



Community Mental Health Partnership  
of southeastern michigan

**AFFILIATION CUSTOMER SERVICES COMMITTEE**  
**MINUTES**  
**June 10, 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, Roger Myers, Doris Ostrander, Kay Ross, Barb Spalding, Vicki Stead, Michelle Wilson, Sharon Smith – Recorder, Denise Virgo – Recipient Rights**

*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	<ul style="list-style-type: none"> <li>Approval of May Meeting Minutes</li> <li>Additions to the Agenda</li> </ul>	<ul style="list-style-type: none"> <li>Corrections: item 1, 13: EQR not HSAG</li> <li>Item 13 bullet 1: Sally collect everything that is needed. She has some of the documents....</li> <li>Bullet 2: Each Affiliate will send a copy of their job description for Customer Service.</li> <li>Last bullet: Should be a separate item listed as ARR.</li> <li>EQR Submission</li> <li>Denise Virgo</li> </ul>	All
2. Review Workplan	<ul style="list-style-type: none"> <li>Review</li> </ul>	<ul style="list-style-type: none"> <li>Clarifications were made to the Plan, Item #3. See the document.</li> </ul>	All
3. Annual Customer Satisfaction Survey (Completed in different colored paper for each population.)	<ul style="list-style-type: none"> <li>Report from PI</li> </ul>	<ul style="list-style-type: none"> <li>Send by 7/31/09 deadline.</li> <li>CSTS' have been sent.</li> <li>Returns by 8/31/09 for calculating and reporting.</li> </ul>	Leslie
4. Grievance/Inquiry	<ul style="list-style-type: none"> <li>"live" date 7/1</li> <li>Turning an Inquiry into a Grievance (?)</li> </ul>	<ul style="list-style-type: none"> <li>Will be doing Inquiries and Grievances officially</li> <li>Sally needs letterhead from each affiliate to correct the documents printed by Encompass.</li> <li>By 7/1/09 reports can be pulled off Encompass.</li> <li>August AGENDA: Demonstrate how to obtain reports from Encompass</li> </ul>	all



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5. Grievances	<ul style="list-style-type: none"> <li>Discuss grievances/get feedback</li> </ul>	<ul style="list-style-type: none"> <li>Discussion on how to handle a situation with a consumer that wants a less restrictive service.</li> </ul>	All
6. DD Peer Support	<ul style="list-style-type: none"> <li>Workgroup progression/update</li> </ul>	<ul style="list-style-type: none"> <li>Would like to apply to do a presentation at the MACMHB fall conference</li> <li>The manual will be sent to AEC for review in July.</li> <li>Training to be mailed to committee members</li> <li>Training to be provided.</li> </ul>	Leslie:  Kay/Leslie  Leslie  Workgroup
7. CS staff training	<ul style="list-style-type: none"> <li>Updates/follow ups</li> </ul> <p>Discussed ways to track trainings.</p>	<ul style="list-style-type: none"> <li>To issue CEUs a list of the trainers' credentials, the dates of trainings, time/length of the training and \$10 per person is needed. Also need 6 weeks notice to get CEU's</li> <li>Denise offered her help in creating a way to track trainings</li> </ul>	Leslie  Kay/Denise
8. EQR	<ul style="list-style-type: none"> <li>A handout was provided for review.</li> <li>Upload of information was successful</li> <li>HSAG is the company that does the EQR (External Quality Review)</li> </ul>	<ul style="list-style-type: none"> <li>Discussion about having a smoother gathering of information needed. More specific information is needed at ACS meetings.</li> <li>See decision log</li> </ul>	



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<p>9. Recipient Rights.</p>	<p>Discussion about the flow of a Grievance in the system. RR also uses Encompass for brief contacts. Will Encompass automatically notify the next person to handle a grievance?</p> <p>Discussion about emailing. With this new age of communications (FACEBOOK, TWITTER, emailing) we need to be careful to guard privacy, security, and compliance but also be accommodating to our consumers wishes. CS has not been charged with reviewing what is acceptable or not acceptable for emailing.</p> <p>Denise knows of someone from Washtenaw who teaches how to write brochures in a conversational way. She will follow up with the possibility of RR and CS jointly doing the training.</p> <p>Discussed Affiliation Limitations of Rights Policy – Denise suggested members review this policy.</p>	<ul style="list-style-type: none"> <li>• Each others work/entries can be viewed on a need to know basis.</li> <li>• Washtenaw has a large increase in RR complaints. Could be a result of increased knowledge about the process</li> <li>• Consumers can ask RR for advice without filing a complaint.</li> <li>• Denise to check on cost for this training</li> <li>• Can find policy on the Website</li> <li>• Denise will attend the September meeting.</li> </ul>	<p>Kay and Denice will bring up the communication topic at the next AEC.</p>



