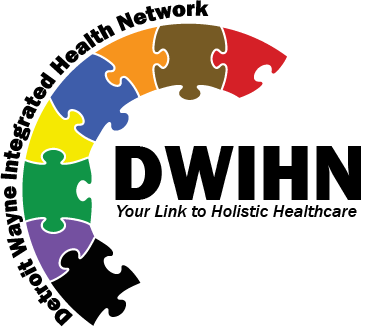
**Meeting Date :** 5/15/2020**Meeting Location:** Teleconferencing call

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

**Meeting Start/ End:** 9:45 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, Polly McCallister, Tiffany Devon, Mignon Strong, Dr. Donna Coulter, Steve Kuhlman, Dr. Margaret Hudson-Collins, Jaren Roberts, Willie Brooks, Margaret Keyes-Howard, Ray Schuholz and Michael Shaw)  **Ground Rules –**Michael Squirewell was the Sergeant-at-Arms. He went over the ground rules. Nicole Gowan lead the meeting. Michael Shaw went over the agenda.  **Review & Approval of Notes of the April 17, 2020 CV meeting –** Notes of the April 17, 2020 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 out loud from the most current (May 2020) edition of the “What’s Coming Up” Calendar. | | |
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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. **DWIHN President and CEO Willie Brooks**

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| Mr. Brooks stated that personal protection equipment has been purchased and distributed to members in the community. He mentioned the ongoing efforts that DWIHN is pursuing with respect to telehealth. He mentioned that the Board meetings are still being held and are accessible via the DWIHN telecommunications apps. He stated that DWIHN recently received  $500,000 from the government to address problems posed by the COVID-19 pandemic. Mr. Brooks stated that DWIHN is preparing itself for anticipated loss in revenue due to the financial situation caused by COVID-19. He stated that many people are having difficulty dealing with social isolation and that alcohol consumption has risen 500% since the beginning of the COVID-19 pandemic. He stated that incidents of domestic violence have also increased. He stated that COVID-19 has had a disproportionate impact on minority communities and that many students fear they will not graduate. He stated that it is important to take care of all current health issues, exercise, eat well and visit the doctor. He also stated the importance of keeping in touch with family and friends. | | |
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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. **Medical Director-Dr. Margaret Hudson-Collins**

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

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

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| Dr. Hudson-Collins gave a presentation about telemedicine. She stated that the future is now. She indicated that telemedicine has been around since the 1990’s and that it is being used currently. She stated that there are cost savings associated with using telemedicine over traditional in person office visits. She stated that telemedicine is not limited to psychology. It is being used in radiology, cardiology, dentistry, surgery and other areas. She stated that there are about 6 million users of telemedicine in the U.S. She said it is covered by most insurances, including Medicaid and Medicare. Dr. Hudson-Collins indicated that telemedicine allows one to keep in contact with one’s primary care providers. It allows patients more time with their provider because the patient doesn’t have to travel. She indicated that patients first receive an assessment (usually in person) before the telemedicine treatment begins. Dr. Hudson-Collins stated that she practiced telemedicine about a year ago. She also indicated that Fitbits, and smart phones are being used to track health. She spoke about COVID-19 affecting both young and old. She indicated that no one on earth has not been affected by COVID-19. She emphasized the importance of social distancing to decrease the possibility of disease transmission. | | |
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* + - 1. **On-line Advocacy and Engagement; Technology and Resource-CV Leader Jaime Junior**

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

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

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| Ms. Junior stated that advocacy is a way of influencing policy through social media. Facebook and Instagram, are two of the social media platforms that she mentioned. She warned about the prevalence of “fake news” on social media. She stated that she uses Facebook to promote her book club. She spoke about telephone services such as Safe Link, and True Connect. She indicated that AT&T has a service called “Access for All” that offers low cost phone service to those in need. She spoke about how to obtain a Galaxy tablet, and audio books. She mentioned that people can take online courses through Coursera. | | |
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* + - 1. **Update from DWIHN Communications Director-Tiffany Devon and Director of Recipient Rights Polly McCallister.**

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

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

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| Ms. Devon mentioned that DWIHN will be participating in a traveling art show. She asked members to send in photos of their art so it can be exhibited in the show.  Ms. McCallister mentioned that Recipient Rights is still receiving and investigating complaints. She stated that many of the increases in complaints are due to the fact that some members don’t want to remain at home during the governor’s “Stay at Home” order. | | |
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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:** Collection of toiletries is continuing. They are currently being distributed to clubhouses. It was suggested in the last Engage Action Group meeting earlier today that hotels be approached and solicited for items. Mr. Shaw contacted Ms. Lofton and stated that some people have approached him stating they were interested in donating toiletries. Nicole Gowan has indicated that she is willing to accept items for storage at her house. Ms. Lofton stated that the Engage Action Group is interested in working with other segments of the society such as youth, Asians, Latinos, Native Americans, the elderly, etc. and is seeking new members on the Engage Action Group from these groups. Nicole Gowan stated that she will provide Ms. Lofton with contact information to the American Indian Council. Ms. Lofton stated that she can have documents translated into Spanish and Arabic at her place of employment. Tiffany Devon stated that DWIHN has a relationship with the Arab-American News and the Latino Press.  **Advise-Ray Schuholz**: Mr. Schuholz indicated that he is in the process of scheduling the next Advise Action Group meeting with Steve Kuhlman.  **Empower-Michael Squirewell:** Mr. Squirewell indicated that the Empower Action Group needs new members. He also stated that he would like to see more CV members participate in CV related events.  **Advocacy-Jaime Junior:** The Advocacy Action Group is hosting “Delegate Training,” the first of which took place May 11, 2020 via bluejeans. Margaret Keyes-Howard stated that it is possible that online trainings will be held in the evenings. The Advocacy Action Group is looking to engage youth. | | |
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* + - 1. **DWIHN Member Engagement Update-Dr. Donna Coulter**

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

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

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| The Spring edition of the Persons Points of View Newsletter will be coming out soon. Dr. Coulter suggested that members consult the “Special Edition” of the newsletter and the PPV Bulletins for updates. DWIHN Member Engagement unit is collecting data and would like Ambassadors to disseminate the information collected into the community. Willie Brooks asked Dr. Coulter to note what is and what is not working well with respect to bluejeans videoconferencing and report this information to him. | | |
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* + - 1. **Good and Welfare**

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

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| Michael Squirewell stated that people can get tested for COVID-19 at the State Fair Grounds in Detroit. He indicated that they have to be 60 years of age or older. Joanna Lofton indicated that COVID-19 testing is taking place at CVS in Dearborn. She also thanked members for attending her online training that she held earlier in the week. Dr. Coulter recently celebrated her birthday. Michael Shaw will celebrate his birthday later this month. | | |
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| **Decisions Made** |  |  |
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| **Action Items** | **Assigned To** | **Deadline** |
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**NEXT MEETING:** June 19, 2020

DWIHN

TBD