



Constituents' Voice Meeting

Meeting Date 1/18/2019 Meeting Location: 2nd Floor Conference Room DWMHA

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 Schuholtz & Michael Squirewell went over the Ground Rules with the group. Review & Approval of Notes (Last meeting) – Skipped (Agenda)		
Decisions Made		
Action Items	Assigned To	Deadline

2. Announcements

Ray Schuholtz read the announcements.		
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

3. Action Group Reports: Advocacy, Advise, Engage, Empowerment.

Goal: _____

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

Advocacy: Blake Perry-Mr. Perry was not present. Ms. Keyes-Howard presented on his behalf. Mr. Perry would like to use Community Delegates to inform the community about voting rights. The DWMHA is sponsoring a breakfast aimed at informing freshmen legislators about the rights of the mentally challenged, DD population, and substance abuse populations that it serves. It will take place on February 6, 2019 in Lansing, MI.

Advise: Ray Schuholtz-Mr. Schuholtz spoke about the Ambassador training program. He informed the group that 10 people have been accepted as Ambassadors to be trained in the program. Mr. Schuholtz has been accepted and will be trained as an Ambassador.

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Engage: Laura Alasadi: Ms. Alasadi spoke about the song "Blurred Lines" and how the lyrics degrade and disrespect women. She also spoke about distributing care kits to human trafficking victims. Joanna Lofton brought in and distributed handouts and articles about human trafficking to attendees of Ms. Alasadi's "Engage" Action group.

Empowerment: Michael Squirewell-Mr. Squirewell indicated that he is in the process of planning the 2019 "Reaching for the Stars" Banquet. The goal is to have the event at the same time and venue (Fellowship Chapel). Mr. Squirewell wants to recognize the ARC Detroit for their past and current assistance in the clothing drive for the event. He wants to contact Tiffany Devon as soon as possible to secure speakers for the banquet.

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

4. Proposed Changes to Bylaws

Goal: _____

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

The word "Consumer" was discussed. It was decided to replace the word "Consumer" with "Peer run" in the bylaws. It was also decided to replace "Consumer Driven Providers" with "Member Driven Providers" in IV. B of the bylaws.

5. Moment of Silence and Recognition of CV Members

Goal: _____

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

A moment of silence was held for Reatta Carey, whose mother recently passed and for Daniel Duane Spyker, who is planning to undergo hip replacement surgery. Mr. Spyker was not present and will not be present at the February 15, 2019 CV meeting. Kathy O'Donnell was presented with the award she received at the 2018 Recipient Rights Conference.

Decisions Made		
Action Items	Assigned To	Deadline

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6. Member Experience-Margaret Keyes-Howard

Goal: _____

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

Ms. Keyes-Howard stated that the “Member Experience” occurs and is measured anytime someone contacts the Authority, whether in person, by telephone, email or any other means. When a person goes to their “Provider,” that is the “Member Experience.” Whether and how one is acknowledged, and whether one is treated with dignity and respect is the “Member Experience.” There should be no discrimination against and between persons who receive services; for example, no one should be treated better than someone else because they are CV member or a member of another organization. Whether a person receives an appointment in a timely manner and if they had to sit in a waiting room for hours before being seen is part of the “Member Experience. Ms. Keyes-Howard stated that the Authority is also looking at the “Quality of Care.” Some questions that should be asked: “Are you comfortable with your case worker and/or practitioner?” “Are they vested in you?” “Are you and them a good match?” “Are your services addressing your needs?” She stated that the Authority needs to work with physicians, dentists, and other practitioners to make sure members are having good experiences there. The Authority is interested in and measuring the sum total of these experiences. Ms. Keyes-Howard stated that last year, the Authority implemented the “Echo” Survey. She indicated that the “Echo” Survey documented 800 responses. 800 random names were selected. The last Echo survey was featured in the Fall edition of the Persons Points of View newsletter.

Mr. Schuholtz stated that when he goes places, he expects to be treated with respect. Ms. Junior stated that services should be given according to one needs (“equity”) and with respect.

Mr. Brooks: Mr. Schuholtz informed Mr. Brooks that “Supports Coordinators” are leaving CLS and he believes that it is related to the current changes occurring at the Authority. Mr. Brooks stated that he needed to be informed about that. Mr. Brooks stated that the Authority has people working in good faith like “Eric Doch.” Kathy O’Donnell stated that we have lost a lot of good clinicians over the last year. She also stated that complaints were previously made about COPE to the Office of Recipient Rights and that the recent incident that occurred there in which clients were abused should not have taken place. Ms. Lofton asked Mr. Brooks if there were plans to increase the number of “Support Coordinators?” Mr. Brooks said that was an excellent question and the elimination of the MCPN’s allows the Authority to address these issues. Mr. Brooks agreed to come to a future CV meeting to discuss “Support Coordinators” and to appear in the CV group photo.

Decisions Made		
Action Items	Assigned To	Deadline

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7. Strategic Plan (Public Policy Platform)

Goal: _____

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

On January 31, 2019, there will be a preparatory meeting to educate CV members on how to develop "talking points" for the February 6, 2019 Breakfast in Lansing, MI. The goal is for CV members to educate freshmen legislators about community mental health. Dr. Coulter indicated that "Self-determination" (P. 2 of the Public Policy Platform handout) is a philosophy that allows a person to be in control of their destiny. Having choice, such as a choice about housing, having financial literacy, financial independence, paying direct care workers a "living wage," alternatives to guardianship, having "Independent Facilitators" available, ect are important components of self-determination. She stated that therapists should inform clients about their options, not make decisions for them. Kathy O'Donnell stated that choice empowers people. She stated that responsibility and accountability comes with choice. Jaime Junior stated that the DD Council has a program that educates persons on self-determination. Dr. Coulter indicated that metrics used to help one "Keep on track" are also a part of self-determination.

Decisions Made		
Action Items	Assigned To	Deadline

8. Discuss the Opening of the Mini Grant Chair Position (Linda Burton)

Goal: _____

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

Ms. Burton asked if anyone else would like to accept the 2019 Mini Grant Chair position. She stated that she didn't feel 100% up to the job this year. She stated that she felt that she didn't have the support she wanted from Mini Grant members last year. Michael Squirewell agreed to be Co-Chair of the 2019 Mini Grant Committee with Linda Burton. Linda Burton and Shelley Nelson recently donated money to the Mini Grant. They wore red and blue and gave a dollar to the cause.

Decisions Made		

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9. **Discuss Having a CV Group Photo Taken**

Goal: _____

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It was decided that the group photo will be taken at the March 2019 CV meeting. Mr. Brooks will be contacted to make sure he is available to come.

Decisions Made		
Action Items	Assigned To	Deadline

10. **Good and Welfare**

Goal: _____

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

Ms. O'Donnell stated she supports and wants CV meeting attendees to support the "American Human Rights Council. Ms. Junior is working to create better housing throughout the City of Detroit. She is going to a housing contract group and asked CV meeting attendees if she could represent the CV on their behalf there. The CV agreed. Reatta Carey was presented a plaque in recognition of her service to the CV and a sympathy card in honor of her mothers' passing. Mr. Schuholtz stated that he has received a Self- Advocacy Award for telling his life story. He said his story is helping kids keep out of jail.

Decisions Made		
Action Items	Assigned To	Deadline

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NEXT MEETING: Friday February 15, 2019

DWMHA

2nd Floor Conference Room

707 W Milwaukee

Detroit, MI 48202