



Community Mental Health Partnership
of southeastern michigan

REGIONAL CUSTOMER SERVICES COMMITTEE
MEETING AGENDA
March 12, 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, Trudy (last name), Denice Virgo

(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 (5 min)	<ul style="list-style-type: none"> Approval of January Meeting Minutes No February meeting 		
II. ORR (40 min)	<ul style="list-style-type: none"> <u>Updates/Professional Development Training</u> – Customer Service Training should be included with Rights Training and added to the Provider Training Grid. Grievance and Appeal Training was also identified to partner with Customer Services. <u>Affiliates Rights Advisory Committee</u> – the purpose of the group was to review data, brochures, etc. generated by ORR. Tasks were requested. Purpose of next meeting is to brainstorm, raise conscientiousness to make people aware of the function, get the word out better, and how they can be of assistance. 	<ul style="list-style-type: none"> Discuss Leslie’s Training at next meeting Lenawee to provide procedures to all for contacting Customer Services Lenawee’s memo to be revisited at next meeting Next meeting April 24; Kathryn to attend. 	Kay
III. Community Outreach among the affiliation (60 min)	<ul style="list-style-type: none"> <u>State PR Update</u> – <ul style="list-style-type: none"> Customer Services focused on the Walk A Mile Rally; shirts left from last year are available. Registration starts at 12:30 (no exceptions). The rally will start at 1:30. Statewide Traveling Art show will be display at 	<ul style="list-style-type: none"> Discuss transportation at next meeting Lenawee to display art at a local gallery Send “Save The Date” notice for Sharing Hope 	Kay



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	<p>Sharing Hope in October 23, St. Luke, Ann Arbor, MI.</p> <ul style="list-style-type: none"> ○ The Ambassador Handbook will be reprinted to include DD language. ○ Anti Stigma/Discrimination Focus Group collaborating with state to apply for a block grant. Look Closer is the caption. ○ Mystery shopper will be conducted twice a month by counties who indicated an interest to monitor the process. AEC approval required. <ul style="list-style-type: none"> • <u>Regional PI Update/AEC reporting</u> – The PI structure was changed by the AEC to get more involvement from consumers and stakeholders. PI and management committees were developed. The liaisons will meet and make recommendations to PI. 3rd Monday of every month the chair of each PI and Management committees will attend AEC to talk about shared governance and leadership opportunities. Opportunities, barriers and what is working well for cross learning will be taken back to the locals for discussion. • <u>Lunch/Retreat/White Elephant</u> –what do we want to do? • <u>Due Process and Appeals Committee</u> - Sunset • <u>Consumer Representation on committee</u> – A discussion was held about other avenues to obtain input. • <u>Sharing/Ideas</u> - KR to bring initial survey letter. It was agreed surveys to be done in packets. Consumer orientation should be consumer-run or peer support function. Victim services unit started in Lenawee. Yellow Ribbon Training discussed. 	<ul style="list-style-type: none"> • Add Mystery Shopper to next agenda. • Get more members with a stronger connection to RCAC. 	<p>Bridgitte</p> <p>Leslie</p>
IV. Bill of Rights Brochure/Policy (5 min)	<ul style="list-style-type: none"> • Sally to bring brochure and policy for approval. 	<ul style="list-style-type: none"> • Comments requested by end of the week. 	
V. Break (10 min)			



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VI. Accessibility Policy (5 min)	<ul style="list-style-type: none"> Sally to bring policy – make regional? 		
VII. Inquiry/Grievance Workgroup Update (10 min)	<ul style="list-style-type: none"> Customer Services is working to develop a grievance and inquiry system that can be used by everyone in the state. A state group meeting for Customer Services training will take place on Sept. 22. Mike Kielhorn will talk about access and customer services standards, the launch of electronic data for grievance and inquiry. Training components will be identified. The topic will be consumer involvement and how to create buy in locally. 		
VIII. Develop Best Practices from Charge – Indicator 3 & 4			
IX. Check Out/Next Agenda Items (5 min)	<ul style="list-style-type: none"> April –Regional Consumer Celebration 		