



Community Mental Health Partnership  
of southeastern michigan

**REGIONAL CUSTOMER SERVICES COMMITTEE**  
**MEETING MINUTES**  
October 8, 2008 from 1:30 p.m. to 4:00 p.m. at Monroe

**Sally Amos-O'Neal, Tim Andrzejewski, Donna Coleman, Bridgitte Gates, Leslie Hall, Phil Moise, Doris Ostrander, Shauna Reitmeier, Kay Ross, Barb Spalding, Vicki Stead, Kathryn Szewczuk, Michelle Wilson**

*(Bolded name indicates present at meeting; non-bolded name indicates absent at meeting)*

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
I. Check In/Review of Minutes & Agenda	<ul style="list-style-type: none"> <li>Approval of September Meeting Minutes</li> <li>Approve Agenda</li> </ul>	<b>PCP orientation and significant change added to the agenda</b>	All
II. NCQA Standards	<ul style="list-style-type: none"> <li>Regional CS Policy in process; comments will come back through the Regional CS Committee.</li> <li>AEC addressed module for ease of grievance tracking.</li> </ul>	<b>October 16<sup>th</sup> is date for feedback return from affiliates</b>	Committee Members
III. -Quarterly Report -Yearly CS Report -CS Conference 9/22 feedback	<ul style="list-style-type: none"> <li>Grievance reporting tabled until next meeting.</li> <li>Yearly CS Report: Discussion on clarity of words/phrases/interpretation of survey questions.</li> <li>Conference feedback positive; "fish video" effective; mystery shopper will take place in January-any county may participate; addressing long-term vision.</li> </ul>	<b>-Add quarterly grievance reporting to 11/08 agenda</b> <b>-Raise question threshold to 95%</b> <b>-Incorporate "fish video"?; identify better definition of "grievance"</b>	Kay Sally
IV. Best Practices from Charge – Indicator 3	<ul style="list-style-type: none"> <li>Tabled until next meeting.</li> </ul>	<b>Add to 11/08 agenda</b>	Kay
V. Customer Service Training	<ul style="list-style-type: none"> <li>Tabled for future meeting. Members discussed implementation date; suggested that meeting packets be sent by mail one week prior to the meeting.</li> </ul>	<b>Mail and/or email meeting packets to members</b>	Kay
VI. Brochure Updates	<ul style="list-style-type: none"> <li>Changes complete, ready for print. Local updates needed for Guide to Services. Means for distribution discussed (given at PCP meeting).</li> </ul>	<b>All updates to be returned for Guide to Services</b>	Sally
VII. Grievances	<ul style="list-style-type: none"> <li>Kay Ross brought forward grievance for feedback.</li> </ul>	<b>Members to bring grievances forward to the committee each month.</b>	All



AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
VIII. Community Outreach/Info Sharing	<ul style="list-style-type: none"> <li>Members reported upcoming events at their CMH</li> </ul>	<b>Feedback shared at next meeting; questions presented at Advisory Council for feedback</b>	All
IX. Other - Orientation implementation for PCP - Significant Change	<ul style="list-style-type: none"> <li>“Phases” suggested for PCP orientation; periodic sessions on a set date for new people; informational video; DVD playing in lobby; information availability online for consumers/family members for at-home viewing.</li> <li>Members reviewed significant change in CLS services procedures and letters that were mailed out.</li> </ul>	<b>Members to bring back additional ideas to next meeting</b>	All
X. Check Out/Next Meeting	<ul style="list-style-type: none"> <li>The meeting adjourned at 4:14 p.m. The next meeting is scheduled for November 12th at WCHO</li> </ul>		