



Community Mental Health Partnership  
of southeastern michigan

**REGIONAL CUSTOMER SERVICES COMMITTEE**  
**MEETING MINUTES**  
**August 13, 2008 1:00 p.m. to 4:00 p.m., Lenawee**

**Shauna Reitmeier, Kay Ross, Kathryn Szewczuk, Jan Baltzell, Barb Spalding, Leslie Hall, Sally Amos, Sharon Smith, Michelle Wilson, Doris Beckey, Heather, Phil Moise, Vicki Stead, Tim Androyljenski, Bridgitte Gates, 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
1. Check In/Review of Minutes & Agenda	July meeting minutes were approved. Approve Agenda with the following additions: o Peer support for DD		
2. NCQA Standards	Discussion on standards.  A list of acronyms is desired.	The policy writer will complete the updates and send out a final draft for a final review. Should be available Mon. Email a list of acronyms.	Committee members  Sally
3. Best Practices from Charge – Indicator 3	Survey of Consumers on Committees. (All local boards and board subcommittees.)	<ul style="list-style-type: none"> <li>• Names have been gathered.</li> <li>• A letter will be sent to each of the consumers on the list with a list of questions that will be asked.</li> <li>• Each person will be interviewed by the end of September.</li> <li>• The report will be submitted to AEC by the end of September.</li> </ul>	Kay/Shauga



<p>4. Customer Service Training</p>	<p>Heather and Leslie each did research and worked on possible power point presentations. Discussion to determine: What do we want? For the all staff training.</p>	<p>Merge the two view points into one presentation. (within the month)          Training to create a welcoming atmosphere.          The Power Point presentation will be sent out prior to the next meeting for all members to review for discussion.          To be finalized in September.          Send the final product to professional development by the 4<sup>th</sup> Friday in Sept.</p>	<p>Leslie/Heather.</p>
<p>5. Brochure updates</p>	<p>Each brochure will have a publication date. See the attached list for required or optional brochures. The documents should eventually be on the Affiliation website.</p>	<p>Provide a copy of all brochures for the next meeting. (15 copies)</p>	<p>Sally</p>
<p>6. Grievances</p>	<p>With Encompass the tracking will be more consistent across the Affiliation.</p>	<p>Eventually the information will be tracked in Encompass. At that point the frequency of reviews will be determined. Reviews of grievances will be done at least quarterly, more often if needed.</p>	
<p>7. Information Sharing</p>	<ul style="list-style-type: none"> <li>• Voice mail/customer service live person State Standard</li> <li>• Quarterly CS report.</li> </ul>	<ul style="list-style-type: none"> <li>• Table until next month</li> <li>• Not complete. The form will be changing. Visuals are still desired.</li> </ul>	<p>Shauna  Kay</p>



<p>8. Community outreach sharing</p>	<ul style="list-style-type: none"> <li>• Monroe: It seems consumers were not able to work at the fair booth</li> <li>• State Customer Service Conference: Crystal Mountain. September 22</li> <li>• Public Relations: MACMHB Conference, Traverse City October 10-12.</li> <li>• Washtenaw:             <ul style="list-style-type: none"> <li>○ Received a grant to produce a DVD for Anti-Stigma "Believe In ME"</li> <li>○ CSTS is forming a community response team with paid staff that will be available 24/7. Peer supports are being worked into the process.</li> </ul> </li> <li>• Lenawee: Did 2 live remotes with Project Fresh promoting voters registration. (8 new people registered.)             <ul style="list-style-type: none"> <li>○ Presentation to the police chiefs</li> <li>○ Publicity with Eric Estrada</li> <li>○ Presentations at the colleges</li> <li>○ Presentations/Workshops planned with the Chamber of Commerce on Suicide/Substance Abuse prevention.</li> <li>○ A Domestic Violence and the Bible workshop is being developed with the DV Task Force for October 6 (1/2 day pm)</li> </ul> </li> <li>• Livingston: Did a series of recovery workshops.</li> </ul>	<ul style="list-style-type: none"> <li>• Give the information to Bridgette for further conversation and for planning next year.</li> </ul>	
<p>9. Peer support system for DD</p>	<p>The PI Committee is recommending peer supports for DD. As a reminder: Children also need peer supports.</p>	<p>Leslie will champion this topic. She will do the research for evidence based practices and bring back to the committee</p>	<p>Leslie</p>
<p>10. Check out/next agenda items</p>	<p>Quarterly report NCQA Standards Finalize the Customer Services training Peer supports for DD</p>	<p>Next meeting will be at Livingston.  This was Jan's last meeting as she has accepted a new assignment and responsibilities.,</p>	



**REQUIRED** regional information to be given to each consumer when they begin services with any partner CMH or provider of CMH services.

- Accessing Mental Health and Substance Abuse Services for Persons with Medicaid (updated 10/07 but no date on it.)
- Crisis Planning/Advanced directives/end of life care (10/07)
- Customer Services (10/07)
- Guide to Service (2008)
- Independent Facilitation (10/07)
- Person Centered Plan-Choices
- Release of Information
- Self Determination
- Your Grievance Bill of Rights and Appeal Options
- Your Rights

**OPTIONAL** brochures that may be included in the orientation packet. This is an incomplete list. Each CMH has the right to use their independent information.

- Access survey
- Admission and discharge
- Advocacy resources
- Agency brochure
- ARC
- Consumer data
- Fee for service
- Fees and cancellation letter
- Health review
- Initial consent for treatment
- Letter from Director/Customer Services/other
- NAMI
- Notice of Privacy (HIPPA)
- ORR announcement
- PCP-notice of hearing
- Physical pain
- Self Assessment tool
- UNCOPE