

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

Meeting Minutes of March 6, 2008

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); Jean Cowdery (Gratiot); William Crandell (CEI); Marvin Embry (CEI); Traci Hendershot, CSR (Gratiot); Nick Lawson (Gratiot); Kim McKenzie, CSR (Manistee-Benzie – via videoconference); Christine Riddlebaugh (Gratiot); Lavonda Smith (Newaygo – via videoconference); Bea Stevens, CSR (Newaygo – via videoconference); Kimber Thompson (CEI – via telephone)

Other: Francine Carpenter (Gratiot); Liz Holcomb (CEI); Kim Zimmerman (Affiliation)

Call to Order: Christine Riddlebaugh, Vice-Chairperson, called the meeting to order at 11:10 AM.

Agenda Review: Due to time constraints, agenda item 4.a. &b. were removed from the agenda. It was noted the guest, Jana Perez, was not in attendance, therefore recognition dinner planning was expected to move forward without her assistance. It was MOVED by Nick Lawson and SUPPORTED by Julie Barron to approve the agenda as revised. MOTION PASSED unanimously.

Review & Approval

Of Minutes: The minutes of the January 3 meeting were read aloud by Kim McKenzie. It was MOVED by Nick and SUPPORTED by Jean Cowdery to approved the minutes as submitted. MOTION PASSED unanimously.

Review of Policy

& Procedures: Kim Zimmerman distributed copies of Affiliation Policy 2.0 Clinical Services, Procedure 1.7 PIHP Site Reviews, Procedure 1.6 Authorization of Affiliation Requirements, and Procedure 1.2 CMHAMM Steering Committee and Work Group Meeting Structure. Kim summarized the content of each document and asked for comments. A request was made for the PIHP site review audit reports to be shared with the Advisory Council.

QI Work Group

Report:

Liz Holcomb spoke to the group about the Process Improvement Project required by the State. She distributed a flyer announcing dinner programs sponsored by the Affiliation and Eli Lilly and Company, a drug company. It is planned to hold the dinner programs four times a year. Liz will return to the April Advisory Council meeting to report on the Performance Indicators.

CSR Work Group

Report:

Julie gave the Customer Service Representatives (CSR) work group report. She noted Gratiot CMH has two new CSR's, Heather Bell and Traci Hendershot. The work group has completed the CSR handbook, developed a consumer orientation and are beginning the Mystery Shopper Level II. Julie announced the Statewide Customer Service work group will be using the Mystery Shopper program format.

Local Updates:

Kim McKenzie reported Manistee-Benzie CMH will be participating in the "Walk A Mile" event in May, and will have a booth at the county fair for the third year. She has also contacted area legislators to meet for an exchange of ideas. Kim announced there are two free workshops sponsored by the Michigan Association of Community Mental Health Boards, with information available on their web site. Nick requested copies of this information which Julie agreed to provide at the April meeting.

Julie reported that CEI CMHA will be participating in the "Walk A Mile" event. She also participated in "Pathways To Recovery".

Recognition

Dinner:

A planning discussion was held regarding the annual recognition dinner. It was MOVED by Nick, and SUPPORTED by Christine, to hold the event on May 22 at 6:00 PM. MOTION PASSED unanimously. Christine and Nick will reserve the facility and caterer. It was MOVED by Christine, and SUPPORTED by Bill, to use "Don't Judge A Book By It's Cover" as a theme. MOTION PASSED unanimously. Kimber Thompson volunteered to create the invitation template by March 10. It was determined invitations should be mailed by April 3, and the RSVP would be to the Gratiot CSR's telephone number by April 15. The Andy Carlson and Staff awards need to be ordered, and nominees are needed. The nominations will be given to Julie. Christine will compile the

activities and accomplishments of the Council for the year and bring the draft to the April meeting for approval.

Final Thoughts: Kimber stated the Youth In Transition program is new at CEI CMHA, and asked if the Council would be interested in a speaker on this topic. She will forward information to those with e-mail addresses. Agenda placement will be decided at a later date.

Adjournment: The meeting adjourned at 2:10 PM. The next scheduled meeting of the Affiliation Consumer and Stakeholder Advisory Council will be Thursday, April 3, 11:00 AM to 2:00 PM at 812 E. Jolly Rd., Lansing, Michigan in Conference Rooms G-11 A & B.

Respectfully submitted,

Debra Heinze
Affiliation Secretary