

Community Mental Health Affiliation of Mid-Michigan  
Consumer and Stakeholder Advisory Council Meeting

**Meeting Minutes of June 02, 2011**

Community Mental Health Authority of Clinton-Eaton-Ingham Counties  
812 E. Jolly Rd., Conference Rooms G-11 A & B  
Lansing, Michigan

- Present:**                    Committee Members: Julie Barron, CSR (CEI); Heather Bell, CSR (Gratiot); Tina Bertram (CEI); Melissa Crysler, CSR (Newaygo); Annette Fisher (Gratiot); Judith Fryer (CEI); Anna Golliver (Newaygo); Deborah Krieger, CSR (Manistee-Benzie), Charlotte Lamb (Gratiot); Nick Lawson (Gratiot); Lavonda Smith (Newaygo); Angela Thrush (Gratiot); Pixie Stevens (Newaygo); Lori Swan (CEI); Rebecca West, CSR (CEI); Nicole Wright (CEI)
- Other: Tana Baker (Manistee-Benzie); Toby Bayless (Affiliation); Heidi Stevens (Newaygo); Kim Zimmerman (Affiliation)
- Call to Order:**            Nicole Wright, Chairperson, called the meeting to order at 11:20 AM, followed by introductions.
- Agenda Review:**        The following items were added to the agenda:
- Member Handbook – Julie Barron
  - Local Consumer Advisory Council meetings – Kim Zimmerman
- MOTION by Nick Lawson, and SUPPORTED by Rebecca West, to approve the revised agenda. MOTION APPROVED.
- Meeting Minutes:**      The meeting minutes were read.  
MOTION by Nicole Wright, and SUPPORTED by Nick Lawson, to approve the meeting minutes from the Consumer Advisory Council Meeting on March 3, 2011. MOTION APPROVED.
- Health Care Reform:**   Toby Bayless provided a brief summary of the Affordable Care Act of 2010, The Michigan Definition for the Patient-Centered Medical Home, and Key Health Reform Terms. Kim Zimmerman reviewed notes taken during the Health Care Reform Series featuring Jim Haveman on April 07, 2011. Discussion ensued.
- Consumer Bulletin:**     Heather Bell distributed a draft of the Consumer Bulletin – summer edition. Discussion ensued. Concern was voiced by Heather that Gratiot and CEI were the only contributors to the content of the bulletin. It was recommended by multiple council members that other affiliate CMHs participate. Kim Zimmerman suggested that all members follow through with their assignments. Member recommended edits are to be submitted to Heather Bell by June 17, 2011. CMHAMM Quality Improvement workgroup will review draft and provide feedback and approve final version.

**Review of  
FY 2011 Goals:**

Kim Zimmerman distributed most current set of Consumer Advisory Council goals (FY 2007). She asked that the group review the previous goals, as several appear to be outdated, and develop new goals for FY 2011. Each goal was reviewed with the group by Kim. Discussion ensued. Lori Swan made a MOTION to have the council address the lack of distribution of complete packets of orientation materials to consumers receiving home-based services. The MOTION was SUPPORTED by Nick Lawson. MOTION APPROVED. Judith Fryer, Lori Swan, and Nicole Wright volunteered to develop a draft proposal (to include defining the problems and making recommendations to solve them) to take to CMHAMM's Leaders. This draft will be completed and ready for review at the next meeting. Kim Zimmerman recommended that members take the goals home, review them, and come to next meeting prepared to discuss them in detail – what needs to stay, what needs to be accomplished, which areas members want to be involved in implementation.

**Affiliation Policy  
& Procedure Review:**

Kim Zimmerman reviewed Procedure 3.10 Access System and Procedure 2.6 Co-Occurring Disorders. Questions were posed and answered to the council's satisfaction. Kim Zimmerman invited the council to provide feedback once members have had the opportunity to review the procedures in detail. Feedback is welcomed throughout the year.

**Compliance  
Presentation:**

Kim Zimmerman requested that this agenda item be tabled until next meeting. Council approved of the request.

**CMHSP  
Presentation:**

Anna Golliver indicated that Newaygo CMH does not have a CSR and has not participated in the Mystery Shopper project. Lavonda reviewed their Empowerment Network Drop-in Center – activities include fishing, bowling, and fun night on Saturday with games and arts/crafts. There are 250 members and a new Activities Director was hired. CEI will give a presentation next meeting.

**Other Business:**

Local Updates from Council Members: Gratiot CMH finished PATH – Personal Action Toward Health. No other updates were given.

Member Handbook: Julie Barron asked that this item be tabled until the next meeting so that the council will have time to figure out who will take on responsibility for updating this.

Local Consumer Advisory Council Meetings: Kim Zimmerman asked for feedback regarding techniques used for acquiring and retaining members in local consumer groups, as well as how information is communicated to and from these groups to the CMHAMM Consumer Advisory Council. Members will research this information and bring it back to the next meeting.

**Final Thoughts:** There were no final thoughts.

**Next Meeting:** Nicole Wright made a MOTION to hold a Consumer Advisory Council Meeting on July 7, 2011, as opposed to cancelling it. The MOTION was supported by Nick Lawson. The MOTION was APPROVED.

**Adjournment:** The meeting was adjourned at 2:03 PM.

Respectfully submitted,

Toby Bayless  
Director of Affiliation Operations

#### PURPOSE STATEMENT

- To assure that consumers shape the policies and practices of the Affiliation of Mid-Michigan & the State
- To determine the needs of consumers & to communicate those needs to appropriate parties.  
To improve the work of the Affiliation, so that it meets the needs of consumers, families, & other stakeholders
- To review & to make recommendations about the Affiliation's programs
- To make suggestions to the Director of Affiliation Operations
- To be advocates of system-wide change for consumers' rights & consumers' rights & consumers' welfare
- To work as a team in a safe, friendly and respectful environment