



Constituents' Voice Meeting

Meeting Date : 7/17/2020 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. (Clarence Ruff, Michael Squirewell, Jaime Junior, Nicole Gowan, Linda Burton, Joanna Lofton, Shelley Nelson, Patty Carlson, Tiffany Devon, Chad Witcher, Dr. Donna Coulter, Lucinda Brown, Steve Kuhlman, Dr. Margaret Hudson-Collins, Jaren Roberts, Willie Brooks, Margaret Keyes-Howard, Ray Schuholz, Robert Spruce and Michael Shaw)

Ground Rules –Michael Squirewell was the Sergeant-at-Arms. He went over the ground rules. Nicole Gowan led the meeting. Jaime Junior read the announcements. Mr. Shaw went over the agenda.

Review & Approval of Notes of the June 19, 2020 CV meeting – Notes of the June 19, 2020 CV meeting were approved without changes.

Decisions Made		
Action Items	Assigned To	Deadline

2. Announcements and Juneteenth Recognition and Moment of Silence

Jaime Junior read the announcements aloud from the most current (July 2020) edition of the “What’s Coming Up” Calendar.

Jaime Junior also made an announcement about S.O.U.L.S. Mr. Kuhlman gave an announcement about 2020 “Walk A Mile In My Shoes” event. He stated that the event will be virtual and will be held on September 29, 2020.

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 spoke about COVID-19 and the increase in cases in Michigan and nationally. He indicated that it may take us 12-30 months to get through the pandemic. Mr. Brooks spoke about the “Culture of Freedom” that exist in America and how this culture is preventing the U.S. from controlling the augment in COVID-19 cases unlike many other industrialized nations. He said that the unabated increase in COVID-19 cases may force American culture to change. It was stated that some people think

Constituents' Voice Meeting

that they should be free to do whatever they want regardless of the effects their actions may have on other people. Mr. Brooks stated that the DWIHN building at 707 W. Milwaukee, Detroit, MI has been cleaned and sanitized. He indicated that most DWIHN employees are working from home. He stated that the organization of DWIHN's workplace will change as a result of COVID-19 even after the pandemic ends. Mr. Brooks said that Michigan government is experiencing a 20%-25% cut in revenue due to COVID-19. He said that DWIHN has not experienced a cut in revenue thus far. He indicated that DWIHN promotes the use of telemedicine. He said that the governor (Michigan) has issued an order for people to wear mask in all in door public settings. Mr. Brooks stated that DWIHN is still in the process of seeking a new building and creating a crisis center in a separate building. He said that DWIHN plans to use Peers in the delivery of services. Jaime Junior stated that the term "physical distancing" should be used instead of the term "social distancing" because the goal during the COVID-19 pandemic is to stay a certain physical distance away from other people not to stop socializing with them.

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 spoke about the "tool kit" developed by DWIHN for direct care workers. She also talked about the opioid addiction crisis and how DWIHN is disseminating information detailing where those afflicted can obtain help.

Decisions Made		
Action Items	Assigned To	Deadline

5. Lucinda Brown (IPOS and PCP)

Goal: _____

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

Constituents' Voice Meeting

Ms. Brown gave a presentation outlining what an Individual Plan or Service (IPOS) and a Person-Centered Plan (PCP) are and for whom and how, where and when these plans should be developed.		
Decisions Made		
Action Items	Assigned To	Deadline

6. Action Group Updates

Goal: _____

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

Engage-Joanna Lofton: Collection of toiletries is continuing. Ms. Lofton stated that the group is working on ways to package and distribute the toiletry item. Notes where persons can seek help will be inserted in the packages. About 100 packages will be made and distributed. Veterans will be asked to assist in the project.

Advise-Ray Schuhholz: Mr. Schuhholz indicated that the next Advise Action Group meeting is today 7/17/2020) from 2:00 pm to 3:30 pm via bluejeans. Mr. Shaw has sent out an invite to members of the action group. Mr. Schuhholz spoke about the Ambassadors program and using "People First" language. Steve Kuhlman gave an update on "Walk A Mile In My Shoes."

Empower-Michael Squirewell: Mr. Squirewell indicated that at the last Empower Action Group meeting held on July 14, 2020, meeting attendees decided to propose to the CV membership body that "Reaching for the Stars" be postponed until a later date.

Advocacy-Jaime Junior: The Advocacy Action Group recently finished hosting its "Delegate and Advocacy Training," the last of which was held Monday June 23, 2020 via bluejeans. Ms. Junior mentioned the "Voting Rally" which took place July 16, 2020 via a google app. Past and upcoming "Lemonade Sips" were also mentioned. Blake Perry is now a co-chair of the action group along with Jaime Junior. The action group is in the process of setting up a time and date for its next meeting.

Decisions Made		
Action Items	Assigned To	Deadline

Constituents' Voice Meeting

7. Capital Development Plan-Margaret Keyes-Howard

Goal: _____

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

Ms. Keyes-Howard presented the "Capital Development Plan" she created with input from the CV. After she presented the plan, the CV voted whether to accept and implement it. The plan was accepted by the CV through consensus.

Decisions Made		
Action Items	Assigned To	Deadline

8. DWIHN Member Engagement Update-Dr. Donna Coulter

Goal: _____

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

Dr. Coulter gave an update on what the Member Engagement Unit is working on.

Decisions Made		
Action Items	Assigned To	Deadline

9. Two Proposals: 1) Postpone "Reaching for the Stars" to a later date 2) Award 3 Mini Grants for Fiscal year 2020. Seek applicants who applied previously but did not win. Review applications from the past four years.

Goal: _____

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

Proposal 1) After debate, the CV membership body decided to postpone "Reaching for the Stars" to a later yet to be determined date. Proposal 2) Through consensus, it was decided to award three Mini-Grants this fiscal year which will be funded out of monies awarded to the CV by DWIHN for this purpose.

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Constituents' Voice Meeting

Decisions Made		
Action Items	Assigned To	Deadline

10. Solicit Judges for Mini-Grant

Goal: _____

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

Meeting attendees were asked if they would like to volunteer to be judges for the 2020 Mini-Grant awards. Clarence Ruff, Joanna Lofton, Jaime Junior, Michael Squirewell, and Linda Burton all volunteered to be judges.

Decisions Made		
Action Items	Assigned To	Deadline

11. Good and Welfare

Goal: _____

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Clarence Ruff asked meeting attendees to wash their hands and practice "social distancing." Chad Witcher indicated that members can still make Recipient Rights complaints. The complaints can be made by various means, i.e., by email, telephone and by post.

Constituents' Voice Meeting

Decisions Made		
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NEXT MEETING: August 21, 2020

DWIHN

TBD