



Constituents' Voice Meeting

Meeting Date 7/19/2019 Meeting Location: 2<sup>nd</sup> 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

<p><b>Introductions</b> – Everyone introduced themselves.  <b>Ground Rules</b> –Michael Squirewell was the Sergeant-at-Arms. He went over the agenda and the ground rules.  <b>Review &amp; Approval of Notes (Last meeting)</b> – Notes of the June 21, 2019 CV meeting were tabled.</p>		
<b>Decisions Made</b>		
<b>Action Items</b>	<b>Assigned To</b>	<b>Deadline</b>

2. Announcements

<p>Ray Schuholz read the announcements.</p>		
<b>Decisions Made</b>		
<b>Action Items</b>	<b>Assigned To</b>	<b>Deadline</b>
Send out meeting materials	Michael Shaw	After Every meeting

3. Approval of May 17, 2019 CV Meeting Notes/Review Leadership Election Process

<p>The June 21, 2019 CV Meeting Notes were tabled. The terms of the CV Leadership are coming to an end. Elections are held every 2 years and will be held at the end of 2019. Current leaders can run for additional terms. With Blake Perry's resignation, there is a current opening for a leadership position. Mr. Perry also led the Advocacy Action Group. Mr. Shaw will create an election nominating form and bring it to the September 20, 2019 CV meeting. Dr. Coulter suggested that CV members and meeting attendees should start considering whom they want as future CV Leaders and/or if they would like to run for a position themselves. The Detroit Wayne Mental Health Authority has changed its name to the Detroit Wayne Integrated Health Network. The Board approved the name change at the June 2019 Board meeting. Paul Johnson is the newest CV member and was present for the first time as a member at the meeting.</p>		

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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. **Action Group Reports: Advise, Empower, Engage, and Advocacy.**

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

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

Advise Action Group: Ray Schuholz is the leader of the Advise Action Group. The next group's meeting is August 26 , 2019, from 11:00 am to 12:00 pm at the Redford Main Library. Mr. Schuholz spoke about the Ambassador program. Applications for the next class of Ambassador trainees is currently being accepted. The actually training of the new class of Ambassadors will take place in September 2019. Mr. Schuholz is in consultation with the Dearborn Heights City Council and the Westland Police Department in order to schedule an Ambassador presentation. Mr. Schuholz would like to give the Ambassador presentation at these venues.

Empower Action Group: Michael Squirewell is the leader of the Empower Action Group. Mr. Squirewell spoke about the "Dreams Come True" Variety Show and the "Reaching for the Stars" banquet. Mr. Squirewell stated that he sold all the variety show tickets he had within the first week of receiving them. Transportation services to and from the Detroit Recovery Project on the day of the variety show is currently being explored. Vendor tables at the event are \$25.00. The final auditions for contestants is today (July 19, 2019) at Detroit Recovery Project. The clothing closet at the ARC Detroit and the need for donations for "Reaching for the Stars" was mentioned. Dr. Coulter indicated that she distributed handouts for the solicitation for clothing donations at the July 17, 2019 DWIHN "All Staff" meeting. Mr. Shaw mentioned the NAMI Walk, which will be held September 28, 2019 on Belle Isle. He invited anyone who wants to attend and/or make a donation to contact him.

Engage Action Group: Laura Alasadi is the leader of the Engage Action Group. Robert Spruce created a flyer for the group. The group is currently soliciting and collecting items such as lotion, lip balm, soap, etc to pass out to trafficking victims. The items will have phone numbers attached where trafficking victims can receive help. Donations items can be dropped off at DWHMA, 707 W. Milwaukee, Detroit, MI 48202. Joanna Lofton stated that members of the Engage Action Group need to receive more training before they can start approaching victims of sexual assault.

Advocacy: Margaret Keyes-Howard: Margaret Keyes Howard spoke about obtaining tickets for CV members to attend the Democratic Debates that will be held this year in downtown Detroit. She stated that the Advocacy Action group will have its first "Lemonade Sip" today July 19, 2019 in the 2<sup>nd</sup> Floor Conference Room from 2:00 pm to 3:30 pm. Board member, Tim Killeen has been invited as a guest speaker. Another "Lemonade Sip" will be held in August. The "Sips" and subsequent "Coffee Hours" are being held to advertise and promote the Advocacy Action Groups goals and objectives. Ms. Keyes-Howard placed a Time Magazine article about the increase in disabled voters' participation in elections on the back table for meeting attendees to read. Ms. Howard mentioned that the NAACP is holding an event in Detroit this weekend.

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

5. **Mini-Grant-Linda Burton**

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

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

Ms. Burton stated that the Mini Grant application reviewers will review more Mini Grant applications on July 22, 2019. She stated that all money from the variety show ticket sales should be turned in at the August CV meeting. Volunteers are still (as of July 19, 2019) being sought for the variety show which will be held August 3, 2019. 3 Ambassadors are scheduled to work at the variety show. Donations are still being accepted for the event. The hot dog vendor will be back at the variety show this year.

**6. Donna Coulter and Corine Mann-Behavioral Health Home**

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

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

Dr. Coulter passed out an article and reviewed it with meeting attendees. Care Bridge, Health Homes, M.I. Health Link and 298 Pilots were reviewed. There was a debate as to whether the 298 Pilots were proposed to save money by privatizing mental health services (Ms. Mann), or to improve care (Dr. Coulter). It was stated that DWMHA doesn't have a Health Home. Film about Health Homes was shown to meeting attendees. It was stated that Health Homes address "under-utilization and that health care should consist of everything in totality, not just one item like mental health services. Managed Care focuses on "over-utilization." Integration of primary and mental health care is more prevalent in rural settings. A Person-centered approach can be used to address gaps. Taking care to the person as opposed to site based care was addressed. It was stated that hospital "Emergency Rooms" should provide more services to substance abusers instead of sending them to other providers. Housing and transportation was not addressed. COPE in Wayne County attempts to provide mental health services to mental health patients in "Emergency Rooms." IDD community is not being addressed by COPE and the Home Health Model. Behavioral Health Home services can be virtual such as tele-psychiatry and tele-therapy. Building links to community providers was discussed. Expanding community partnerships was discussed. Less reliance on costly urgent emergency care was discussed. Issues will be reviewed in August 16, 2019 CV meeting. CV members will be sent questions as homework and are expected to answer and turn their answers in via email by August 9, 2019.

Decisions Made		
Action Items	Assigned To	Deadline

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**7. 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 August 16, 2019 CV meeting due to time constraints.		
<b>Decisions Made</b>		
<b>Action Items</b>	<b>Assigned To</b>	<b>Deadline</b>

**8. Good and Welfare**

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

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

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

**NEXT MEETING:** September 20, 2019

DWMHA

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2<sup>nd</sup> Floor Conference Room  
707 W Milwaukee  
Detroit, MI 48202