=Strongly Agree vs. 5=Strongly Disagree.

Question Domain	18-24	25-49	50-64	65+	Prefer not to answe
Access to Services	1.88	1.60	1.73	1.74	1.17
Functioning	2.61	1.93	2.03	2.58	2.10
Outcomes	2.38	1.96	1.99	2.47	2.07
Quality	1.92	1.66	1.75	1.71	1.22
Quality/Participation	2.04	1.64	1.79	1.71	1.50
Satisfaction	1.98	1.57	1.63	1.44	1.50
Social Connectedness	1.63	1.73	1.79	1.86	1.25

YSS

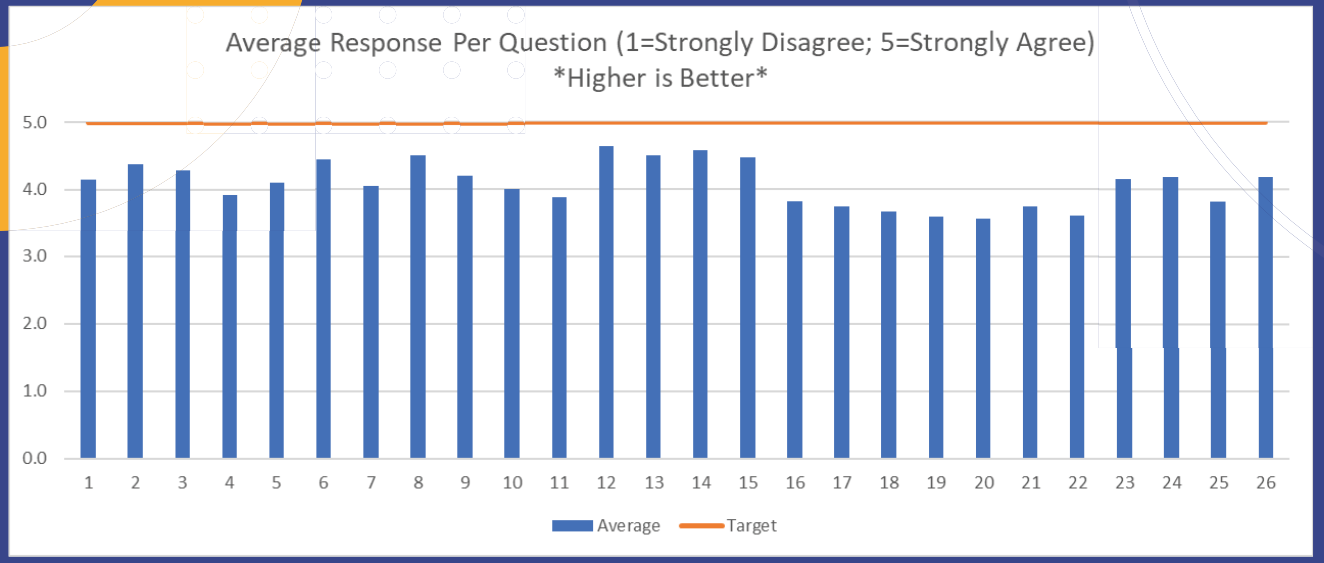
Overview of Survey Questions and Domain

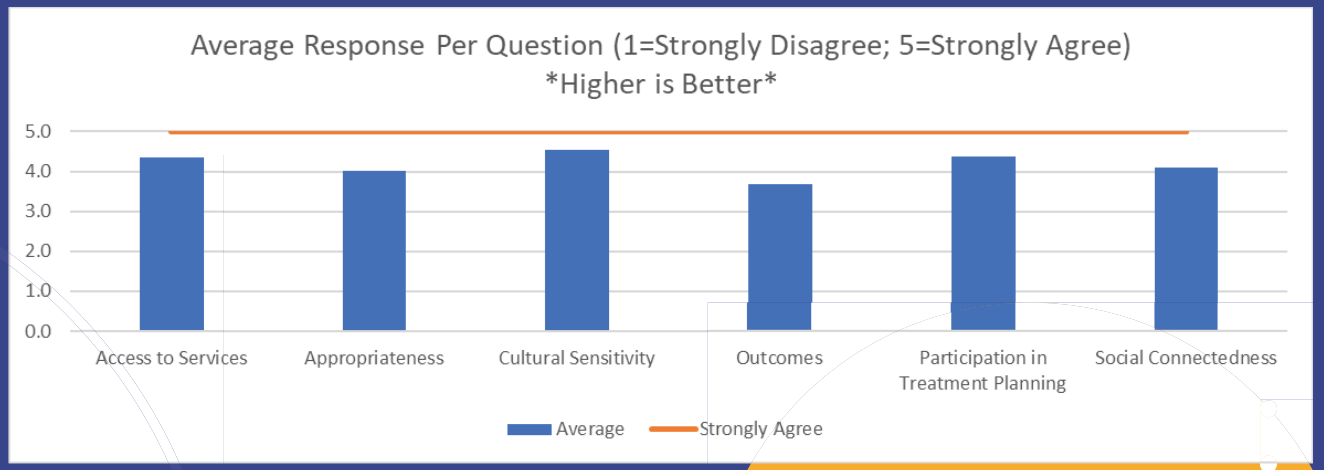
Q#	Question	Domain
1	Overall, I am satisfied with the services my child received.	Appropriateness
2	I helped to choose my child's services.	Participation in Treatment Planning
3	I helped to choose my child's treatment goals.	Participation in Treatment Planning
4	The people helping my child stuck with us no matter what.	Appropriateness
5	I felt my child had someone to talk to when she/he was troubled.	Appropriateness
6	I participated in my child's treatment.	Participation in Treatment Planning
7	The services my child and/or family received were right for us.	Appropriateness
8	The location of services was convenient for us.	Access to Services
9	Services were available at times that were convenient for us.	Access to Services
10	My family got the help we wanted for my child.	Appropriateness
11	My family got as much help as we needed for my child.	Appropriateness
12	Staff treated me with respect.	Cultural Sensitivity
13	Staff respected my family's religious/spiritual beliefs.	Cultural Sensitivity
14	Staff spoke with me in a way that I understand.	Cultural Sensitivity
15	Staff were sensitive to my cultural/ethnic background.	Cultural Sensitivity
16	My child is better at handling daily life.	Outcomes
17	My child gets along better with family.	Outcomes
18	My child gets along better with friends and other people.	Outcomes
19	My child is doing better in school and/or work.	Outcomes
20	My child is better able to cope when things go wrong.	Outcomes
21	I am satisfied with our family life right now.	Outcomes
22	My child is better able to do things he or she wants to do.	Outcomes
