



Constituents' Voice Meeting

Meeting Date : 1/15/2021 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

Introductions – Everyone introduced themselves. (Michael Squirewell, Jaime Junior, Nicole Gowan, Joanna Lofton, Patty Carlson, Dr. Donna Coulter, Robert Spruce, Darlene Nash, Blake Perry, Clarence Ruff, Michelle Livous, Lucinda Brown, Eric Doeh, Blake Perry, Tiffany Devon, Margaret Keyes-Howard, Linda Burton, and Michael Shaw)

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

Review & Approval of Notes of the November 20, 2020 CV meeting – Notes of the November 20, 2020 CV meeting approved without changes.

Review & Approval of Notes of the December 11, 2020 CV meeting – Notes of the December 11, 2020 CV meeting were 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). She stated that anyone can join the S.O.U.L.S chats.

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

3. DWIHN Vice-President Eric Doeh

Eric Doeh gave the update on the 2021 DWIHN Strategic Plan. Mr. Doeh indicated That DWIHN “Vision and Mission” are on the DWIHN.org website. He said that the strategic plan reflects what DWIHN does on behalf of the people it serves. He said

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he surrounds himself with people smarter than him that advise him on crucial matters. He stated that DWIHN is a safeguard organization. Its vision is to be recognized as a national leader with regards to integrated health. He indicated that Mr. Brooks introduced "Holistic Care" into the organization. Mr. Brooks believes that DWIHN must help the people it serves not only with behavioral and physical health, but other with other aspects such as housing, job searches, etc. Mr. Doeh indicated that values that DWIHN promotes not only include advocating on behalf of the people it serves, but being innovative, data driven, and evidence based. DWIHN must treat the people it serves with dignity, respect, and inclusiveness. DWIHN must be fiscally responsible. Partnerships and collaboration matters. DWIHN pillars are: Customers, Access, Workforce, Finance, Quality and Advocacy. Mr. Doeh mentioned the recent inhouse integration of the phone services which were being performed by Well Place under contract. He indicated that townhall meetings in the community are one of the ways DWIHN informs the community about what it is doing. He stated that Customer service includes providing good I.T. DWIHN must be a good steward of the dollars it receives. It must be able to measure the quality of the serves it provides. DWIHN promotes hiring from within the organization for new job openings, unless the talent doesn't exist within. Mr. Doeh indicated that DWIHN has a mission to hire persons with disabilities. He stated that MyStrength and the Racial Equality Committee were set-up to assist the people DWIHN serves.

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 indicated that there is a mental health screening application on the DWIHN.org homepage. The results are anonymous. No one will know anyone's answers to the questions. She stated that the organization "Healing by Choice" is holding a "National Day of Healing from Racism" on January 19, 2021.

Decisions Made		
Action Items	Assigned To	Deadline

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5. Auction Update-Margaret Keyes-Howard

Goal: _____

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

Ms. Keyes-Howard spoke about the auction. She indicated that the auction has been delayed in part due to challenges posed by COVID-19. She also spoke about raising funds through Doublegood.com, a virtual fundraising platform. The platform allows user to raise money selling popcorn. The money raised could be used to fund "Dreams Come True." Ms. Keyes-Howard indicated that she will feature a training on how to use the app and how to solicit orders from people. She stated that we, (the CV) will still have an auction. She proposed that we (the CV) use Doublegood.com first to raise money and have the auction later. After discussion, the CV voted unanimously to raise funds through Doublegood.com.

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Decisions Made		
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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 plans to give the remaining 35 toiletry kits that she has to "Elli's Place." She indicated that the Engage Action Group still need toiletry items such as shampoo, shower gel, toothpaste, toothbrushes, and soap for the next 100 toiletry kits that the action group plans to package. She stated that the Engage Action Group would like to reach out to youth and persons living Downriver to attract new members. She also mentioned a self-care program being featured via Zoom.

Advise-Ray Schuhholz: Neither Mr. Schuhholz nor Mr. Kuhlman were present at the meeting today. No update was given.

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.

Advocacy-Jaime Junior and Blake Perry: Next Advocacy Action Group meeting is February 3, 2021 at 4:00 pm.

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7. DWIHN Member Engagement Update-Dr. Donna Coulter

Goal: _____

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Dr. Coulter gave the Member Engagement Unit update. She mentioned the current N.C.Q.A. certification that DWIHN is seeking to obtain again. She indicated that Trent Sanford is seeking CV members who have used MyStrength since the onset of the COVID-19 epidemic to gage its usefulness. She mentioned "Talking with Peers" and the Jotform survey that will be sent out. She indicated that "Black and Disability" meetings will be held in the future. Dr. Coulter said that Lucinda Brown has developed a self-determination service online for use. Social Determinants of Health meetings will commence again in February 2021 and continue monthly. The Michigan COVID-19 vaccination schedule has been issued by the state.

Decisions Made		
Action Items	Assigned To	Deadline

8. Good and Welfare

Goal: _____

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

Mr. Ruff indicated that he is going to the University of Detroit to pursue a B.A. in Addiction Studies. Ms. Junior indicated that the Washtenaw County Prosecutor stated that the county will no longer pursue prostitution charges against persons who are participating in the activity by choice.

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Decisions Made		
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NEXT MEETING: February 19, 2021

DWIHN

TBD