



Community Mental Health Partnership  
of Southeastern Michigan

AFFILIATION CUSTOMER SERVICES COMMITTEE  
**MEETING MINUTES**  
October 14, 2009 from 1:00 p.m. to 4:00 p.m.  
at Monroe

**Sally Amos O'Neal, Tim Andrzejewski, Donna Coleman, Bridgitte Gates, Trudi Grossman, Leslie Hall, Phil Moise, Doris Ostrander, Kay Ross, Barb Spalding, Vicki Stead, Michelle Wilson, Sharon Smith** – Recorder

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
1. Check In/Review of Minutes & Agenda	<ul style="list-style-type: none"> <li>Approval of September Minutes</li> <li>Additions to the Agenda</li> </ul>	<p>Corrections:</p> <ul style="list-style-type: none"> <li>3.-Bill of Rights .... <b>Poster</b></li> <li>4. <b>Multiple actions steps can be added with dates to the document. Use a cut and paste to complete the document.</b></li> </ul> <p>And Clinical Care.</p> <ul style="list-style-type: none"> <li>5. Friday <b>Facts.</b></li> </ul> <p><b>October 19-20</b> <b>Legal Representative Definition</b></p> <ul style="list-style-type: none"> <li>6. <b>A Strategic plan for a joint effort—is a Washtenaw event.</b></li> <li>7. <b>Towne Hall to be organized</b></li> </ul> <p>Seven..... <b>completed.</b> Consumers were invited to <b>AATA meetings</b> ....strategic planning. <b>Family Forums were held to inform about budget cuts</b></p> <ul style="list-style-type: none"> <li>Add Stakeholder's Policy to the agenda.</li> </ul>	<ul style="list-style-type: none"> <li>All</li> </ul>
2. Review Work plan	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>The Work plan was reviewed and numerous changes were made including reorganizing the order of the goals.</li> </ul>	<ul style="list-style-type: none"> <li>All</li> </ul>
	<ul style="list-style-type: none"> <li>Email Policy update</li> </ul>	<ul style="list-style-type: none"> <li>A subcommittee will meet to begin this discussion. Additional consumers that use emails are welcomed to join the group.</li> </ul>	<ul style="list-style-type: none"> <li>Kay/Leslie leads</li> </ul>

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3. Review/update brochures	<ol style="list-style-type: none"> <li>1. All brochures</li> <li>1. Customer Services</li> <li>2. Accessing Mental health and Substance Abuse Services for Persons with Medicaid</li> <li>3. Crisis Planning Advanced Directives and End of Life Care</li> <li>4. Person Centered Planning: Independent Facilitation</li> <li>5. Bill of Rights and Responsibilities</li> <li>6. Your Appeal Options</li> <li>7. Choices</li> <li>8. Self-Determination</li> <li>9. Guide to Service.</li> </ol>	<ol style="list-style-type: none"> <li>1. Add the phone number for the Joint Commission. Change a bullet on the second section to read "Complaint or problem-(grievance" Add a description of a Grievance. Change TTY # to Michigan Relay.</li> <li>2. OK</li> <li>3. OK</li> <li>4. Do nothing at the moment. (There may be a push for CS to push Independent Facilitation to consumers) There was a discussion about the definition of Independent Facilitator.</li> <li>5. Change the word "client" to "consumer"</li> <li>6. Send the brochure to Due Process Committee for review. Needs information about Medicaid eligibility. Reword the section under "Grievances".</li> <li>7. Wait until Shauna's group reviews it. (Sally will request.)</li> <li>8. Correct some of the alignment and page numbers sizes.</li> <li>9. Washtenaw has added two new Health Plans. Add references to calling 911 as emergencies.</li> </ol>	<ul style="list-style-type: none"> <li>• Sally</li> </ul> <ol style="list-style-type: none"> <li>1. Kay will ask Melinda about the Joint Commission phone number for the Guide to Service.</li> </ol>
4. Stakeholders Policy	<ul style="list-style-type: none"> <li>• Discussion about consumer involvement on committees.</li> </ul>	<ul style="list-style-type: none"> <li>• WCHO removed from header.</li> <li>• Procedures: B. Remove the entire list of committees.</li> </ul>	<ul style="list-style-type: none"> <li>• The Policy goes to most all committees for review.</li> </ul>
5. Satisfaction Survey results	<ul style="list-style-type: none"> <li>• Discussion (Then sent to PI)</li> </ul>	<ul style="list-style-type: none"> <li>• Table for November</li> </ul>	<ul style="list-style-type: none"> <li>• Kay/Jessica S. to explain.</li> </ul>
6. Quarterly Grievance/Inquiry report	<ul style="list-style-type: none"> <li>• Discussion (then sent to PI)</li> </ul>	<ul style="list-style-type: none"> <li>• Table for November</li> <li>• Encompass data entry incorrectly showing compliance issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Jessica S. to explain.</li> </ul>

