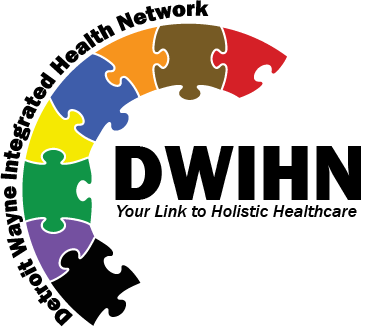
**Meeting Date :** 4/17/2020**Meeting Location:** Teleconferencing call

**1-888-748-9073 Meeting I.D./Access Code 362 832 553**

**Meeting Start/ End:** 10:00 am to 12:00 pm\_\_\_\_\_\_

**Approval:** Donna Coulter **Recorded by**: Michael Shaw

**Meeting Notes**

* + - 1. **Greetings & Introductions/Ground Rules/Review of Notes**

**Goal:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):**  Advocacy  Access  Customer/Member Experience  Finance  Quality  Workforce

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| **Introductions** – Everyone introduced themselves. (Clarence Ruff, Nicole Gowan, Michael Squirewell, Jaime Junior, Linda Burton, Joanna Lofton, Shelley Nelson, Patty Carlson, Robert Spruce, Polly McCallister, Tiffany Devon, Mignon Strong, Donna Coulter, Steve Kuhlman, and Michael Shaw)  **Ground Rules –**Michael Squirewell was the Sergeant-at-Arms. He went over the ground rules. Jaime Junior lead the meeting. Michael Shaw went over the agenda.  **Review & Approval of Notes of the March 20, 2020 CV meeting –** Notes of the February, 2019 CV meeting were approved without changes. | | |
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| **Decisions Made** |  |  |
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| **Action Items** | **Assigned To** | **Deadline** |
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* + - 1. **\_ Announcements\_\_\_\_\_\_\_\_\_**

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| CV members spoke about how they were coping the COVID-19 isolation and stressors. “What’s Coming Up” is being updated. Personal protection equipment is being distributed to providers by DWIHN. MDHHS has started a “Warm Line” where people can call and discuss how they feel, talk about their problems, etc. “Persons Points of View,” (PPV) Special Edition has contact information of various community organizations (such as Warriors on Wheels), information about social distancing and how to remain in contact with others electronically during the COVID-19 “Stay at Home” order, information about myth surrounding COVID-19, and the DWIHN Crisis Help Line and other DWIHN contact Information. PPV Bulletin also has important information in it about the DWIHN Ambassadors, the DWIHN text-line, and things one can do to keep busy during the COVID-19 pandemic. (DWIHN has both a hotline and a text-line available for anyone to use to contact us.) Dr. Coulter stated that she will have stipend checks distributed to CV members. | | |
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| **Decisions Made** |  |  |
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| **Action Items** | **Assigned To** | **Deadline** |
| Send out meeting materials | Michael Shaw | After Every meeting |

* + - 1. **Recipient Rights Presentation-Polly McCallister-Director of Recipient Rights DWIHN**

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| Ms. McCallister indicated that the Office of Recipient Rights is still open, receiving phone calls, and investigating Recipient Rights complaints. Complaints are being routed to particular investigators while DWIHN is working remotely. The Recipient Rights Hotline is 1-888-339-5595. Ms. McCallister informed meeting attendees that Recipient Rights prefers that complaints be phoned or faxed into the office as opposed to receiving letters or emails. Some members have complained to Recipient Rights recently that they have been forced to remain at home or stay in placed during the governor’s “Stay at Home” order issued as a result of the COVID-19 pandemic. Some members have also stated that they don’t want to wear mask or other protective gear. Dr. Coulter decided to schedule an ad hoc committee meeting to address the “Stay at Home” order and to inform members what they can and cannot do under the order. This information will then be published in the Persons Points of View Bulletin, placed on the DWIHN hotline, and given to DWIHN Ambassadors to disseminate. Ms. McCallister answered meeting attendees’ questions. | | |
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| **Decisions Made** |  |  |
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| **Action Items** | **Assigned To** | **Deadline** |
| Send out meeting materials | Michael Shaw | After Every meeting |
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* + - 1. **Director of Communications DWIHN-Tiffany Devon**

**Goal:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):**  Advocacy  Access  Customer/Member Experience  Finance  Quality  Workforce

