

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

Meeting Minutes of November 2, 2006

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); Amy Clark (Gratiot); Jean Cowdery (Gratiot); William Crandell (CEI); Marvin Embry (CEI); Timothy Hansen (Newaygo); Judith Kindel (CEI); Todd Koopmans (Newaygo); Nick Lawson (Gratiot); Kim McKenzie, CSR (Manistee-Benzie); Jana Perez, CSR (Gratiot); Christine Riddlebaugh (Gratiot); Bea Stevens, CSR (Newaygo); Margaret Stooksberry (Manistee-Benzie); Rebecca West, CSR (Ionia)

Other: Toby Bayless (Affiliation); Carol E. Dean (Manistee-Benzie); Liz Holcomb (CEI); Deborah Krieger (Manistee-Benzie); Kim Zimmerman (Affiliation)

Call to Order: Chairperson Nick Lawson called the meeting to order at 11:00 AM.

Introductions: Kim McKenzie introduced Deb Krieger, Peer Support Specialist, and Carol Dean, a parent from Manistee-Benzie. A suggestion was made to have name plates or tags. Jana Perez volunteered to provide name tags for future meetings.

Agenda Review: Liz Holcomb requested time on the agenda to address Customer Service Phones. It was MOVED by Nick and SUPPORTED by Margaret Stooksberry to approve the agenda with the addition of Customer Service Phones. MOTION PASSED unanimously.

Review & Approval

Of Minutes: The minutes of the October 7, 2006 meeting were read aloud by Christine Riddlebaugh. The correct spelling of Becki West's name was noted. It was MOVED by Nick and SUPPORTED by Julie Barron to approve the minutes as revised. MOTION PASSED unanimously.

Customer Service

Phones: Liz explained a requirement by the State that each CMH have a toll free customer service telephone number answered by a live person. CEI has a toll free line, and Manistee-Benzie has a four member phone bank. Manistee-Benzie CMH has volunteered for

calls to be forwarded to their phone bank for live answering and response when any affiliate Customer Service Representative (CSR) is not available. Liz noted the CSR's and the Quality Improvement work group will work out the details. Todd Koopmans requested a future report on how many calls are received.

Internet List

Serve Site:

This agenda item was tabled as Kimber Thompson was not present.

Affiliation Retreat

Tasks:

Toby Bayless provided a handout and explained the development of work group tasks during the August 2006 retreat. He will provide future updates on the progress. The group requested the tasks and monthly tracker report be posted on the Affiliation web site.

Open Meetings:

Julie initiated discussion regarding whether or not the CMHAMM Consumer and Stakeholder Advisory Council meetings are open. Discussion ensued. Nick and Judith Kindel will joint a CSR meeting to draft an amendment to the by-laws, and bring it back to the Council for discussion.

Anti-Stigma Coordinator

Interviews:

Kim Zimmerman explained the interviews have been postponed due to a Human Resources Department process. The posting will now be through November 9. Twelve applications have been received to date, and the number will be narrowed to no more than five. The questions for the candidates must be screened by Human Resources prior to the interviews. Human Resources staff will be present during the interview process. Kim will meet with Judith, Kimber, Nick and Julie before the December 7 interviews.

Grant Work:

Kim Zimmerman distributed copies of a work plan and reviewed it with the group. She suggested four groups – 1) Supply and Expenditures Committee, 2) Education and Training Committee, 3) Promotion, Marketing and Recruitment, and 4) Quality Improvement Committee. The group assignments were as follows: Group 1 – Judith, Marvin and Christine; Group 2 – Todd, William, Julie, Kim, Jean and Becki; Group 3 – Nick, Tim and Deb Krieger; and Group 4 – Amy, Margaret, Bea and Jana. Debbie Heinze will send an updated membership roster to the CSR's for distribution.

Open Forum: Julie reported on the James Gordon concert held at CEI on November 1. It included a video, which she offered to show to the group on a future date.

Judith received a response from Carl Levin to the letter sent to Governor Granholm regarding resolution of the Medicare Part D program problems. Nick read the letter aloud to the group. She announced there will be new free dental clinics in Lansing and Mason January 1, 2007. She also noted there is a People magazine article on the movie "Out of the Shadow".

Jana announced the appointment of Todd to the Michigan Developmental Disabilities Council.

William reminded all present to vote on Election Day.

Margaret stated certain antibiotics can now be obtained at a low cost at Wal-Mart and free at Meijer.

Final Thoughts: Nick asked the group if they are interested in having a holiday celebration together. Discussion ensued. It was decided by consensus to have a name drawing for a white elephant exchange during the December meeting. The January 4 meeting will be the holiday celebration.

Adjournment: The meeting adjourned at 1:55 PM. The next scheduled meeting of the Affiliation Consumer and Stakeholder Advisory Council will be Thursday, December 7, 11:00 AM at 812 E. Jolly Rd., Lansing, Michigan in Conference Rooms G-11 A & B.

Respectfully submitted,

Debra Heinze
Affiliation Secretary

<p>NOTE: The Secretary will send one copy of the minutes and agenda to each CMH for distribution</p>
