



Constituents' Voice Meeting

Meeting Date : 8/21/2020 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, Robert Gilreath, Dr. Donna Coulter, Lucinda Brown, Steve Kuhlman, Blake Perry, Alicia Oliver, Amelia Allen, Willie Brooks, Margaret Keyes-Howard, Robert Spruce and Michael Shaw)  
**Ground Rules** –Michael Squirewell was the Sergeant-at-Arms. Nicole Gowan led the meeting. Jaime Junior helped lead the meeting. The announcements were abbreviated. Mr. Shaw went over the agenda.  
**Review & Approval of Notes of the June 19, 2020 CV meeting** – Notes of the July 17, 2020 CV meeting were approved without changes.

Decisions Made		
Action Items	Assigned To	Deadline

2. Announcements

Nicole Gowan gave an announcement and brief explanation about the S.O.U.L.S. Chat. The 30<sup>th</sup> Anniversary of the ADA was mentioned.  
 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. He stated that on September 10, 2020, “Walk A Mile In My Shoes” t-shirts will be passed out between 9:00 am and 4:00 pm in parking lot A of the DWIHN, 707 W. Milwaukee, Detroit, MI.

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 stated that DWIHN is working with the legal system to ensure that people with mental health challenges are not being unfairly incarcerated. He stated that DWIHN staff are going out with police on runs to help deescalate situations and help the police manage people with mental challenges. He indicated that the “Crisis Center,” that will be established to help

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persons in crisis avoid being sent to an emergency room or committed, will be opened in 2020. The center will be similar to the "Common Ground" Center. Mr. Brooks said that currently DWIHN is not anticipating any budget cuts. He stated that all DWIHN staff was tested for COVID-19 this year. He stated that trauma, alcohol abuse, and domestic violence are serious problems facing our communities and that DWIHN activities are important to help address these issues. Mr. Brooks fielded questions from the audience.

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 stated that a free Narcan giveaway will take place in parking lots A&B at 707 W. Milwaukee, Detroit, MI on August 31, 2020 from 8:00 am to 4:00 pm. Anyone who wants a Narcan kit can come and obtain one. No previous training or requirements are mandated for person interested in receiving a kit. Ms. Devon indicated that the Communications Department is working on creating a video for "Walk A Mile In My Shoes" this year. She stated that the Member Engagement Department is working on voting issues with respect to the disabled.

Decisions Made		
Action Items	Assigned To	Deadline

**5. Blake Perry (Home and Community Based Services)**

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

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

Mr. Perry gave a presentation on "Home and Community Based Services." He discussed the importance of these services to our members and presented information in PowerPoint slides.

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Decisions Made		
Action Items	Assigned To	Deadline

**6. Alicia Oliver-Presentation on COVID-19**

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

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

Ms. Oliver presented information about COVID-19, how to avoid catching it, and what to do if one becomes infected. She also asked for and gave examples of how one can cope psychologically with the challenges posed by social distancing. She presented her information in PowerPoint slides.

Decisions Made		
Action Items	Assigned To	Deadline

**7. 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 indicated that she went to a “Dollar General” and inquired about obtaining small black bags to package toiletry items in. The bags weren’t in stock the last time Ms. Lofton went to “Dollar General.” The packages of bags are \$.75 a piece and come in sets on 50. Ms. Lofton plans to return to the store and see if the bags are in stock and if she wants to buy them. Toiletry items will be bagged at Nicole Gowan’s house in Livonia on September 19, 2020. The CV plans to inform the community about the event. Ambassadors can also help to inform the community about the event. Flyers may be delivered downriver to Perfect Place, Community Care Services, Guidance Center and Hegira advertising the effort. Event may have brochures and flyers available for public distribution. Toiletry items can still be dropped off with Donna Coulter at 707 W. Milwaukee, Detroit, MI. After the items have been packaged, they will probably be dropped off at Detroit Police Precincts 3 and 14 and with the Veterans for distribution to victims of trafficking. Ms. Lofton requested the DWIHN tax I.D. number to prove DWIHN is a non-profit organization when purchasing items.

**Advise-Steve Kuhlman:** Mr. Kuhlman indicated that the next Advise Action Group meeting is 8/26/2020 from 2:00 pm to 3:30 pm via bluejeans. Mr. Shaw has sent out an invite to members of the action group. Mr. Kuhlman gave an update on “Walk A Mile In My Shoes” and the current efforts of the Ambassadors. Robert Spruce and Nicole Gowan will be giving basic technology classes soon.

**Empower-Michael Squirewell:** Mr. Squirewell was unable to give the Empower update due to technical difficulties.

**Advocacy-Jaime Junior and Blake Perry:** Mr. Perry indicated that they are working on voters’ rights, specifically letting members know they have a right to vote.

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

**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. She mentioned that Dr. Hudson-Collins was having technical difficulties logging into the CV meeting today. She also mentioned that the CV had committed to give a group donation to NAMI. She asked CV members to think about how they would like to do this.

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

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**9. CV Application Interviewers**

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

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

CV meeting attendees were asked if they would like to volunteer to interview 3 recent applicants for the CV via bluejeans. Joanna Lofton, Jaime Junior, Shelley Nelson, and Michael Squirewell all volunteered.


Decisions Made		
Action Items	Assigned To	Deadline

**10. Good and Welfare**

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

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

Dr. Coulter informed meeting attendees that Clarence Ruff is having surgery soon. She asked meeting attendees to keep him in their prayers.


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**NEXT MEETING:** September 18, 2020

DWIHN

TBD