



**REGIONAL CUSTOMER SERVICES COMMITTEE**  
**MEETING MINUTES**  
March 11, 2009, from 1:30 p.m. to 4:00 p.m. at LLRC

Community Mental Health Partnership  
of southeastern Michigan

**Tim Andrzejewski, Sally Amos O'Neal, Donna Coleman, Bridgitte Gates, Trudy Grossman, Leslie Hall, Phil Moise, Doris Ostrander, Kay Ross, Sharon Smith, Vickie Snead, Barb Spalding, Michelle Wilson, CJ Witherow,**

*Bolded name indicates present at meeting; non-bolded name indicates absent at meeting)*

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
<b>I. Check In/Review of Minutes &amp; Agenda (5 min)</b>	<ul style="list-style-type: none"> <li>Michelle Wilson absent, Shauna &amp; Kathryn no longer members, Trudy took her place; corrections to be made #2. Appeals – include missing word; send corrected minutes</li> <li>Additions To Agenda – CS Initial Service Survey – to be updated</li> </ul>		<p><b>Doris</b></p> <p><b>Bridgitte</b></p>
<b>II. NCQA Standards</b>	<ul style="list-style-type: none"> <li>No report</li> </ul>		
<b>III. Workplan</b>	<ul style="list-style-type: none"> <li>Corrections reviewed from previous meeting for clarity and will be brought forward at the next meeting.</li> </ul>		<b>Kay</b>
<b>IV. State Public Relations Committee/Customer Service Report</b>	<ul style="list-style-type: none"> <li>Walk a Mile discussed.</li> <li>Traveling Art Show scheduled for October Fall Conference Talking points for consumers and staff with legislators will be formalized in April. They were emailed to everyone on the committee.</li> <li>Social Media –over 60 new people have come in the Senate and House. Many legislators have web pages on Twitter/face book. The buzz is one day CMH might be doing things like that; i.e. notices for the public Sharing Hope Conference. It is another avenue of advertising. It is becoming more and more prevalent. Talking points</li> </ul>		



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	<p>can also be found on the MACMHB website. Regional public hearing meetings will be held to talk about the budget, mental health and aging. Regional town hall meetings are also being held. The goal is to have consumers saturate these meetings in opposition to the CMH budget cuts.</p> <ul style="list-style-type: none"> <li>• The PR committee is doing a new ambassador handbook. Its possible the following presentation will be given at the Board Conference:               <ul style="list-style-type: none"> <li>○ Ambassador Handbook</li> <li>○ Mystery Shopper Program</li> <li>○ Grievances and Appeal</li> <li>○ ARR</li> </ul> </li> <li>• The Customer Services Conference is scheduled for 9/23 at Crystal Mountain.</li> </ul>	<ul style="list-style-type: none"> <li>• Run copies for the CAC members for input.</li> <li>• To obtain a copy/give input, notify Customer Services locally.</li> </ul>	<p><b>Kay, Bridgitte, Leslie, Sally</b></p> <p><b>Members who need copies</b></p>
<p><b>V. State Concept Paper (ARR)</b></p>	<ul style="list-style-type: none"> <li>• CJ reported that there is a huge undertaking to obtain consumer feedback on all eleven sections. Essentially, the state is requiring stakeholder feedback above and beyond what we currently have. Most importantly, there is a shift in how to complete the work; regional staff has been assigned to lead/coordinate completion of the sections. Steps are being taken to ensure it is a collaborative affiliate effort; therefore, consumers may be contacted by multiple leaders. As a part of that S. Amos O'Neal and S. Sheldon attended the Friends of DD meeting and received input. There is a need for a list of affiliation committees to facilitate more consumer representation. Additional people are needed other than the small group that currently sits on all the committees. Customer Services did a poll of the consumers to find out if they felt useful.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow up on the poll with AEC. (next steps if any for CS or is this a PI issue)</li> </ul>	



