



Community Mental Health Partnership  
of southeastern Michigan

**REGIONAL CUSTOMER SERVICES COMMITTEE  
MEETING MINUTES**

**January 9, 2008 from 1:30 p.m. to 4:00 p.m. at LLRC**

**Bridgitte Gates, Shauna Reitmeier, Kay Ross, Kathryn Szewczuk, Jan Baltzell, Barb Spalding, Leslie Hall, Sally Amos, Donna Coleman and CJ Witherow**  
(*Bolded name indicates present at meeting; non-bolded name indicates absent at meeting*)

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
<b>I. Check In/Review of Minutes &amp; Agenda</b>	<ul style="list-style-type: none"> <li>Approval of November Meeting Minutes</li> <li>No meeting in December</li> </ul>		
<b>II. M3P Project</b>	<ul style="list-style-type: none"> <li>Presentation by Pamela Demetri and Darrell Tanski, Psychiatrist</li> </ul>	<ul style="list-style-type: none"> <li>Presentation to RCAC to be scheduled</li> </ul>	<b>Sally</b>
<b>III. Community Outreach among the affiliation</b>	<ul style="list-style-type: none"> <li><b>State PR/CS Update</b> <ul style="list-style-type: none"> <li><b>Walk A Mile</b></li> <li>Sally and Bridgitte are a part of a workgroup for the walk a mile and will be collecting consumer statements from all counties</li> <li>Sally is on a Anti-stigma workgroup to focus on children, tweens, teens and elderly. A pamphlet will be developed with a universal message geared toward all age groups.</li> <li>Books specific to Michigan from kinder to 2<sup>nd</sup> grade providing ways to teach through school system.</li> <li>Suicide Workgroup gerontology magnets were great. Meals on wheels carry with them. A catch phrase being is discussed.</li> <li>Customer Services Yahoo workgroup will be taken off the website.</li> <li>Judy Web presented Guide to Services information. Only 4 PIHP's passed. There are no plans to update the guide in 2008.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Reorders for annual submissions will be placed</li> </ul>	<p><b>Sally</b></p> <p><b>Doris</b></p> <p><b>Doris</b></p> <p><b>All</b></p>



AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
	<ul style="list-style-type: none"> <li>▪ Regional guide lacked references to the Guides availability in Spanish and Braille</li> <li>▪ Lacked a bullet stating individuals could obtain information by contacting Customer Services</li>   <li>○ A state-wide initiative for continuity in grievance and appeal is moving to state level.</li> <li>○ A standards group developed Access Guidelines are pending approval.</li> <li>○ Mystery Shopper sub committee is pending. A commitment was made by all to secret shop. Seven (7) questions will be asked. CS agents will share their findings with the local CS agent.</li> <li>○ <b>Local Community Outreach Sharing:</b> <ul style="list-style-type: none"> <li>▪ <b>Lenawee</b> <ul style="list-style-type: none"> <li>▪ A Victim Services Unit is being set up in conjunction with the Sheriff's Dept. 35 people will accompany police on unexpected death calls to help connect people to services.</li> <li>▪ MI sheriffs Assn. to provide training on the Yellow Ribbon Suicide Prevention for 20 people who will go into schools. It is a CMH led with a workgroup of 80. Sites scheduled for training               <ul style="list-style-type: none"> <li>▪ Adrian college</li> <li>▪ Michigan Works</li> </ul> </li> <li>▪ Homeless Coalition continuum of care to develop own speakers bureau assisted by K. Ross</li> <li>▪ Youth website is in progress</li> <li>▪ Speaker to talk to school and colleges about substance abuse.</li> <li>▪ Children's group doing "What's Going On with Sed"</li> </ul> </li> <li>○ <b>Livingston</b></li> </ul> </li></ul>	<ul style="list-style-type: none"> <li>• Current cover to reflect 2008</li> <li>• Place order for 4000</li> <li>• Affiliates to share reserve with Washtenaw</li> <li>• The final .pdf doc will be sent to Regional Customer Services Committee for use</li> </ul>	<p><b>Doris</b></p>



