



Constituents' Voice Meeting

Meeting Date : 11/20/2020 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. (Michael Squirewell, Jaime Junior, Nicole Gowan, Joanna Lofton, Shelley Nelson, Patty Carlson, Jaren Roberts, Dr. Donna Coulter, Robert Spruce, Darlene Nash, Polly McCallister, April Siebert, Blake Perry, Clarence Ruff, Polly McCallister, Michele Vasconcellos, Linda Burton, Chad Witcher, Tania Greason, and Michael Shaw)
Ground Rules –Jaime Junior led the meeting. Michael Squirewell was the sergeant-at arms. The announcements were read by Nicole Gowan. “What’s Coming Up” video was played featuring Steve Kuhlman and Michael Squirewell. Mr. Shaw went over the agenda.
Review & Approval of Notes of the October 16, 2020 CV meeting – Notes of the October 16, 2020 CV meeting were read aloud and approved without changes.

Decisions Made		
Action Items	Assigned To	Deadline

2. Announcements

Nicole Gowan announced the S.O.U.L.S. Chat, (Faith-Mondays, Casual Wednesdays), and the Technology Class, designed for members we serve who have little or no experience with computers, tablets, etc. Mr. Shaw and she gave an update on the voting initiative (Delivery of voting information packets to AFC Homes and other residential settings) that took place in Metro-Detroit before the November 3, 2020 general election.

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.

Constituents' Voice Meeting

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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. Director of Customer Service-Michele Vasconcellos

Goal: _____

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

<p>Ms. Vasconcellos stated that she was impressed with the CV meeting. She stated that DWIHN has a new Board Member, Ms. Michelle Jawad and new Legal Counsel, Yolanda Turner. Ms. Vasconcellos indicated that DWIHN received its anticipated funding for the 2020-2021 fiscal year. She spoke about the governor's COVID-19 lockdown that going to take place over the next three weeks. She mentioned that the DWIHN building at 707 W. Milwaukee, Detroit, MI. is currently only open to employees, Monday-Friday from 7:00 am to 5:00 pm. She said there is currently a movement to shift DWIHN funding to health plans. This movement has been slowed due to DWIHN work in the community. She indicated that COVID-19 is resulting in a lot of provider closings. She said that residential homes are currently experiencing an increase in the number of people being diagnosed with COVID-19. She indicated that the call center activities (Well Place Access Center) are moving inhouse (is moving to 707 W. Milwaukee, and will be managed and controlled by DWIHN). They will start inhouse activities on February 1, 2021.</p>		

Constituents' Voice Meeting

Decisions Made		
Action Items	Assigned To	Deadline

6. Quality Improvement Steering Committee- Tania Greason

Goal: _____

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

Ms. Greason gave a short PowerPoint presentation. She spoke about follow-up care provided to members who have initially received services. She talked about the phone abandonment rate for persons who call providers. Goal is that the rate should be less than 5%. She spoke about the Quality Improvement Steering Committee (QISC). The QISC meets monthly and at least 9 times a year. She spoke about the membership composition of the committee (DWIHN Medical Director, DWIHN units or designee, Contracted Service Providers, Members, and Advocates), and the goal of the QISC: (QISC) is a committee with the responsibility for ensuring system-wide representation in the planning, implementation, support and evaluation of DWIHN's Performance Improvement Projects to improve our services. The QISC is currently seeking members and has invited CV members to apply. There are currently 2 positions open. The QISC is currently meeting via bluejeans. CV members interested in applying can contact Dr. Coulter.

Decisions Made		
Action Items	Assigned To	Deadline

7. Auction Update-Margaret Keyes-Howard

Goal: _____

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

Ms. Keyes-Howard was unable to attend the CV meeting today. No auction update was presented.

Constituents' Voice Meeting

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Action Items	Assigned To	Deadline

8. Action Group Updates

Goal: _____

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Engage-Joanna Lofton: The group packaged toiletry items into 100 kits at Nicole Gowan’s house September 19, 2020. 33 of the kits were given to the group “All Worthy of Love,” for distribution to trafficked persons. 33 kits will be given to an anti-trafficking organization in Taylor. Other organizations such as “Night Angels” have been identified as groups to which packaged toiletry items can be given. Ms. Lofton plans to give 33 of the kits to the Veterans for distribution. She intends to contact David Williams, a CV member and employee at the Veterans Administration to facilitate the distribution. The man who sold the bags in which the toiletry items were packaged said he is willing to sell more bags to Ms. Lofton at a reasonable price. The Engage Action Group plans to visit various providers Downriver with the goal of attracting more members to the CV and the Engage Action Group.

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 the December 11, 2020 CV meeting and Holiday Gala will be virtual. Mr. Kuhlman and Mr. Squirewell are currently working together to produce video versions of the “What’s Coming Up” Calendar with the guidance of DWIHN Communication Director, Tiffany Devon. A video shoot may be done outside in the future. Mr. Squirewell and Mr. Kuhlman are also working on voting issues.

Advocacy-Jaime Junior and Blake Perry: Ms. Junior stated that she participated in the recent “Voting Initiative.”

Decisions Made		
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9. DWIHN Member Engagement Update-Dr. Donna Coulter

Goal: _____

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

Constituents' Voice Meeting

Dr. Coulter gave the Member Engagement Unit update. She indicated that the December CV meeting and Holiday Gala has been changed from December 4, 2020 to December 11, 2020. The Gala will feature non-alcoholic drinks called "Holiday Cheers," which will consist of drinks created by CV members. The recipes for the drinks will be forwarded before the December 11, 2020 CV meeting to all CV members. The gala will feature sing-along (Karaoke) and carols and a virtual lunch probably paid for by DWIHN M.E. staff. Doordash or Ubereats gift cards may be given to CV members to purchase their meal.

Dr. Coulter spoke about various trainings that DWIHN has held recently. She stated that several AFC Homes have recently closed. A list of recent closings was published in the last edition of the Persons Points of View Newsletter.

Dr, Coulter stated that Perfect Place Drop-In Center is moving to a new home in Southgate. A "Blackness and Disability" virtual meeting will be held online on December 9, 2020. Flyer advertising the meeting will be coming out soon. Margaret Keyes-Howard will host a S.O.U.L.S. Faith Chat via bluejeans on Thanksgiving Day. There will be an EVOLVE meeting via bluejeans on December 30, 2020. Robert Spruce has organized a series of training on Developmental Disabilities that he will give in the near future. Customer Service staff on behalf of the National Core Indicators Survey are currently phoning members who receive services, asking them if they are willing to participate in the survey. Members who agree to participate will be contacted in 2021 to set up a time and place to answer survey questions. A discussion about the best ways to offer Basic Technology Course has occurred.

Decisions Made		
Action Items	Assigned To	Deadline

10. Good and Welfare

Goal: _____

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Mr. Ruff indicated that he is going to the University of Detroit to pursue a B.A. in Addiction Studies. Ms. Junior told everyone to please be safe. Shelley Nelson told everyone to enjoy the holiday.

Constituents' Voice Meeting

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NEXT MEETING: December 11, 2020

DWIHN

TBD