

Constituents' Voice Meeting

Meeting Date : 2/19/2021 Meeting Location: Teleconferencing call 1-408-419-

1715 Meeting I.D./Access Code 902 106 094

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

**Attendance**– Everyone introduced themselves. (Michael Squirewell, Jaime Junior, Nicole Gowan, Joanna Lofton, Patty Carlson, Dr. Donna Coulter, Robert Spruce, Darlene Nash, Blake Perry, Clarence Ruff, Lucinda Brown, Margaret Keyes-Howard, Linda Burton, David Williams, Donna Risi, Carol Knight, Jaren Roberts, Polly McCalister, Shelly Nelson, Mignon Strong, Steve Kuhlman and Michael Shaw)

**Ground Rules** –Michael Squirewell led the meeting. Jaime Junior was the Sergeant-at Arms. The announcements were displayed and read by Nicole Gowan.

**Review & Approval of Notes of the January 15, 2021 CV meeting** – Notes of the January 15, 2021 CV meeting approved without changes.

Decisions Made		
Action Items	Assigned To	Deadline

**2. Announcements**

Nicole Gowan gave an announcement about the S.O.U.L.S. Chat, (Faith-Mondays, Casual Wednesdays) the Persons Points of View Newsletter, EVOLVE, etc. She presented an on-screen overview of MyStrength and DWIHN.org webpages.

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

**3. DWPHN Staff Updates:**

- Dr. Coulter spoke about SOULS Chat, NCQA, recent literature that was sent out about COVID-19 vaccinations, etc.

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- Jaren Roberts stated that "Ask the Doctor" will resume under the tutelage of Dr. Rosen, the DWIHN Medical Director. She mentioned "Mental Health Minutes," that DWIHN is looking for volunteers to help members we serve navigate MIStrength, and the upcoming Gambling Symposium.
- Polly McCalister stated that the Office of Recipient Rights is still open and responding to our members' concerns.

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

**4. Self-Determination-Lucinda Brown-DWIHN UM Dept.**

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

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

Ms. Brown gave the MDHHS terminology update. She emphasized that "self-determination" is for all of the members we serve.

She stated that "Self-Directing Services" means that the members we serve are also in charge of their mental health dollars. She said that "Self-Directing Services" had no participants the first time she gave a presentation in front of the CV. Today, it serves 138 individuals. She indicated that the IPOS, written agreements, and individual budgets are 3 things in which members served have control. She stated that "Financial Management Services" process claims for the members we serve. DWIHN has hired two new staff persons to aid Ms. Brown in facilitating "Self-Determination" and "Self-Directing Services."

Decisions Made		
Action Items	Assigned To	Deadline

**5. Fundraising-Margaret Keyes-Howard-DWIHN ME Dept.**

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

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

Ms. Keyes-Howard indicated that the Doublegood.com popcorn event will take place from Wednesday February 24, 2021 to Sunday February 28, 2021. The Doublegood.com event is being held to solicit funds for the "Dreams Come True" Mini-Grants. CV members can go to the Doublegood.com website, setup a room on the site and solicit funds from people they know. Ms.

Keyes-Howard stated that Doublegood.com is "evidenced-based" fundraising. People have the opportunity to buy popcorn for themselves, for someone else, and/or can donate to troops, hospital workers, the capitol police, etc. from Doublegood.com. People can also donate money if they don't want to buy popcorn.

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

**6. Action Group Updates**

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

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

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**Engage-Joanna Lofton:** Ms. Lofton plans to give the remaining 35 toiletry kits that she has to the “American Human Rights Coalition.” She indicated that the Engage Action Group is continuing to solicit toiletry items for giveaway to victims of human trafficking. Ms. Lofton plans to have information put in newsletters asking readers to support organizations that have given toiletry items to the Engage Action group. She also plans to secure a speaker from the American Human Rights Coalition to talk about human trafficking. She also will ask the Community Health Workers (CHW) to put information about the CV in their newsletter. This will be done to attract new members. Ms. Lofton also plans to write a letter soliciting toiletry items from organizations. She asked Mr. Shaw if she can send out the letter on DWIHN letterhead. Mr. Shaw informed her that the DWIHN Communications Department would have to approve of any letter written on DWIHN letterhead. Nicole Gowan is in the process of visiting high schools, clubhouses, and other organizations in an attempt to attract new members, in particular young people, to the CV, CV action groups, Ambassadors, etc.

**Advise-Ray Schuhholz:** Mr. Schuhholz wasn't present at the meeting today. Mr. Kuhlman indicated that the Advise Action Group will have its next meeting today at 2:00 pm via bluejeans. He indicated that the action group is interested in finding new ways to attract new members. Mr. Kuhlman spoke about the next video version of the “What’s Coming Up” calendar that Michael Squirewell and he plans to record.

**Empower-Michael Squirewell:** Mr. Squirewell indicated that he would like to attract new members to join the Empower Action Group. He also stated that he would like to start working toward planning the next “Reaching for the Stars” event. Mr. Squirewell, with the assistance of Dr. Coulter, plans to survey members served by DWIHN to find out whether the majority would like to have “Reaching for the Stars” this year. He is asking everyone on the CV to help in the surveying effort. Nicole Gowan will mention the surveying in the SOULS chats.

**Advocacy-Jaime Junior and Blake Perry:** Jaime Junior indicated that the group recently hosted its first Advocacy Action Group meeting of the year. She indicated that 21 people came to the virtual meeting. It was a brainstorming event, which touched upon many topics, such as COVID-19 vaccination efforts, financial wellbeing, etc.

Decisions Made		
Action Items	Assigned To	Deadline

**7. Good and Welfare**

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

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

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Mr. Squirewell indicated that he is glad that senior citizens are now eligible and some are receiving COVID-19 vaccinations. Mr. Perry stated that he hopes everyone has a successful week. He indicated that he is in training to become a "Youth Ambassador." He also indicated that he is working with an organization that focuses on helping people afflicted with Autism. Mr. Ruff indicated that he received the COVID-19 vaccination and has experienced no serious side effects from the injection. It was stated that people with disabilities 18 years and older in Detroit can now receive the COVID-19 vaccination. Ms. Nelson indicated that she is concerned about the adverse effects that may result 5 to 10 years in the future by people who receive the COVID-19 vaccine.

Decisions Made		
Action Items	Assigned To	Deadline

**NEXT MEETING:** March 19, 2021

DWIHN

TBD