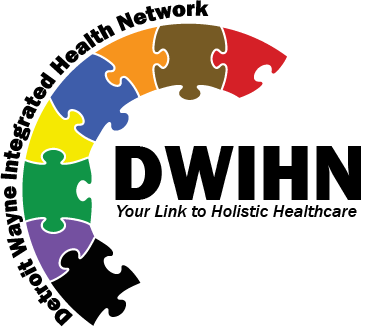
**Meeting Date :** 3/20/2020**Meeting Location:** Teleconferencing call

**1-**(612)-746-4362 Access Code: 338042

**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.  **Ground Rules –**Michael Squirwell was the Sergeant-at-Arms. He went over the ground rules. Jaime Junior lead the meeting. She went over the agenda.  **Review & Approval of Notes of the February 21, 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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| Nicole Gowan read the announcements. She noted that due to COVID-19, many of the events listed on the “What’s Coming Up” Calendar have been cancelled. | | |
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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. Michael Squirewell

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| Mr. Squirewell indicated that “Reaching for the Stars” and “Dreams Come True” events may be postponed or cancelled due to the COVID-19 outbreak. He asked meeting attendees present if they would be willing to join him to pass out items (such as gloves, masks, hand sanitizer, etc.) to persons in need to help combat the COVID-19 pandemic. He asked Dr. Coulter if money allocated to “Reaching for the Stars” and “Dreams Come True” could be reallocated from the aforementioned events to purchase gloves, masks, hand sanitizer, etc. to combat the pandemic instead. Dr. Coulter stated that the CV should wait and take things “one day at a time” and see how things unfold before deciding to reallocate funds. Shelley Nelson indicated that some events such as “Walk A Mile in My Shoes” have not been cancelled, just rescheduled to a later date. She agreed that the CV should wait and see how things unfold before it decides to reallocate funds. Dr. Coulter suggested that volunteering to help combat the COVID-19 pandemic be discussed during the “Action Group” activity. | | |
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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. **Social Connectiveness**

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

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

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| Dr. Coulter spoke about “Social Connectiveness, and Social Distancing.” She asked people to email her their ideas and thought on how people can remain socially connected. Tiffany Devon also spoke about the importance of “Social Connectiveness” and is compiling a list of resources available to remain socially connected during the COVID-19 pandemic. Nicole Gowan mentioned and explained the function of the “Next Door” app and how people can remain socially connected in their neighborhoods through the app. Joanna Lofton spoke about a Comcast deal that will provide no cost internet for 2 months and low-cost services afterwards. Jaime Junior stated that “Warriors on Wheels” is holding check-ins 3 times a week through a Google Meet app. She indicated that closed captioning is offered through the app. | | |
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* + - 1. **Grievance-Barbara Hedgepeth**

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

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

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| Ms. Hedgepeth, Customer Service Grievance Specialist, asked everyone if they had access to the PowerPoint she created for today’s presentation. She explained what a grievance is, what is and is not a grievance, and gave examples of what grievances are i.e., excessive wait times for certain services, rude tone on phone from Customer Service staff, etc. She explained how a person can file a grievance (over the phone, by mail or fax, through the DWIHN website by Rapid Response, etc.). She explained who can file a grievance and when it can be filed. She explained the grievance process. She indicated that grievance brochures and forms are required to be displayed in public places, such as the reception area of providers, DWIHN, etc. She stated that no one should be discouraged from filing a grievance or retaliated against for filing a grievance. She stated that interpreters must be provided if needed. She indicated that a person’s eligibility for services is not affected by filing a grievance. Ms. Hedgepeth solicited and responded to questions from meeting attendees. | | |
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* + - 1. **Mini-Grant-Dr. Coulter**

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

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

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| Dr. Coulter stated that he CV membership body spoke about having several fundraisers to support at least 5 mini-grant awards. | | |
| The two fundraisers that were discussed previously by the CV was a bowling event and a variety show. She noted that the scheduling of these events may be postponed due to the current COVID-19 pandemic. She stated that alternative fundraiser that don’t require people to come together in the same space should be considered. She stated that requesting sponsorship from outside entities should be explored. She indicated that the CV “Go Fund Me” page could be updated and advertised as a means of raising funds. Margaret-Keyes-Howard stated she has training in capital development for non-profits and would be willing to work with the CV on non-brick and mortar fund raising. | | |
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* + - 1. **Action Group Updates**

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

**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 from various sources. The FBI, police, and women’s shelters are all places where the toiletries might be taken for distribution. The group is looking for more involvement from the community and wants to reach out to diverse populations. Churches and Mosques are being investigate as distribution points. New initiatives are also being explored.  **Advise-Ray Schuholz**: Mr. Schuholz was not present for the meeting. Mr. Shaw indicated that the next Advise Action Group meeting will be via teleconferencing in April 2020.  **Empower-Michael Squirewell:** Mr. Squirewell stated that he would like to schedule an Empower Action Group meeting soon to discuss various issues. Mr. Squirewell indicated that he would like to work in the community to combat COVID-19.  **Advocacy-Jaime Junior:** Margaret-Keyes-Howard stated that on March 2, 2020, a group of members and she went to Lansing and met with legislators to discuss various issues. She indicated that May 5, 2020 is the precinct delegate deadline for placing one’s name on the ballot for the upcoming election. She stated that she would like to organize a precinct delegate rally and encouraged anyone interested in becoming a delegate to submit their name so they can be placed on the ballot. Dr. Coulter spoke about community delegates and encourage any interested members to explore becoming one. Ms. Keyes-Howard spoke about the 2020 Census and encouraged everyone to fill out the census form. She spoke about the right of every Michigan voter to vote by absentee ballot. | | |
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| **Action Items** | **Assigned To** | **Deadline** |
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* + - 1. **Members Engagement**

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

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

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| Ms. Howard spoke about the Echo survey. Dr. Coulter spoke about other surveys associated with the DWIHN. She also spoke about telehealth services and stated that she will give the CV an update on changes at a later date. | | |
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| **Action Items** | **Assigned To** | **Deadline** |
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* + - 1. **Good and Welfare**

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

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| Dr. Coulter spoke about stipends. She said they will be sent by mail. Ms. Keyes-Howard read the poem “And the People Stayed Home.” | | |
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| **Decisions Made** |  |  |
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| **Action Items** | **Assigned To** | **Deadline** |
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**NEXT MEETING:** April 17, 2020

DWIHN

TBD