



Community Mental Health Partnership
of southeastern michigan

AFFILIATION CUSTOMER SERVICES COMMITTEE
MEETING MINUTES
November 12, 2008 from 1:30 p.m. to 4:00 p.m. at LLRC

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, and Doris A. Peoples, Recorder

(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 (10 min) | <ul style="list-style-type: none"> • Approval of October Meeting Minutes – IX corrected to read Affiliation instead of Lenawee CMH • Additions to the Agenda – Under Other/Reception Staff Warm Welcome | | <ul style="list-style-type: none"> • All |
| II. Old Business (15 min) | <ul style="list-style-type: none"> • Guide To Services <ul style="list-style-type: none"> ○ Significant updates were received from PRU ○ Include flap to include brochures • Other brochures • Fish video – rented by Monroe <ul style="list-style-type: none"> ○ Could be used to supplement the Customer Services Training | <ul style="list-style-type: none"> • Incorporate corrections • If too costly, stick to standard procedure for Guide • Independent Facilitation will remain a separate brochure • Remove Kay's comments from Bill of Rights and Independent Facilitation • Choices - change from CSTS to CMH throughout document • Follow up with CSTS on running own brochures • Follow up with M. O'Hare if video available for next meeting | <ul style="list-style-type: none"> • Sally • Sally • Sally |



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| | <ul style="list-style-type: none"> • Additional ideas for PCP orientation – Customer Services to develop/coordinate different methods of distributing information; i.e. on-going orientation • CLS Letter to consumers/guardians | <ul style="list-style-type: none"> • Follow up with RCAC and local consumer groups • Include orientation/update meeting info when notice of annual PCP is given to sup. coordinators • Update PI in December • PI is planning to send email to staff to explain what happened | <ul style="list-style-type: none"> • All/February kick off |
| III. NCQA Standards | <ul style="list-style-type: none"> • Discussion on standards | <ul style="list-style-type: none"> • Policy to consultant for review | <ul style="list-style-type: none"> • Sally/Shauga |
| IV. Quarterly Report | <ul style="list-style-type: none"> • Quarterly Customer Services Report <ul style="list-style-type: none"> ○ Review Grievance ○ Inquiry model is a work in progress | <ul style="list-style-type: none"> • Tabled until December • Present calendar to propose time frames for ongoing grievance and satisfaction data | <ul style="list-style-type: none"> • Shauna |
| V. Best Practices from Charge – Indicator 3 | <ul style="list-style-type: none"> • Discussion of results of interviews | <ul style="list-style-type: none"> • To be completed by for January meeting Shauna to get affiliation results to Kay • Develop theme from answers. | <ul style="list-style-type: none"> • Shauna • Leslie |
| VI. Customer Service Training | <ul style="list-style-type: none"> • Discuss next steps/trainers, schedule trainings, etc. <ul style="list-style-type: none"> ○ Page 1 change Regional to Affiliation (see fine print) ○ Slide 6 change to “we all are Customer Services” ○ 2 slides after Customer Services roles, under definition for grievance delete “other than adverse action which does not involve a rights complaint.” ○ Nuts and bolts of WCHO CS, delete WCHO ○ Each CMH to put their own info here, include after hours by appt. or make it very general ○ Last section is a repeat of all slides - delete whole | <ul style="list-style-type: none"> • Number pages and slides | <ul style="list-style-type: none"> • Leslie |



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| | <p>section)</p> <ul style="list-style-type: none"> ○ Page 10 – grievance process – no statute of limitations should be changed to “can be filed at anytime.” ○ For grievance process change to “will accept, but may not be able to act.” ○ Managing opposition to change – using therapeutic binds (examples requested) to facilitate questions also Elegant Options as well. Information will be included in CS training. ○ Page after Elegant Options should read “why are problem solving skills a part of CS.” ○ Culture of Gentleness; i.e. consultation draft – slides should be tweaked to match state language; ○ Include Recovery ○ Include Stigma (reference Ambassador Handbook) | <ul style="list-style-type: none"> • Statement referencing statute of limitations should be changed to “can be filed at any time.” • Train the Trainer Training to be provided to CS Committee who will train staff <ul style="list-style-type: none"> ○ B. Spalding to assist ○ Staff training - Limit training to 15 people to avoid group mentality ○ Train the Trainer Training scheduled for Friday, Feb 13; LLRC, 12 – 4 p.m. by Leslie ○ Staff training to commence in March 09 | <ul style="list-style-type: none"> • Leslie • CS Committee |
| VII. Grievances | <ul style="list-style-type: none"> • Discuss grievances/get feedback | <ul style="list-style-type: none"> • Examples of grievances were given which could be handled by Rights, Customer Services or both. | |



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| VIII.DD Peer Support | <ul style="list-style-type: none"> • Discuss Leslie's findings/make recommendations – no report • There is no distinction as to whom Peer Supports serve • Statewide workgroup being developed to move best thinking forward • Local venture to develop guidelines is being discussed | <ul style="list-style-type: none"> • A complete report will be given at the December mtg. | <ul style="list-style-type: none"> • Leslie |
| IX. Community Outreach/Info Sharing | <ul style="list-style-type: none"> • Each CMH share happenings <ul style="list-style-type: none"> ○ <u>Livingston</u> – workshop held “Coping with Voices” and a Planning retreat is scheduled for January. ○ <u>Monroe</u> – An engagement Tool will be completed by consumers and Peer Supports starting next year (4 times a year) to determine how consumers are being engaged during their PCPs; i.e. do they feel involved, are they being listened to and why this is happening, etc. Outcomes will be measured. Working with students from ISD at Isadore farms; high functioning consumers to learn skills and serve as job coaches to asst students. Working with Board on community perception; nightly meetings held. In March a networking fair will be held. ○ <u>Washtenaw</u> – Bi-annual Town Hall Meeting; next year a community dinner will be held in lieu of the Town Hall; the Drop In Center and Club house will provide food at no cost to facilitate discussions. Staff presented at NAMI Family Day and connected with a different group of individuals. Community leaders were in attendance. ○ <u>Lenawee</u> – the first community forum was held; kudos to Sharon and Kay; Leslie did a great job of facilitating. 100 people attended. Staff, the Board, consumers and community leaders attended. | <ul style="list-style-type: none"> • Follow up on confidentiality issues | <ul style="list-style-type: none"> • All • Bridgette |
| X. Other (15 min) | <ul style="list-style-type: none"> • State Concept Paper • Christmas celebration | <ul style="list-style-type: none"> • Tabled until next meeting • We will have lunch brought in | |



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| | <ul style="list-style-type: none"> December Agenda Items | | |
| XI. Check out/next agenda | <ul style="list-style-type: none"> December Agenda Items <ul style="list-style-type: none"> NCQA update Time frames – reporting grievances DD Peer Support Showing of Fish Video (tentative) Discuss State Concept Paper | <ul style="list-style-type: none"> | |