



Community Mental Health Partnership
of southeastern michigan

AFFILIATION CUSTOMER SERVICES COMMITTEE
MINUTES
September 9, 2009 at Lenawee
Final corrected copy (10/14/2009)

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 Denice Virgo

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 August Minutes Additions to the Agenda 	<p>Approved. None</p>	<ul style="list-style-type: none"> All
2. Review Work plan	<ul style="list-style-type: none"> # 8 – F: see Agenda Item #6 below #4 – Affiliation Publications (possibly Quarterly) 	<p>Each Affiliate will be responsible for one quarterly article each year. Maximum of one page about 600 words, include pictures. Possible topics/themes:</p> <ul style="list-style-type: none"> ACAC Customer Service Annual Satisfaction survey Sharing Hope Conference (to be done first) State Conference-issues 	<ul style="list-style-type: none"> Leslie/Kay Doris Peoples or Kay
3. Review/update brochures	<ul style="list-style-type: none"> Bill of Rights and responsibilities “poster” All other brochures 	<ul style="list-style-type: none"> Provided To be reviewed at the next meeting. 	<ul style="list-style-type: none"> All Bridgette to bring 15 sets. Sally will bring the box of Livingston's brochures.



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4. Grievances	<ul style="list-style-type: none"> • None • Process clarified. <ul style="list-style-type: none"> ○ Hard copies are not kept. Rights may keep some like those handwritten by consumers. ○ Signatures are implied by the form ○ Multiple actions steps can be added with dates to the document. Use a cut and paste to complete the document. ○ Medicaid covered grievances. • Encompass grievance forms never link with the clinical file. • Invite CJ to review compliance issues. 	<p>Can there be an enclosure option on the form for non-Medicaid?</p> <p>Ask Clinical Care Committee if a progress note is added to collaborate customer service actions. What are the expectations for Supports Coordinators?</p>	<ul style="list-style-type: none"> • All • Sally to ask. • Phil
5. State PR/CS group reports	<p>Info sharing</p> <ul style="list-style-type: none"> • Art Show • Video teleconferencing • State Budget • FridayFacts 		<ul style="list-style-type: none"> • Bridgitte/Sally/Kay
6. AEC quarterly report	<ul style="list-style-type: none"> • Email policy (discussed in June with Denise V.) Members would be limited to those that use email. The current policy states releases are required. 	<p>Regional Committee formed Eventually additional membership will be: Doris, Vicki, and Tim. Review and provide feedback</p>	<ul style="list-style-type: none"> • Kay/Leslie to head. • Sally



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	<ul style="list-style-type: none"> • Fall Conference: October 19/20 • A discussion about HIPPA interpretation of greeting consumers in public. • Stakeholder's policy • Legal Representative definition. 	<p>Leslie will call a meeting to discuss.</p> <p>What is it? Result of ARR? Denice provided a written definition.</p>	<ul style="list-style-type: none"> • Leslie
<p>7. Community Outreach/Info Sharing</p>	<ul style="list-style-type: none"> • Lenawee: <ul style="list-style-type: none"> ○ Legislative breakfast was held. ○ Drop In Center was remodeled. An open house will be held October 13 2:00-5:00 PM. A new director has been hired. ○ Focus groups are being held to design a System of Care for children ○ Focus Hope Festival will be joining efforts with a college fraternity. ○ Auditions are being held for the Sharing Hope Conference. • Livingston <ul style="list-style-type: none"> ○ A 9 section consumer leadership course is being taught. ○ Like the idea Trudi has about Seeds of Hope. ○ The supports coordinators are asking Leslie to develop a training about building friendship skills 		



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	<ul style="list-style-type: none"> • Washtenaw <ul style="list-style-type: none"> ○ Towne Hall pancake breakfast to be organized. ○ Newsletters ○ Receiving many calls about a letter sent about budget concerns. ○ Seven significant change letters have been completed. ○ A vocational program is stuffing envelopes. ○ Consumers were invited to AATA meetings about transportation strategic planning. ○ A Strategic plan for a joint effort with the Drop-In Center is being created. "Full Circle" • Monroe <ul style="list-style-type: none"> ○ Significant letters are being sent. ○ Family Forums were held to inform about budget cuts ○ The Club House will have a Summer Sizzle September 15. • Power Day October 		
8. Decision Log	<ul style="list-style-type: none"> • Add Affiliation Customer Services article done quarterly. • Add AEC request for an email policy review. 	Add	all
9. AEC report items – November– next report	<ul style="list-style-type: none"> • Ongoing agenda item <ol style="list-style-type: none"> 1. CS report 		All
10. Check Out/Next Agenda Items	<ul style="list-style-type: none"> • Future Agenda Items: <ol style="list-style-type: none"> 1. November meeting – 11/5 9:00 am to 11:30 AM Towner-Room 107 at Washtenaw 2. October will be the regular scheduled date in Monroe. 3. Review agency brochures. 	Who reports to AEC on consumer satisfaction? Customer Service or PI?	all