

Constituents' Voice Meeting



Meeting Date 11/15/2019 **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

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| Introductions – Everyone introduced themselves. | | |
| Ground Rules –Michael Squirewell was the Sergeant-at-Arms. He went over the agenda and the ground rules. | | |
| Review & Approval of Notes (Last meeting) – Notes of the September 20, 2019 CV meeting were approved. | | |
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| Decisions Made | | |
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| Action Items | Assigned To | Deadline |
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2. Announcements

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

3. Discuss Responsibilities of CV Leadership, how many leaders will exist next term, and discuss CV Action Groups

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| <p>Mr. Schuhholz stated that he would like to see 3 CV Leaders in the 2020-2022 term. Ms. Junior stated that the CV leaders might not be Action Group Leaders in the 2020-2022 term. Leadership positions and duties, CV Committees, and Action Groups were discussed by Dr. Coulter and Ms. Junior. It was decided that the Action Group Leaders for the 2020-2022 term would not be chosen today. Action group members will decide who will be the leaders of the Action groups in the future. CV Standing Committees, which are the Mini-Grant Subcommittee and the Fundraising Subcommittee, were discussed. Ms. Burton, last leader of the Mini-Grant Subcommittee indicated that she felt she didn't receive adequate support from most CV leaders when she was Chairperson. It was decided to review and possibly revise the CV Bylaws at the January 17, 2020 CV meeting.</p> | | |
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| Decisions Made | | |
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| Action Items | Assigned To | Deadline |
| Send out meeting materials | Michael Shaw | After Every meeting |
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4. CV Election

Goal: _____

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

| CV Leadership nominees (Laura Alasadi, Ray Schuholz, Michael Squirewell, Jaime Junior, and Nicole Gowan) read their answers (responses) to the CV Leadership Personal Statement questions aloud. The Leadership election was held. The 3 leaders elected for the 2020-2022 term. They were Michael Squirewell, Nicole Gowan, and Jaime Junior. | | |
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| Decisions Made | | |
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| Action Items | Assigned To | Deadline |
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5. Echo Survey-Margaret Keyes-Howard

Goal: _____

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

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| Ms. Keyes-Howard discussed the Echo Survey. She discussed the differences between surveys presented by the public and private sectors. The Echo survey is a public sector survey, funded by public sector mental health dollars. Ms. Keyes-Howard stated that data from the Echo survey is processed by Wayne State University. Wayne State formulates the survey results. DWIHN only manages the data gathered. 2017 was the first time the Echo survey was sent out. On December 4, 2019 about 8,000 Echo surveys will be sent out. This year will be the first time that an Adult, and a separate Children's and Family Echo survey will be sent out. Respondents to the adult survey should be adults that have received services in the last 12 months. Respondents are eligible to receive a \$5.00 gift card if they complete the survey in its entirety. The first Echo survey was sent out in 2017. 2019 will be the second time the survey will be sent out. The surveys will be sent out subsequently every 2 years. The Echo survey is split into two parts. Data from the 2017 and 2019 Echo surveys will be compared. Data from the surveys will be evaluated by the DWIHN Quality Improvement Steering Committee. DWIHN Customer Service Department and other |
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| Network departments may have input on how the Echo survey is formulated. Echo surveys are provided in non-English languages upon request. Ms. Keyes-Howard stated that she goes to meetings in the community and informs meeting attendees that the Echo survey will be sent out. | | |
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| Decisions Made | | |
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| Action Items | Assigned To | Deadline |
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Strategic Plan Pillar(s): Advocacy Access Customer/Member Experience Finance Quality Workforce

6. Reaching for the Stars

Goal: _____

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

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| Mr. Squirewell asked meeting attendees how they felt about the 2019 gala event. He stated that there were no major problems at the event this year. | | |
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| Decisions Made | | |
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| Action Items | Assigned To | Deadline |
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7. Good and Welfare

Goal: _____

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

Dr. Coulter informed meeting attendees that some Healthy Michigan recipients may have to work for Medicaid benefits. There are exceptions. Ms. Junior stated that DD persons can receive straight Medicaid without being required to join an HMO. (She may discuss this further in the January 2020 CV meeting) Ms. Burton gave Mr. Tawfek a card to acknowledge and thank him for the clothing donation he made to the Clothing Closet for this year's "Reaching for the Star" event. Ms. Junior stated that Warriors on Wheels wants Detroit to establish an "Office of Disability Affairs." Holiday CV meeting and party, December 6, 2019, 1:00 pm to 3:00 pm, will be held at a site TBD. Ms. Junior stated that she will send out a google doc for meeting attendees to list items they are bringing for the potluck.

| Decisions Made | | |
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| Action Items | Assigned To | Deadline |
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| Action Items | Assigned To | Deadline |
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NEXT MEETING: January 17, 2020

DWIHN

2nd Floor Conference Room

707 W Milwaukee

Detroit, MI 48202