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| Tiffany Devon, Communications Director, DWIHN stated that there will be a “Town Hall” meeting at 4:00 pm today (4/17/2020) via teleconferencing with Detroit Commissioner Bell. Ms. Bell will interview DWIHN President and CEO Willie Brooks, DWIHN Medical Director, Dr. Margaret Hudson-Collins, and Deputy Chief Operating Officer, Dana Lasenby. A question and answer session will be held after the interviews. Accessing the Zoom App was discussed by Jaime Junior. Margaret Keyes-Howard stated that a delegates meeting will be held May 6, 2020 via bluejeans. Margaret Keyes-Howard indicated that CV meetings should be recorded. | | |
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| **Action Items** | **Assigned To** | **Deadline** |
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* + - 1. **Fund Raising/Mini Grant Discuss Virtual Auction-Margaret Keyes-Howard**

**Goal:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):**  Advocacy  Access  Customer/Member Experience  Finance  Quality  Workforce

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| Ms. Keyes-Howard asked Mr. Shaw to forward a virtual auction outline that she created to CV members before today’s CV meeting. Mr. Shaw sent the outline to members via email. Ms. Keyes-Howard reviewed it and asked CV members if the wanted to have a virtual auction. 6 CV members voted yes, 2 indicated that they were neutral. The CV decided to establish an ad hoc committee to determined how the auction will be setup and executed. Non CV members can join the committee. The following 4 CV members have volunteered to be on the committee: Joanna Lofton, Michael Squirewell, Ray Schuholz, and Clarence Ruff. Ms. Keyes-Howard indicated that DWIHN will purchase software that will be used to facilitate the virtual auction. New and gentle used items will be solicited for auction. Money from the auction will be used to fund the Mini Grant. | | |
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* + - 1. **Action Group Updates**

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**Strategic Plan Pillar(s):**  Advocacy  Access  Customer/Member Experience  Finance  Quality  Workforce

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| **Engage-Joanna Lofton:** The group is working on how to distribute the toiletries they have obtained to clubhouse as well as to victims of human trafficking. The group liked the draft letter that Dr. Coulter wrote and submitted to them for review soliciting toiletries. After review, no changes were suggested for the draft letter. The flyer that was updated and submitted to meeting attendees by Michael Shaw was reviewed. Changes were suggested and made. The group is going to discuss how it can better engage the community at the next meeting. New initiatives are also being explored.  **Advise-Ray Schuholz**: Mr. Schuholz indicated that the last Advise Action Group meeting was held via teleconferencing on April 13, 2020. Steve Kuhlman spoke about the current state of the DWIHN Ambassador program and recruitment for new Ambassadors.  **Empower-Michael Squirewell:** Mr. Squirewell indicated that the Empower Group needs new members. Ray Schuholz joined the group today during the CV meeting. Mr. Shaw scheduled the next Empower Action Group meeting for Wednesday April 22, 2020 from 10:00 am to 11:30 am via bluejeans.  **Advocacy-Jaime Junior:** Margaret Keyes-Howard spoke about planned trainings for DWIHN Ambassadors and delegates. | | |
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| **Decisions Made** |  |  |
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| **Action Items** | **Assigned To** | **Deadline** |
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* + - 1. **Bylaws-Michael Shaw**

**Goal:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):**  Advocacy  Access  Customer/Member Experience  Finance  Quality  Workforce

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| Mr. Shaw read the changes that were suggested in the bylaws ad hoc committee meeting April 3, 2020. All the changes were accepted by the CV members present without alteration. Mr. Shaw indicated that he will email CV members an updated copy of the bylaws. | | |
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| **Action Items** | **Assigned To** | **Deadline** |
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* + - 1. **Good and Welfare**

**Goal:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Strategic Plan Pillar(s):**  Advocacy  Access  Customer/Member Experience  Finance  Quality  Workforce

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| Clarence Ruff stated that meeting attendees should pray for persons with COVID-19. Ray Schuholz talked about how he is coping with restrictions and changes being brought about as a result of the COVID-19 pandemic. Linda Burton and others thanked Margaret Keyes-Howard for the card she sent them in the mail. Jaime Junior mentioned a webinar that will take place soon. | | |
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| **Action Items** | **Assigned To** | **Deadline** |
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**NEXT MEETING:** May 15, 2020

DWIHN

TBD