



Constituents' Voice Meeting

Meeting Date : 10/16/2020 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. (Drake Phifer, Michael Squirewell, Jaime Junior, Nicole Gowan, Joanna Lofton, Shelley Nelson, Patty Carlson, Tiffany Devon, Dr. Donna Coulter, Margaret Keyes-Howard, Robert Spruce, Paul Johnson III, Darlene Nash, David Williams, Ray Schuholz, Polly McCallister and Michael Shaw)

Ground Rules –Jaime Junior led the meeting. Michael Squirewell was the sergeant-at arms. The announcements were abbreviated and read by Nicole Gowan. Mr. Shaw went over the agenda.

Review & Approval of Notes of the September 18, 2020 CV meeting – Notes of the September 18, 2020 CV meeting were approved without changes.

| Decisions Made | | |
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| Action Items | Assigned To | Deadline |
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2. Announcements

Nicole Gowan gave a brief explanation about 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. She also mentioned the “Walk A Mile In My Shoes” rally and the voting rally held at her house on September 29, 2020. Mr. Shaw gave a brief update on the “NAMI Walk,” which was held virtually on October 10, 2020 from 9:30 am to 4:00 pm.

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| Send out meeting materials | Michael Shaw | After Every meeting |

3. DWIHN President and CEO Willie Brooks

Mr. Brooks was unable to attend today.

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4. Director of Communications-Tiffany Devon

Goal: _____

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

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| <p>Ms. Devon mentioned the virtual NAMI Walk, which was held October 10, 2020. She also mentioned the "Getting the Vote Out" initiative. She stated that a member advocacy tab has been added to the DWIHN.org website where individuals can go and donate money to the "CV," Mini-Grant, "Reaching for the Stars," "NAMI," etc. Finance helped develop this section of the website. She also indicated that there will be a virtual Opioid Conference held on November 12, 13, 2020 sponsored by DWIHN.</p> | | |
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5. Workforce Development Presentation (WFD)-Drake Phifer

Goal: _____

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

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| <p>Mr. Phifer answered questions from meeting attendees. He stated that on October 17, 2020, WFD will be hosting "Reach Us Detroit," at the "Final Kut Sports Barber Zone, 13303 W. 7 Mile, Detroit, MI. Various activities will take place such as free haircuts and health screenings. The event will be held from 12:00 noon to 3:00 pm. This is an ongoing event.</p> <p>Mr. Phifer explained how DWIHN staff, Tinetra Burns and Andrea Smith, give trainings to various police departments in Wayne County on how to deal with the mentally challenged and how to deescalate situations. These trainings are all day trainings and feature role playing as a teaching tool. He said that the attendance has been high at these trainings. Jaime Junior asked if persons with lived experience currently participate in these trainings. Mr. Phifer said they don't. She suggested that persons with lived experience should participate in these trainings in the future. Joanna Lofton added that EMS personnel should also receive the training. She also suggested that implicit bias training be offered by WFD. Mr. Phifer indicated that WFD currently offers it virtually and interested persons can take it on the DWC website. It was asked if WFD offers financial empowerment</p> |
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services. Mr. Phifer said that it doesn't currently but they might consider offering it in the future. It was suggested that conflict resolution training might be something WFD could give to the CV. Ms. Lofton indicated that on November 10, 2020, there will be a town hall that will talk about working and receiving benefits (such as Social Security). The event is virtual and will be held on Zoom.

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6. Auction Update-Margaret Keyes-Howard

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Ms. Keyes-Howard indicated that the CV is on target to execute its first online auction in October 2020. The first auction will focus on high end items. Bids are starting at \$75.00. She indicated that there have been a few issues but that the event will start this week. She is in the process of distributing a new updated flyer advertising the event. After "Black Friday," a second Christmas auction will be launched. The goal is to raise \$5000.00 during the current fiscal year. She indicated that the \$500.00, 2 hour lunch auction item with Mr. Brooks may be virtual. The lunch may be delivered to the winner's home and the meeting may be virtual. Ms. Keyes-Howard said that Mr. Brooks also agreed to make a personal donation to the auction.

Ms. Keyes-Howard stated that there will be a virtual voting event held on October 30, 2020 from 6:00 pm to 8:00 pm.

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7. Action Group Updates

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Engage-Joanna Lofton: The group packaged toiletry items into 100 kits at Nicole Gowan's house September 19, 2020. Ms. Lofton plans to distribute the items at 3 locations throughout Wayne County, among them the Veterans. The project is ongoing. She indicated that the Engage Action Group wants to solicit support and members from Downriver communities and will initially target Southgate, Taylor, Allen Park, and Lincoln Park for recruitment activities.

Advise-Ray Schuhholz: Mr. Schuhholz stated that "Walk A Mile In My Shoes" was virtual this year. He indicated that he had problems logging in online to the event. He stated that he watched Jaime Junior's speech at the event. He said he will give a governor's update at the next CV meeting.

Empower-Michael Squirewell: Mr. Squirewell indicated that the Empower Action Group monthly meeting is next week on Tuesday, October 20, 2020 from 10:00 am to 12:00 noon via bluejeans.

Advocacy-Jaime Junior and Blake Perry: Ms. Junior talked about "Community Board Services Trainings, that will be taking place in the community. She indicated that she is trying to get people to join the Advocacy Action Group. The Advocacy Action Group is working with the "Get Out the Vote" initiative. She indicated that Warriors on Wheels will be providing free transportation to venues where people can vote early.

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8. DWIHN Member Engagement Update-Dr. Donna Coulter

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Dr. Coulter gave the Member Engagement Unit update. She promoted members working in the community to support "our people." She indicated that M.E. is connecting with individuals we serve through text, email, virtually and through post. She mentioned the vaccination training event that will be held on November 23, 2020 being sponsored by DWIHN. Another DWIHN promoted trauma training (Adverse Childhood Experiences) webinar will be held on November 20, 2020. Dr. Coulter encouraged members to volunteer to work at AFC Homes. She indicated that Jaime Junior and Tameka Spruce recently received the "Cookie Gant" award for outstanding work in the community.

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9. **Good and Welfare**

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Mr. Schuhholz asked meeting attendees to be kind to one another, be safe and to wash their hands. Jaime Junior indicated that Warriors on Wheels is offering free transportation to people to go and vote early. This transportation is accessible to persons in wheelchairs. She also thanked the group for its applause and accolades. She indicated that she did her first episode of "Black Girl Rolling," which can be access through online venues such as Spotify. Ms. Gowan stated that she was proud that "Indigenous People's Day" was held and recognized this year. Ms. Lofton indicated that it may replace Columbus Day. Ms. Lofton indicated that a group called "Community Shares" will help people find free, quality meals in their community, based on their zip code. She stated that a person can order 8 meals a day.

Dr. Coulter proposed and the CV agreed to have a December CV meeting on December 4, 2020. The Empower Action Group will take the lead on planning this meeting.

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NEXT MEETING: November 20, 2020

DWIHN

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TBD