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7. Grievance	<ul style="list-style-type: none"> <li>Report from Clinical Care (Phil)</li> <li>discussion</li> </ul>	<ul style="list-style-type: none"> <li>Are all staff adding progress notes to the clinical file about their involvement with a grievance? Yes? Can this be verified?</li> <li>No grievances reported.</li> <li>Future agenda: Any staff member being able to handle a complaint.</li> <li>Are Blackberries/cell phones being used properly by staff? Ability to provide consumers with staff 's direct phone numbers.</li> </ul>	<ul style="list-style-type: none"> <li>All</li> </ul>
8. State PR/CS group reports	<ul style="list-style-type: none"> <li>Info sharing</li> </ul>	<ul style="list-style-type: none"> <li>Save the date for the Church for March art showing.</li> <li>Fall conference: DD presentation, Ambassador Handbook.</li> <li>Art Auction online.</li> <li>Mental Health First Aid-reporting requirements. Georgene needs feedback.</li> <li>Consumer Conference. Judy Webb, Gentle Teaching, Cultural Competencies. Mystery Shoppers. PES after hours are not taking messages. Consumers as employees.</li> <li>From the Consumer Conference. Bridgette reports that effective October 1 CS is required to be available 8 hours per day 5 days per week. A trained youth has to be available to mentor/support other SED youth.</li> <li>Wait-list---Are letters required to the consumer stating the waitlist is due to budget restraints? Hoping to get some answers about WL at the State Conference. A system for WL are needed.</li> <li>State Anti-stigma goals. Internal (professional) stigma vs external (community) stigma.</li> </ul>	<ul style="list-style-type: none"> <li>Sally will call Angie.</li> <li>Bridgette is attending the session that may cover WL.</li> </ul>
9. AEC monthly report	<ul style="list-style-type: none"> <li>Reviewed new Org. chart for WCHO</li> </ul>	<p>Meeting was cancelled. The organizational chart continues to be drafted.</p>	<ul style="list-style-type: none"> <li>Kay</li> </ul>

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10. Community Outreach/Info Sharing	<ul style="list-style-type: none"> <li>• Info sharing</li> </ul>	<p><b>Lenawee:</b> Nothing to report  <b>Livingston:</b> Oops was not asked, sorry.  <b>Monroe:</b> closing a group home. DD Children is transferring to Child and Family. Increase in local hearings. Respite hours are cut. Forums are being held with families about budget cuts etc. Evening educational trainings are going to be held. The first one in November will be about PCPs.  <b>Washtenaw:</b> CAC. Requesting a comparison of operations across the Affiliation. (bylaws, member responsibilities, term limits.) December will be Washtenaw's last CAC meeting with the current membership. In January applications will be taken from consumers for 2 year terms. The State Conference has a session about empowering consumers.</p>	<ul style="list-style-type: none"> <li>• All</li> </ul>
11. Decision Log	<ul style="list-style-type: none"> <li>• Update</li> </ul>		<ul style="list-style-type: none"> <li>• All</li> </ul>
12. AEC report items –	<ul style="list-style-type: none"> <li>• Ongoing agenda item               <ol style="list-style-type: none"> <li>1. CS report</li> <li>2. Satisfaction survey</li> </ol> </li> </ul>		<ul style="list-style-type: none"> <li>• All</li> </ul>
13. Check Out/Next Agenda Items	<ul style="list-style-type: none"> <li>• November               <ol style="list-style-type: none"> <li>1. November 5- 9:00 am-11:30 am at Towner, Washtenaw - room 1120</li> <li>2. Roll out of CS trainings. Setting up. CS tracking attendance.</li> <li>3. Satisfaction surveys (Kay &amp; Jessica S.)</li> <li>4. Quarterly grievance/inquiry report (Kay and Jessica S.)</li> <li>5. Waitlist updates.</li> <li>6. Brochures – Your Appeal Options, Choices (Sally, Bridgitte)</li> </ol> </li> <li>• December 9<sup>th</sup> at LLRC discussion. All staff handling grievances.</li> <li>• Parking lot:               <ul style="list-style-type: none"> <li>○ CAC operations (bylaws etc.)</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• All</li> </ul>
14. Sharing Hope Conference.	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Program printing</li> <li>• Descriptions of HOPE Award winners on separate pieces of paper. Only the winners' names will be in the program; no description.</li> <li>• Bags will not be stuff</li> <li>• Arrive by 8:30 AM for set up.</li> <li>• Nurses</li> </ul>	<ul style="list-style-type: none"> <li>• Bridgette</li> <li>• All 4 counties.</li> <li>• Kay to bring.</li> <li>• Lenawee to provide.</li> </ul>