23	I know people who will listen and understand me when I need to talk.	Social Connectedness
24	I have people that I am comfortable talking with about my child's problems.	Social Connectedness
25	In a crisis, I would have the support I need from family or friends.	Social Connectedness
26	I have people with whom I can do enjoyable things.	Social Connectedness

YSS

	Average Answer per Question (excluding N/A or Blanks): 1=Strongly Disagree vs. 5=Strongly Agree.		
Q#	Question	Average	Strongly Agree
1	Overall, I am satisfied with the services my child received.	4.1	5
2	I helped to choose my child's services.	4.4	5
3	I helped to choose my child's treatment goals.	4.3	5
4	The people helping my child stuck with us no matter what.	3.9	5
5	I felt my child had someone to talk to when she/he was troubled.	4.1	5
6	I participated in my child's treatment.	4.4	5
7	The services my child and/or family received were right for us.	4.0	5
8	The location of services was convenient for us.	4.5	5
9	Services were available at times that were convenient for us.	4.2	5
10	My family got the help we wanted for my child.	4.0	5
11	My family got as much help as we needed for my child.	3.9	5
12	Staff treated me with respect.	4.6	5
13	Staff respected my family's religious/spiritual beliefs.	4.5	5
14	Staff spoke with me in a way that I understand.	4.6	5
15	Staff were sensitive to my cultural/ethnic background.	4.5	5
16	My child is better at handling daily life.	3.8	5
17	My child gets along better with family.	3.7	5
18	My child gets along better with friends and other people.	3.7	5
19	My child is doing better in school and/or work.	3.6	5
20	My child is better able to cope when things go wrong.	3.6	5
21	I am satisfied with our family life right now.	3.7	5
22	My child is better able to do things he or she wants to do.	3.6	5
23	I know people who will listen and understand me when I need to talk.	4.2	5
24	I have people that I am comfortable talking with about my child's problems.	4.2	5
25	In a crisis, I would have the support I need from family or friends.	3.8	5
26	I have people with whom I can do enjoyable things.	4.2	5