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10. State PR/CS group reports	<ul style="list-style-type: none"> <li>• Walk A Mile – went well, roughly 2,000 attended</li> <li>• Legislative boilerplate from MACMH</li> </ul>	<ul style="list-style-type: none"> <li>• With \$40 million funding cuts expected, consumers are encouraged to contact their governmental representatives with specific examples of how the cuts will affect them or others. Get together in groups to write letters. Each letter needs to be in your own words. 2011 funding is expected to be unworkable when the current Stimulus funding ends. Keeping your representatives informed should be considering a long-term project, not just one time need.</li> <li>• <b>CHALLENGE; LENAWEE CONSUMERS WILL WRITE 100 LETTERS BY AUGUST.</b></li> <li>• “Hill Day” representatives from our Affiliation went to Lansing and spoke to our Legislators with suggestions. More cuts cannot be accommodated.</li> </ul>	<p>Consumer representatives</p> <p>Michelle/Doris/Trudi</p>
11. Community Outreach/Info Sharing	<ul style="list-style-type: none"> <li>• Each CMH share happenings</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Livingston:</b> Leslie attended a Assertive Community Treatment (ACT) Conference in Washington DC on ) as she is a board member of the national org She would recommend the keynote for a Board Assoc. meeting. She is writing a group workbook. MH Count Activities.</li> <li>• <b>Lenawee:</b> The Drop-In Center is revamping the facility. A veteran’s support group will start in July. A Speechcraft class is being held. The Drop-In Center staff is making peer support phone calls to new consumers (hoping to reduce no-shows for appointments). Substance abuse evaluations are being done within the agency. Discussions have begun with the Family Medical Clinic to house a doctor at agency.</li> <li>• <b>Monroe;</b> A Consumer Conference to be held June 26. DD meetings held with families (2 more to be held). Gentle teaching training being offered. 2 significant changes. An engagement tool is being designed. In July a new primary care physicians is to begin on site.</li> </ul>	All



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12. July Meeting	<ul style="list-style-type: none"> <li>discussed the audit for the date/time we should be meeting for CS.</li> </ul>	<ul style="list-style-type: none"> <li>No July meeting</li> <li>August: Lenawee</li> <li>September: Livingston</li> <li>October: Monroe</li> </ul>	all
13. AEC quarterly report	<ul style="list-style-type: none"> <li>Sharing Hope Budget</li> </ul>	<ul style="list-style-type: none"> <li>Budget was reviewed. Changes were made and approved. A deficit cannot be shown.</li> <li>CS Report</li> <li>Walk-A-Mile Lansing pictures.</li> </ul>	Kay
14. Decision Log	<ul style="list-style-type: none"> <li>review</li> </ul>	<ul style="list-style-type: none"> <li>CS trainings will be tracked</li> <li>Preparation for audits will begin 1-2 months prior to the audit.</li> </ul>	all
15. Culturally Linguistic Appropriate Services Policy	<ul style="list-style-type: none"> <li>Discussed needing to have this policy per work plan.</li> </ul>	<ul style="list-style-type: none"> <li>Leslie and Bridgitte will work on a policy for the group to review. Sally found an example for foundation and will get it to them.</li> </ul>	Leslie/Bridgitte by 10/09
16. AEC report items – July – next report	<ul style="list-style-type: none"> <li>CS report-will be emailed because there will be no July CS meeting.</li> <li>agenda items               <ol style="list-style-type: none"> <li>Email procedures need to be reviewed.</li> <li>CS report</li> </ol> </li> </ul>	To be brought up at AEC in July.	Kay  Kay
17. Check Out/Next Agenda Items	<ul style="list-style-type: none"> <li>Future Agenda Items:               <ol style="list-style-type: none"> <li>DD PS work group completed training</li> <li>State PR/CS meeting report</li> <li>Review work plan – ongoing agenda item</li> <li>August : Demonstrate how to obtain the reports from Encompass - Sally</li> <li>September: Denice to attend</li> </ol> </li> </ul>		all