



Community Mental Health Partnership
of southeastern Michigan

**REGIONAL CUSTOMER SERVICES COMMITTEE
MEETING MINUTES**

April 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, CJ Witherow,
(*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 March Meeting Minutes Approve Agenda 	Approved with corrections	
II. Regional PI & Satisfaction Survey (5 min)	<ul style="list-style-type: none"> PI Committee Representation – Leslie will attend the PI committee. If she cannot attend then she should contact the alternate. Satisfaction Survey – 2 questions to be added. Procedures will be revised to facilitate aggregate data. Target date May 	<ul style="list-style-type: none"> Kathryn, Alternate Attendees: Leslie, Shauna Send information for input Develop questions; set target date Add survey to agenda Meet with Jan to expedite Touch base with all affiliate staff who aggregate data; with one week turnaround Survey to be sent to Customer Services for distribution locally 	Shauna Shauna Bridgitte Shauna Shauna Shauna
IV. Elect Co-Chair (5 min)	<ul style="list-style-type: none"> Co-chair When Kay's term expires: Chair Co-chair Meet to transition responsibilities to new chair 		Leslie Leslie/Barb Sally Amos Shauna, Kay, Bridgitte



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V. Develop Best Practices from Charge – Indicator 3 & 4 (15 min)	<ul style="list-style-type: none"> • Look at Strategic Plan/Indicator Worksheet • Define information that will allow us to most effectively measure the progress and success • Choose bench-mark or target % for indicator • Create Indicator Statements • State Numerator/Denominator 	<ul style="list-style-type: none"> • Develop key questions by June <ul style="list-style-type: none"> • Do you feel voice heard? • Are you engaged? • Are statements meaningful? • How can we do better? • Do you know why you are on The committee? • Obtain consumer input • Set a baseline • Brainstorm ideas to be drafted by PI • Technical assistance needed • Collect data 	<p>Shauna & Kay</p> <p>CS Committee</p> <p>All</p>
VI. Affiliation RR mtg. (5 min)	<ul style="list-style-type: none"> • No report 	<ul style="list-style-type: none"> • Clarification of expectation <ul style="list-style-type: none"> ○ Present Customer Services ○ Obtain support/promote customer service on the local level ○ Bridge with Rights to facilitate the “No Wrong Door Approach” 	
VII. Customer Services Training for Staff (30 min)	<ul style="list-style-type: none"> • Leslie to share and obtain feedback <ul style="list-style-type: none"> ○ A detailed overview with handouts were provided ○ Committee follow up will be needed to strengthen the message and assist staff in creating a culture that supports Customer Services. ○ Customer Services is not a department but who we all are, which is much broader. ○ Thus the title creating an environment for empowerment. ○ The information is researched based. • Feedback <ul style="list-style-type: none"> ○ Add experiences for consistency (Jan) ○ Offer Social Work CEU’s with triple CEU’s to the 	<ul style="list-style-type: none"> • Make revisions <ul style="list-style-type: none"> ○ Include cultural differences ○ Add cultural competency definition to first page ○ Pull info from Cultural Competency Policy ○ Incorporate shared vision and mission to facilitate discussion of recovery and resiliency in terms of how to create a culture to foster it. ○ Add key concepts and county nuances ○ Include a note section of the 	<p>Leslie</p>



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	<p>facilitators</p> <ul style="list-style-type: none"> ○ Introduce the training by discussing the culture to be created building on a culture of strength and success along with identifying gaps in the system ○ Other corrections <ul style="list-style-type: none"> ▪ 1st page talked about how hard it is to walk through the door ▪ Attach exercises to prevent 2 hour lecture ▪ If adding stories, put in the notes; i.e. prompts ▪ Add contact at end ▪ Words that need a simple explanation should be highlighted 	<p>slides</p> <ul style="list-style-type: none"> • Target audience: All staff • Recommendation of committee <ul style="list-style-type: none"> ○ Required training ○ Required for all new staff within 3 months of hire ○ Offer every 4 months • Possible Trainers - Livingston, GERALYN (Monroe), Lauren, Pat Cowan (CSTS), Jan. • Use co-facilitation model • Take to Professional Development • Send powerpoint about the role of Customer Services • Add to next agenda 	<p>Jan Sally Bridgitte</p>
<p>VIII. Develop a Mystery Shopping program for Affiliation (15 min)</p>	<ul style="list-style-type: none"> • State Customer Services will be available in April or May • A pilot is in process via the telephone <ul style="list-style-type: none"> ○ The state would place calls to the Call Center ○ The call would end "You've Been Mystery Shopped" ○ The call should not be placed in the phone Q ○ Data will be available in June 	<ul style="list-style-type: none"> • Develop affiliation Mystery Shopper • Decision to AEC • Add to agenda for June 	<p>Bridgitte</p>
<p>IX. Break (10 min)</p>			
<p>X. Community Outreach among the affiliation (45 min)</p>	<ul style="list-style-type: none"> • State PR Update – set up discussed. Tents for each region will be available as protection from the weather <ul style="list-style-type: none"> • Early arrival is discourage • Check in begins at 12:30 • The walk will start at 1:30 • No food will be provided • Lunch/White Elephant 	<ul style="list-style-type: none"> • Follow up - Each CMH to donate \$200 • The July meeting in Livingston will end at 3:00 p.m. to promote Christmas In July at Tomato 	



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	<ul style="list-style-type: none"> • May meeting - Cancelled due to "Walk A Mile" • Increasing Customer Services Awareness <ul style="list-style-type: none"> ○ Anti- stigma is still in works ○ "Look Closer" is the theme with partner for DCH paying for advance ○ DCH to upkeep website. ○ Ambassador training is being done in Grand Rapids. • Sharing – Each affiliate gave an update of local events 	Brothers	
XI. RCAC Supported Community Membership		RCAC was much in support of having more consumers on the Reg. C.S. committee and would like to see consumers outside of RCAC on the committee also.	
XII. Check Out/Next Agenda Items (5 min)	<ul style="list-style-type: none"> • June Agenda Items: <ul style="list-style-type: none"> • ORR • C.S. Satisfaction Survey • Inquiry/Grievance Workgroup Update • NCQA • Develop Best Practices from Charge (questions drafted) • Affiliation RR meeting update • Community Outreach Sharing • CS Training - update (Leslie) (set timelines) • Increasing C.S. Awareness • Orientation for new consumers • Mystery Shopping 		