



Regional Customer Services Work Plan 2006-2007

Goal Area:	Objectives:	Champion:	Timeline:	Status:
1.				
Revise Handbook	A. Incorporate new regional handbook	Sally Amos	DCH - Deadline	6/1/07 – when GTS is revised – CJ will take to DCH for approval.
2.				
Develop a curriculum for training customer services staff, including annual refresher sessions and conduct the trainings	B. Annual times for refresher sessions needs to be developed	All	Curriculum Complete	Ongoing
3.				
Develop a monitoring system for the training of Customer Services Staff	A. Need evidence - how trained, competence, assessment of competence and how is it being tracked.	All	April 30, 2006	In process
4.				
Create a Customer Services orientation packet that will be used across the region	A. Orientation Packet	All	Complete 2/14/07	Initial orientation & annual packet
5.				
Develop a way to show evidence that the Regional Customer Services policy has been implemented	A. Define scope and compliance of the policy Are we following the Policy and can we see that we are following it?	All	CSSN Audits Board Reporting Guide to Service Training	Ongoing Continual review of policy

Prepared by: Bridgitte Gates, Chair, Regional C.S. Committee

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Date: 3/22/06, Updated 4/25/06, 5/11/06, 6/28/06, 8/15/06, 9/5/06, 11/03/06, 11/20/06, 2/14/07, 6/4/07

Revised Date(s):

6.				
Promote Stigma reduction	A. Reduction of Stigma <ul style="list-style-type: none"> Define Activities to reduce Newsletters 	All		Future discussion to see what other CMH's are doing to reduce stigma. Look at staff knowledge, public interaction.
7.				
Review all written material to be streamlined and made regional when applicable	A. Regional Job Description B. Regional C.S. Policy C. Regional Guide to Service D. Regional C.S. brochure	All	Complete	On going review for any updates
8.				
Develop the process for creating a regional newsletter	A. Regional newsletter	All	Currently have newsletters being done in each county	There will be an affiliation page that will be inserted in each CMH newsletter, this will begin January 2007 and will be ongoing, will go out every quarter.
9.				
Identify best practices in customer services nationally, state and or HMO's	A. Identify best practices	All	Monthly Public Relations/Customer Service meeting at MACMHB	Ongoing
10.				
Ensure all BBA, JCAHO, EQR, MDCH, CSSN standards are met	A. Audits of standards	All	Passed EQR audit – 4/6/06	Ongoing
11.				
Identify the role of customer services in broad based community efforts such as the linking of community services as part of the consumer authorized services. Promote and identify Community Education and a benefit plan for each county and prevention	A. Role of customer services in the community B. Community Activities <ul style="list-style-type: none"> Fair Booths C. Community Education <ul style="list-style-type: none"> Speakers D. Community Benefits Project <ul style="list-style-type: none"> Walk a mile in my Shoes Community expo's in each county 	All		August agenda item

	<ul style="list-style-type: none"> • Coalitions 			
12.				
Determine if the use of peer advocates, peer navigators or mystery shoppers are relevant in customer services	<ul style="list-style-type: none"> • Guidelines • Frequency of calls • Reporting • Template – review tool 	All	Explore what the best mechanism will be for the region	September agenda item (Big discussion)
13.				
Develop an orientation to the CMH system for consumers	A. Orientation to CMH system	All		In the works – Ambassador Handbook – training in near future Guide to services
14.				
Develop a strategy for notifying consumers of changes to their benefit package including any additions and/or deletions to the provider panel	A. Regional letter sent to notify consumers of changes to their benefits, etc. B. Provider changes	All All	.	Completed – 5/31/07
15.				
Develop and recommend consumer leadership and inclusion activities including consumer advisory councils	A. Consumer leadership recommendations	Leslie		7/12 -RCAC retreat was cancelled, to be rescheduled and will be taken then
16.				
Utilize consumer satisfaction survey data to assist in the implementation of the charge	A. Survey – PCP and satisfaction survey	All	Survey's sent out Report will be presented to Regional PI in Sept. 07	Ongoing
17.				
Determine consumer reimbursement procedures and transportation procedures	A. Reimbursement for consumer attendance to committee's, events, etc. B. Transportation for consumers to events, meetings	All All	Complete	Recommendation given to AEC In Process
18.				
Develop a measurement for	A. How are we using the	All		In the works – waiting for

consumer input	feedback given back to us by the consumers and how are we showing that to the consumers			Regional Strategic Plan to work from
19.				
CMHSPSM Bill of Rights and Responsibilities	A. Create a regional policy and pamphlet	CJ Witherow		In Process
20.				
Review LEP and Cultural Competency policy, incorporate language from the Speech, Language & Hearing Services and the Interpreters for Persons with Hearing Impairment into the LEP policy	A. Create two regional policies that meet all State/Federal standards	Bridgitte, Sally, Kay, Jan and CJ	Completed	Draft completed – 09/13/06 Need approval date from Shauna
21.				
LEP training curriculum	A. Development of a standard curriculum for the affiliation – power point presentation.	All	July 2007	Needs to be updated and reviewed by Customer Services and then forwarded to Shauna