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<b>V. Brochures</b>	<ul style="list-style-type: none"> <li>No report; Lenawee needs all brochures.</li> </ul>	<ul style="list-style-type: none"> <li>Process request/deliver</li> </ul>	<b>Doris/CJ</b>
<b>VI. Grievances</b>	<ul style="list-style-type: none"> <li>B. Gates requested clarification of the scenario of hanging up on customers when the Customer Services staff is having a bad day. Several examples were given of past practices; ethics, motivation for not doing so, other alternatives as well as supervisory issues were discussed.</li> <li>The need for a policy on how customers are to be treated at Reception was discussed; Customer Services Training is very specific.</li> </ul>		
<b>VII. DD Peer Support Workgroup</b>	<ul style="list-style-type: none"> <li>A meeting was held on 2/19/09. Each of the sections was assigned to staff members who are working toward progress. The next scheduled meeting is on 3.26.09 at Ellsworth. June 30 is the deadline for completion.</li> <li>Kay is working with DD, service coordinators and management to develop a training packet for staff and peer supports. She will be working on 3 sections that were combined into one. Specific areas of training included peer supports, conflict resolution, strengths and choices and criteria for peer supports, which will be developed along with an outline for the training. Some discussion was held around the program's similarity to the guidelines for independent facilitation and potentially combining them and using funding in the grant to do training for peer supports. Money is needed for training as well as a determination on how to utilize the peers once they are trained. Britt will follow up on use of the grant. PCP training will be included as a component. More information is forthcoming. A list of providers and different services that would be available will come out of that effort as well as resources available in the community.</li> </ul>		



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<b>VIII. Community Outreach/Info Sharing</b>	<ul style="list-style-type: none"> <li>• <u>Livingston</u> - Leadership training will be held in Livingston on 3/12, 13 and 16 from 9:00 a.m. – 4:00 p.m. Leslie and Mike Leighey from Genesis House will be facilitating.</li> <li>• <u>Monroe</u> – Planning is underway for a Network Fair, a conference and a May 12 Town Hall meeting.</li> <li>• <u>Washtenaw</u> – On March 26, a Town Hall Meeting will be held in conjunction with focus groups to facilitate feedback for the ARR.</li> <li>• <u>Lenawee</u> – A local Walk a Mile is scheduled for May 7. The Mental Health Awareness Committee will hold meetings in the community instead of at the clubhouse and CMH. A meeting is scheduled this month at Tim Horton's. Events have been scheduled for the whole year.</li> </ul>		
<b>IX. Regional Recipient Rights Board Meeting</b>	<ul style="list-style-type: none"> <li>• A representative is needed since Kathryn no longer sits on the Customer Service committee. Meetings are held at the LRC or the library on Whittaker Rd. from 6 – 8 every quarter.</li> </ul>	<ul style="list-style-type: none"> <li>• Since Barb Spalding currently sits on the committee, it was suggested she replace Kathryn as the representative. She could report for Customer Service, answer questions or bring them back to the committee.</li> </ul>	<b>Barb</b>
<b>X. Standardizing Time Frames for Data on the PI Development Calendar</b>	<ul style="list-style-type: none"> <li>• The Calendar was to be revised but nothing more heard.</li> </ul>	<ul style="list-style-type: none"> <li>• IT will remain an agenda item until more is known.</li> </ul>	
<b>XI. Customer Services Support</b>	<ul style="list-style-type: none"> <li>• Sharon Smith will take minutes while Kay is the sitting chair (see Roger's email). Leslie is next in line to be chair. Sharon will assist Kay. Monroe already has staff designated.</li> </ul>	<ul style="list-style-type: none"> <li>• Notify Roger that Monroe has staff assigned to take minutes.</li> </ul>	<b>Kay</b>



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<b>XII. Check Out/Next Agenda</b>	<ul style="list-style-type: none"><li>Discussion was held to change the Customer Service Committee meeting date during the spring break. Those who wanted to opt out could do so.</li></ul>	<ul style="list-style-type: none"><li>The meeting will remain as scheduled on 4/8/09 during the spring break.</li></ul>	