



Constituents' Voice Meeting

Meeting Date : 12/11/2020 Meeting Location: Teleconferencing call

1-408-419-1715 Meeting I.D./Access Code 902 106 094

Meeting Start/ End: 12:00 noon to 2:00 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

**Introductions** – Everyone introduced themselves. (Michael Squirewell, Jaime Junior, Joanna Lofton, Shelley Nelson, Patty Carlson, Dr. Donna Coulter, Robert Spruce, Natasha Swain, Blake Perry, Clarence Ruff, Darius Robinson, Ray Schuholz, Michele Vasconcellos, Linda Burton, Steve Kuhlman, Margaret Keyes-Howard, Paul Johnson, David Williams and Michael Shaw)

**Ground Rules** – Jaime Junior and Donna Coulter led the meeting. Michael Squirewell was the sergeant-at arms. The announcements were read. Mr. Shaw went over the agenda.

**Review & Approval of Notes of the November 20, 2020 CV meeting** – Notes of the November 20, 2020 CV meeting were tabled until January 15, 2021 CV meeting.

Decisions Made		
Action Items	Assigned To	Deadline

2. Announcements

It was mentioned that there will be an EVOLVE meeting December 30, 2020 via bluejeans. There will also be SOULS chats held during the Christmas and New Years Holiday break.

Decisions Made		
Action Items	Assigned To	Deadline
Send out meeting materials	Michael Shaw	After Every meeting

3. DWIHN President and CEO Willie Brooks

Mr. Brooks was unable to attend today.

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Decisions Made		
Action Items	Assigned To	Deadline
Send out meeting materials	Michael Shaw	After Every meeting

**4. Director of Communications-Tiffany Devon**

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

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

Ms. Devon was unable to attend the meeting. No Communications update was given.		
Decisions Made		
Action Items	Assigned To	Deadline

**5. Reflections**

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

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

Meeting attendees gave well wishes and accolades. Video collage featuring past events that the CV promoted was shown via bluejeans. CV members had to opportunity to order lunch via Doordash cards (the cards were delivered to them earlier by Darius Robinson). Kathy O'Donnell, and Isaac Robinson were remembered. Past accomplishments such as the Voting Rally at Nicole Gowan's house, (which featured a disk jockey and was broadcasted on Facebook Live) "Reaching for the Stars," and "Walk A Mile In My Shoes' (Jaime Junior was a guest speaker; DWIHN also held a local "Walk A Mile" celebration at Nicole Gowan's house). Advocacy Action Group held Delegates training this year.		
Decisions Made		
Action Items	Assigned To	Deadline

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6. Action Group Updates

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

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

**Engage-Joanna Lofton:** Ms. Lofton mentioned that some of the toiletry packages that were packaged at Nicole Gowan's house in September 2020 were recently given to the VA. Ms. Lofton is also currently working with the Advise Action Group and helping them with their outreach activities.

**Advise-Ray Schuhholz:** Mr. Schuhholz indicated that he is currently performing work with police officers.

**Empower-Michael Squirewell:** Mr. Squirewell indicated that the CV members are "first responders."

**Advocacy-Jaime Junior and Blake Perry:** The Delegates training held earlier this year was mentioned. It was mentioned that 5 delegates have been trained and certified this year.


Decisions Made		
Action Items	Assigned To	Deadline

7. Karaoke

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

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

Meeting attendees sang various songs and Christmas carols. Among them "I'll meet you half-way," -Ray Schuhholz, "What's Going On,"-Michael Squirewell, "Sing A Song,"-Donna Coulter, "Devotion,"-David Williams, "I think I love you,"- Ray Schuhholz "Jingle Bells," Jingle Bell Rock," and others.

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<b>Decisions Made</b>		
<b>Action Items</b>	<b>Assigned To</b>	<b>Deadline</b>

**NEXT MEETING:** January 15, 2021

DWIHN

TBD