



Constituents' Voice Meeting

Meeting Date 8/16/2019 Meeting Location: 2nd Floor Conference Room

Meeting Start/ End: 10:00 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.		
Ground Rules –Ray Schuhholz was the Sergeant-at-Arms. He went over the agenda and the ground rules.		
Review & Approval of Notes (Last meeting) – Notes of the July 19, 2019 CV meeting were approved.		
Decisions Made		
Action Items	Assigned To	Deadline

2. Announcements

Laura Alasadi read the announcements.		
Decisions Made		
Action Items	Assigned To	Deadline
Send out meeting materials	Michael Shaw	After Every meeting

3. Mission, Current Structure and what has been accomplished.

Nicole Gowan read the CV Mission Statement out loud. (The Mission Statement is in the Public Policy Platform) Dr. Coulter reviewed the CV Development Action Plan. She read the items under the **Objective Area**, **Specific Action**, and **DWMHA Department** from the worksheet. Progress of the four Action Groups in achieving their goals and objectives was discussed. **Advise:** Ambassador program was mentioned. Having an expert on gun violence come and train the Ambassadors was suggested. Having Ambassadors go into the community and train professionals such as police officers about mental health issues was mentioned. Stigma against DD persons was discussed. It was stated that DD Ambassadors can train professionals about DD issues. **Engage:** Activities to help sexual assault victims and trafficked persons were discussed. Collection of lotion, soap, and other giveaway items with information where victims and trafficked persons may receive help was mentioned. Ms. Junior stated that we (the CV) have done an excellent job in its Human Trafficking prevention activities. She suggested that the CV partner with organizations that promote self-sufficiency. **Empower:** "Reaching for the Stars," "Dreams Come True," and the Mini-Grant were mentioned and discussed. It was stated that the talent show will be announced on t.v. and radio in 2020. **Advocacy:** Lemonade Sips are underway and are being held at various venues. Coffee Hours will replace the sips in the

Constituents' Voice Meeting

Fall and Winter months. Whether the CV will continue to have four Leaders (Chairpersons) in the future (such as next year) was discussed. Whether the CV Chairpersons need to be leaders of the Action groups was discussed. Decisions about these issues were tabled until next month. Ms. Burton suggested that the Mini-Grant Chair also be a CV Chairperson in the future. It was mentioned that the four Action Groups that currently exists have value.

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

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

4. Donna Coulter and Corine Mann-Behavioral Health Home

Goal: _____

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

Tabled until September 20, 2019 CV meeting due to time constraints.		
Decisions Made		
Action Items	Assigned To	Deadline

Constituents' Voice Meeting

5. **Public Policy Platform and Member Experience- Donna Coulter and Margaret Keyes-Howard, respectively.**

Goal: _____

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

Both reviews were tabled until the September 20, 2019 CV meeting due to time constraints. Ms. Keyes Howard passed out the ECHO survey tool. The tool will be discussed at the September 20, 2019 CV meeting.		
Decisions Made		
Action Items		Assigned To

6. **Good and Welfare**

Goal: _____

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

Joanna Lofton mentioned a Safety Fair, which will be held Downriver soon.		
Decisions Made		
Action Items		Assigned To

NEXT MEETING: September 20, 2019

DWMHA

2nd Floor Conference Room

707 W Milwaukee

Detroit, MI 48202