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	<ul style="list-style-type: none"> <li>○ “Don’t Call Me Nuts” Campaign completed. 12 people participated. Group was well attended.</li> <li>○ Leadership Training being held again.</li> <li>○ <b>Washtenaw</b> <ul style="list-style-type: none"> <li>▪ Public Health statistics</li> <li>▪ The CSTS consumer group branched out to connect to other groups. Resources are being pulled together by P. Cowan which includes misc. video presentations to get the message out; i.e., Walk a Mile Rally, Speaker Bureau, Ambassador Training. The effort is Consumer run.</li> <li>▪ Art Show and Anti-stigma is under the Events Planning Committee</li> </ul> </li> <li>○ <b>Monroe</b> <ul style="list-style-type: none"> <li>▪ DD Family meetings are being held around what’s important to them:               <ul style="list-style-type: none"> <li>○ Consumers moving into the community,</li> <li>○ 3 main items of discussion: Skill building, safety and socialization</li> <li>○ Action items will be developed and carried out                   <ul style="list-style-type: none"> <li>○ Families feel they are being heard</li> <li>○ Consumers want to work in the community</li> <li>○ Ideas are being provided to consumers</li> </ul> </li> </ul> </li> <li>▪ MI Family meetings will begin in May</li> <li>▪ CAC has 11 members, bylaws, visions, goals, procedures for new members and an application process has been developed. A workshop will be held on teambuilding and Leslie will do Leadership training and “Don’t Call Me Nuts”.</li> <li>▪ A community stigma campaign will be developed.</li> <li>▪ A yearly report will be presented to the Board.</li> <li>▪ CAC will partner with peer supports to do work in the community.</li> </ul> </li> </ul>		



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<b>IV. Alignment Mtg.</b>	<ul style="list-style-type: none"> <li>• Update from Jan – materials were brought back for distribution. Topics of discussion included:               <ul style="list-style-type: none"> <li>○ Values were principles and listed for consideration.</li> <li>○ A study will be done on the Access Report in terms of how services should be provided across the affiliation.</li> <li>○ Part of the recommendation will be to do Access the same across the affiliation.</li> <li>○ Consumer representatives will be obtained.</li> <li>○ The UR Committee is reviewing the data for services to GF consumers.</li> <li>○ The AEC took the lead on the Fidelity Measure discussion.</li> <li>○ The Fidelity Scale was discussed.</li> </ul> </li> </ul>		
<b>V. Accessibility Policy</b>	<ul style="list-style-type: none"> <li>• Telecommunication insert</li> </ul>	<ul style="list-style-type: none"> <li>• Tabled.</li> </ul>	<b>Sally to bring regional policy to next meeting</b>
<b>VI. PCP Packet</b>	<ul style="list-style-type: none"> <li>• Regional packet that is handed out for PCP is a HSAG requirement</li> </ul>		
<b>VII. Professional Development – C.S. training</b>	<ul style="list-style-type: none"> <li>• The CSSN reviews identified a gap in how clinical staff could utilize Customer Service.               <ul style="list-style-type: none"> <li>○ An HSAG requirement is there be no wrong door.</li> </ul> </li> <li>• Ambassador Training can be done at Orientation. The book can be distributed for new staff and a refresher provided for others along with Anti-stigma.               <ul style="list-style-type: none"> <li>○ A curriculum needs to be identified.</li> </ul> </li> <li>• Web based affiliate trainings are in the works. Larry to Champion.</li> </ul>	<ul style="list-style-type: none"> <li>○ The recommendation was to provide new staff with the Ambassador Handbook at orientation with a walk along.</li> <li>○ Follow up with D. Virgo regarding connecting Customer Services Training to Rights.</li> </ul>	<b>Bridgitte</b>



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<b>VIII. Bill of Rights Brochure/Policy</b>	<ul style="list-style-type: none"> <li>• Review final draft</li> </ul>	<ul style="list-style-type: none"> <li>• Regional affiliation number to be added</li> <li>• Livingston's 800 number to be added</li> <li>• Final draft to be provided in February.</li> </ul>	<p><b>Sally</b></p> <p><b>Sally</b></p> <p><b>Sally</b></p>
<b>IX. Inquiry/Grievance Workgroup Update</b>	<ul style="list-style-type: none"> <li>• Trainings are being changed (CJ)               <ul style="list-style-type: none"> <li>○ Local affiliates will do own initial and refresher PCP Trainings. There will be no regional training.</li> <li>○ There will be on regional Self Determination Training.                   <ul style="list-style-type: none"> <li>• CJ will handle this training                       <ul style="list-style-type: none"> <li>○ Input will be obtained from UR and outside the system</li> <li>○ Training will be geared toward staff authorization of services</li> <li>○ Refresher training is being revised.</li> </ul> </li> </ul> </li> <li>• A powerpoint presentation for clinical and non-clinical staff will be sent to PD and will incorporate the UR Manual. The timeframe is 2 years.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Send to Professional Development and Customer Services</li> </ul>	<p><b>CJ</b></p>
<b>X. Check Out/Next Agenda Items</b>	<ul style="list-style-type: none"> <li>• February – ORR, Regional Consumer Celebration, Develop C.S./Best Practices from Charge, Indicator 3 &amp; 4</li> <li>• ORR CS training piece with Rights</li> <li>• Community Outreach Sharing</li> <li>• Accessibility Policy</li> <li>• Bill of Rights Policy</li> <li>• Best Practices Indicators 3 and 4</li> <li>• Regional CS celebration.</li> <li>• 1<sup>st</sup> qtr grievance data needs to be sent to Bridgitte</li> </ul>		<p><b>All</b></p>