



Community Mental Health Partnership
of southeastern michigan



**AFFILIATION CUSTOMER SERVICES COMMITTEE
MEETING MINUTES**

May 12, 2009 from 1:00 p.m. to 4:00 p.m. at Lenawee



Present: 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), Roger Myers, Kathryn Szewczuk

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 (10 min)	<ul style="list-style-type: none"> Approval of April Meeting Minutes Additions to the Agenda 	<p>Approved by consensus. (#2 bullet 2—"Joint Commission" and "877 number to be added to the Customer Service brochure"</p> <p>EQR Audit</p>	<ul style="list-style-type: none"> All
2. Roger Myers – Coach 3. (15 min)	<ul style="list-style-type: none"> Explain role of Coach Member questions 	<p>Roger coaching style is a "hands off" approach. For the most part, he will only insert his assistance if it is required or needed. The offer for Sharon Smith's help with minutes was informally accepted at AEC. Roger wants to be kept informed about all of the Committee's work. He will try to attend meetings or at least be "on call"..</p>	<ul style="list-style-type: none"> Roger
4. Review Work plan (30 min)	<ul style="list-style-type: none"> Review 	<p>Reviewed. Updates and corrections made. See the attached. Leslie will add slides to the CS training presentation on: Culture of Gentleness and phone etiquette</p>	<ul style="list-style-type: none"> all
5. 2nd Qtr CS report (10min)	<ul style="list-style-type: none"> Review report 	<p>The first graph should be clarified to show that some counties' numbers include substance abuse treatment grievances.</p>	<ul style="list-style-type: none"> all
6. Annual Customer Satisfaction Survey	<ul style="list-style-type: none"> discussion 	<p>Leslie will check with PI (June 4) about doing this survey by the end of July. (Send out by July 31, return by August 31 for reporting in November.)</p>	<ul style="list-style-type: none"> all
7. Grievance/Inquiry (10 min)	<ul style="list-style-type: none"> Encompass questions 	<p>Sally will address the need to have the letters print with individual Affiliate letterhead or blank so it can be put on the appropriate paper.</p>	<ul style="list-style-type: none"> all
8. Grievances (5 min)	<ul style="list-style-type: none"> Discuss grievances/get feedback 	<p>None</p>	<ul style="list-style-type: none"> All
9. DD Peer Support (5 min)	<ul style="list-style-type: none"> Workgroup progression/update 	<p>No action.</p>	<ul style="list-style-type: none"> Leslie



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10. CS staff training (10 min)	<ul style="list-style-type: none"> Schedule role out 	<p>Each person will draft a schedule for training for their own organization (staff, providers, etc.) Copies of the training were provided. Suggested deadlines discussed 10/1/2010 for staff. All consumers that participate in committees 10/1/2010. Once established with current staff trained they course could be offered 4 times each year.</p> <p>Kay to have audio copies of all the brochures made for each Affiliate.</p>	<ul style="list-style-type: none"> All
11. Decision Log (10 min)	<ul style="list-style-type: none"> review 	<p>Added - Sharon Smith taking minutes. Consumers on this committee should participate in deciding the degree of agreement.</p>	<ul style="list-style-type: none"> all
12. Community Outreach/Info Sharing (15 min)	<ul style="list-style-type: none"> Each CMH share happenings 	<p>Monroe: Town Hall meeting last night. 26 June CAC Conference at the Holiday Inn Livingston: Town Hall meeting attended by 116 people. It helped that the Exec. Director sent 2 emails to staff encouraging consumer participation. Barb attended a conference.</p> <p>Lenawee: Veterans Support group is progressing. WCHO: Celebration of Success (May 18) events. For less than \$500 anyone can be honored for anything within reason. Family meetings for significant changes</p>	<ul style="list-style-type: none"> All



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13. EQR 2008-09 Documentation Request and Evaluation Tool	<ul style="list-style-type: none"> Review 	<ul style="list-style-type: none"> Sally will collect everything that is needed. She some for the 2007-08 year but should be kept updated each year or as changes occur. VI-1. Designated Unit---Each Affiliate will send a copy of their job description for the Customer Service. VI- 6. Sally has the items listed for 2007-08 but needs current information. (Organizational chart, board member list, meeting schedules. Minutes are not needed. VI- 8. This is documented by the planning process. VII-1 Bridgitte or Shauna should have this information for Oct 07-08. Tuesday, July 7 Standard VI- Kay and Sally to attend 1:10-1:40 PM Wednesday, July 8; All CS reps. 2:25-3:10 PM Due to these meetings the regular CS meeting on July 8 will not take place. 	Sally
14. ARR	<ul style="list-style-type: none"> 	Discussion about significant change notifications. Lenawee and Livingston's numbers are low.	



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15. Check Out/Next Agenda Items (5 min)	<ul style="list-style-type: none"> • June Agenda Items: <ul style="list-style-type: none"> • DD PS work group report • State PR/CS meeting report/Walk A Mile Report • Review work plan – ongoing agenda item • Communication clarifications-ongoing • Deadline for returns of the Annual Satisfaction Survey • June meeting will be n Monroe 	Deadline for annual satisfaction survey return.	
16. AEC report	<ul style="list-style-type: none"> • Sharing Hope budget • Walk A Mile in My Shoes • Thank you for shirts • Customer Service Report • 	There may not be money in the budget next year for shirts, so hold onto extra shirts for the walk next year.	Kay

Handouts: CS report
 HSAG 2008-2009 Documentation Request and Evaluation Tool
 Customer Service: Creating an Environment for Empowerment