



Community Mental Health Partnership
of southeastern michigan

AFFILIATION CUSTOMER SERVICES COMMITTEE
MINUTES
August 12, 2009 at Lenawee

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

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"> Approval of June meeting minutes (no July meeting) Additions to the Agenda 	<ul style="list-style-type: none"> Approved with two corrections. (Reverse bolding on attendance. Item 11; Monroe: remove the repeated last statement.) A revised agenda was provided. 	All
2. Review Workplan	<p>A. Develop an orientation to the CMH system for new and existing consumers</p> <p>B. Investigate the feasibility of open monthly informational meetings.</p> <p>C. Hold community forums per policy</p> <p>D. Create a descriptive list of CMH Committees</p> <p>E. Create a list of governmental representatives</p> <p>F. Develop a DD peer support role</p>	<p>A. ARR QI-Plan Project Tracking</p> <p>B Attempts so far have not been productive. Do by October meeting in Washtenaw. Workgroup formed to create a DVD for this purpose. Sally will ask Donna to participate.</p> <p>C. Create a Stakeholder Policy work group</p> <p>D The Chart is done. (provided) A descriptive list needs to be done. Kay will email Mary O'Hara</p> <p>E Each individual CS department will have the information available, per state standards. The information is continually changing.</p> <p>F Phase I is complete. It will be taken to AEC.</p>	<p>All</p> <p>Michelle/Leslie/Donna O.</p> <p>Sally/Bridgitte/Leslie Kay</p> <p>All</p> <p>Kay</p>
3. Grievance/Inquiry on Encompass	<ul style="list-style-type: none"> Demonstration of the Encompass Grievance process Grievance quarterly data 	<p>Completed</p> <p>Questions asked: and guardian information also be pulled?</p> <p>Jessica can create reports from Encompass for us. 4th quarter data will be taken from Encompass and sent to PI who will report to AEC.</p>	<p>Sally</p> <p>Sally</p> <p>all</p>



AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
4. EQR audit update	<ul style="list-style-type: none"> Review Guide to Service distribution process How CS Policy relates to EQR, BBA, MH Code 	<ul style="list-style-type: none"> The Guide to Service will include references to call 911 when necessary. Corrections have been made the minor discrepancies. Invite Consumers to participate in the development of a consumer orientation. A QI Plan Tracking Project Tracking form was provided. Provider information is updated on the websites. Guides are given to consumers initially at intake and offered at least annually at PCPs Kathryn and Roger sent an email asking for clarification. Sally will do a training in January. 	<p>Sally</p> <p>All</p> <p>Sally</p>
5. Training/other Policies	<ul style="list-style-type: none"> Update Affiliation Training Policy Specific Training procedure for CS Training Stakeholder Policy 	<ul style="list-style-type: none"> Sally and Bridgitte met, and will provide feedback to Mary Phillips for Professional Development. Workgroup formed to create a tracking system. Have not met. Will report at the November meeting. 	<p>Bridgette/Sally</p> <p>Leslie/Kay</p> <p>Leslie/Bridgette</p>
6. Posting Bill of Rights and Responsibilities	<ul style="list-style-type: none"> Status of posted Bill of Rights it a CS responsibility 	<ul style="list-style-type: none"> The posters will be revised and provided to all members. (legal size) 	<p>Sally</p>
7. Grievances	<ul style="list-style-type: none"> No discussion 		<p>All</p>
8. DD Peer Support	<ul style="list-style-type: none"> Project was reviewed by PI and will now go to AEC for approval. Fall MACMHB Conference presentation 	<ul style="list-style-type: none"> 5 to attend. There is no money available for Kay to attend. Expenses were reviewed. 	<p>Leslie</p>
9. State PR/CS group reports	<ul style="list-style-type: none"> Information sharing 	<ul style="list-style-type: none"> Lenawee now has a FACE book page. Budget; General Fund may be decreased up to 60%. The art in the current traveling show will be put up for auction 3 weeks prior to the Fall Conference. New art will be submitted by March for the next show. NAMI Walk. Donations are being requested. 	<p>Sally/Kay</p>



AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
10. Community outreach/information sharing		<ul style="list-style-type: none"> • Livingston: <ul style="list-style-type: none"> ○ Leslie attended the Mental Health First Aid Training. ○ Access to service Issues about consumers that are diagnosed both as DD and MI. • Lenawee: <ul style="list-style-type: none"> ○ Drop In Center remodeling is progressing. ○ Safe Kids is now a Coalition with CMH as the lead agency ○ Legislative Breakfast August 28. 8 AM ○ Trudi and another staff attended the Mental Health First Aid training. • Monroe: <ul style="list-style-type: none"> ○ Several hearings are being held as a result of respite cuts. ○ Tracy Gomez is conducting workshops for families with children 4 to 8. "Tips and Strategies to Help Protect Our Children" August 28. RSVPs needed. 734-384-8485. ○ Clubhouse has a new supervisor. • Washtenaw: <ul style="list-style-type: none"> ○ Scabies infestations. ○ Many significant changes ○ H1N1 vaccines will be dispensed. ○ U of M Big House Big Heart Run. Oct 4. • August 31. A administrative/clinical conversation about general funds and possible determining a common ground for waitlists. (Phil would like an update of this for the next ACAC) 	All
11. Decision Log	<ul style="list-style-type: none"> • Updated 		All



AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
12. AEC report items	<ul style="list-style-type: none"> • Ongoing agenda <ol style="list-style-type: none"> 1. CS report 2. Email policy-feedback for AEC 3. DD Peer Support Training 4. Sharing Hope 	<ul style="list-style-type: none"> • Going live with CS report/Encompass/Walk-A-Mile • No discussion • • Save the Date 	All/Kay
13. Check out/next agenda	<ul style="list-style-type: none"> • DD PS work group report • State PR/CS meeting report • Review work plan (ongoing) • Annual Customer Satisfaction Survey • Data request ideas for Jessica • Discuss having quarterly affiliation articles that could be printed in each member's newsletters. (Not necessarily published at the same time.) 	<ul style="list-style-type: none"> • Next meeting Livingston • November ACS meeting will be 11/5 9-Noon at Washtenaw • Submit the information to Kay by the end of August. Review in October. 	

Handout: Affiliation Structure
 QI Plan Project Tracking
 Revised Agenda