YSS


Average Response Per Question (1=Strongly Disagree; 5=Strongly Agree)
Higher is Better
5.0
4.0
3.0
2.0
1.0
0.0
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26
Average
Target


Average Response Per Question (1=Strongly Disagree; 5=Strongly Agree)
Higher is Better
5.0
4.0
3.0
2.0
1.0
0.0
Access to Services
Appropriateness
Cultural Sensitivity
Outcomes
Participation in Treatment Planning
Social Connectedness
Average
Strongly Agree

YSS

Average Answer per Question Domain (excluding N/A or Blanks): 1=Strongly Disagree vs. 5=Strongly Agree.		
Question Domain	Ave	Strongly Ag
Access to Services	4.3	5
Appropriateness	4.0	5
Cultural Sensitivity	4.5	5
Outcomes	3.7	5
Participation in Treatment Planning	4.4	5
Social Connectedness	4.1	5

Overall Findings

Overall, the customer satisfaction survey results were positive and reflect a strong level of satisfaction with services and supports provided. Clients reported positive experiences across many areas, indicating that services are meeting the needs of individuals and families. While the overall feedback was encouraging, the survey also identified opportunities for improvement related to functioning and outcomes for adults, as well as outcomes for children. These findings highlight the importance of continuing to strengthen services, supports, and interventions that promote meaningful progress and long-term success for those served.

Thank you

Chelsea Clark, LMSW

Director of Community Programs

Community Mental Health of Ottawa County
Executive Summary: Customer Satisfaction Survey – FY25
Dr. Michael Brashears
5/13/26

I am pleased to present a high-level overview of our FY25 Customer Satisfaction Survey results. Overall, the data reflects a positive experience across both our adult (MHSIP) and youth (YSS) service populations, reinforcing that CMHOC continues to deliver responsive, person-centered, and compassionate care to our community. Clients and families consistently reported strong satisfaction across core domains, including access, service quality, cultural sensitivity, and engagement in treatment planning.

Overall Satisfaction & Client Experience
Feedback from this year's surveys indicates that individuals and families feel respected, supported, and heard throughout their care experience. Adult clients expressed strong agreement regarding staff responsiveness, communication, and belief in their ability to recover. Caregivers similarly reported positive interactions with youth-serving staff and confidence in the cultural responsiveness and overall approach to their child's care.

Organizational Strengths
The survey data continues to highlight several strengths across our system:
• A consistently high level of satisfaction with services
• Strong indicators of cultural sensitivity, respect, and trust
• Positive experiences with person-centered treatment planning
• Convenience and accessibility of service locations
• A continued sense of social connectedness and support
These outcomes reflect the dedication of our staff and the strength of our service delivery models.

Opportunities for Continued Improvement
While satisfaction remains strong, the data highlights opportunities to strengthen outcomes in key areas. For adults, respondents noted less progress in domains related to daily functioning, symptom impact, and resilience during crises. For youth, outcomes related to coping skills, school/work functioning, social functioning, and overall family functioning present similar opportunities for targeted enhancement. These findings will help guide our ongoing work to improve day-to-day functioning and long-term recovery for those we serve.

Strategic Implications & Next Steps
These results align with our strategic priorities and reinforce the importance of continuing to expand evidence-based interventions, enhance recovery-oriented practices, and refine service pathways that support meaningful functional improvement.

Clarification Regarding the YSS Tool
Please note that the Youth Services Survey (YSS) is not the same as the Youth Assessment Survey (YAS) administered by the State in schools and through Public Health. The YSS is used only with family members of children under 18 receiving services at CMHOC and is aligned with our Family-Centered Care model. This distinction is important as we continue to ensure clarity and consistency in how we measure and communicate client and family experience.

Conclusion
The FY25 findings confirm that CMHOC remains a trusted and valued provider of mental health services, while also providing a clear picture of where we can continue to strengthen our impact. I look forward to discussing these results and next steps with you as we continue our commitment to high-quality care and meaningful long-term outcomes for the individuals and families we serve.