

Constituents' Voice Meeting

Meeting Date : 3/19/2021 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

Attendance– Everyone introduced themselves. (Michael Squirewell, Jaime Junior, Nicole Gowan, Patty Carlson, Dr. Donna Coulter, Darlene Nash, Blake Perry, Clarence Ruff, Margaret Keyes-Howard, Linda Burton, David Williams, Carol Knight, Polly McCalister, Ray Schuhholz, Retired Commander Arnold Wicker, Sr., Robert Spruce, and Michael Shaw)

Ground Rules –Jaime Junior led the meeting. Michael Squirewell was the Sergeant-at Arms. The announcements were displayed and read by Nicole Gowan.

Review & Approval of Notes of the February 19, 2021 CV meeting – Notes of the February 19, 2021 CV meeting were approved without changes.

Decisions Made		
Action Items	Assigned To	Deadline

2. Announcements

Nicole Gowan read the announcements. She gave an announcement about the S.O.U.L.S. Chat, (Faith-Mondays, Casual Wednesdays) the Persons Points of View Newsletter, EVOLVE, etc. She mentioned the “Mental Health Minutes.” She also played the latest video version of the “What’s Coming Up” Calendar and read the March 2021 hard copy version aloud.

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

3. DWIHN Staff Updates:

- Polly McCallister gave the Recipient Rights Report. She indicated that some of our members feel that they are being forced to take the COVID-19 vaccination. Recipient Rights is investigating several complaints. The members are also

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being informed about the COVID-19 vaccines and their possible side effects. Some members have also complained that they haven't received their stimulus checks. Members are being informed that they should make sure they are entitled to receive one before they file a complaint. Ms. McCallister informed meeting attendees that the next RRAC meeting is May 3, 2021 at 1:00 pm. Dr. Donna Coulter will be speaking at the meeting.

- Dr. Coulter gave the Member Engagement Report. She indicated that on March 26, 2021, from 1:00 pm to 3:00 pm, the Community Health Workers (CHW) and Peers will host an informational meeting about COVID-19 vaccinations called "Bridging the Gap." Dr Coulter stated DWIHN Communications Dept. has also been active with various vaccination projects. She also indicated that Member Engagement has been compiling and analyzing the results from the latest ECHO survey. The latest in a series of meetings called "Being Black with a Disability" was held on March 18, 2021.

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

4. De-escalation Policing-Retired Commander Arnold Wicker Sr.,-In conjunction with DWIHN-CPI Dept.

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

Commander Wicker is part of an organization called the Crisis Intervention Team International (CIT). The organization works with various law enforcement department with the goal to teaching officers how to de-escalate situation concerning persons who are having a mental health crisis. The Clinical Practice Improvement (CPI) Department at DWIHN works with and helps train law enforcement in conjunction with CIT. Commander Wicker indicated that DWIHN Ambassadors went to the Detroit Police Department in September to speak to officers. This was important because it gave the officers the opportunity to be exposed to persons with mental illness(es). Commander Wicker stated that it is important that officers realize that persons with mental illness(es) may not be a threat. He said that people in crisis can be anyone. One in 5 people will have a mental health crisis in their lifetime. He said that suicide is the leading cause of death among police officers. More police officers die of suicide than in the line of duty. He indicated that the CIT program wants to let people know that they can ask for officers trained to deal with persons who have mental illness when they call 911. He stated that the Wayne County Jail is the largest mental health facility in the county.

Blake Perry stated that officers need to learn about Person-Centered Planning. Commander Wicker indicated that when police officers are called to AFC Homes, sometimes it is not the member that is causing a problem rather a staff person. Nicole Gowan indicated that FANS against Narcotics currently send out "Angels;" people trained to help persons who are having a mental health crisis They operate in Canton, Downriver, etc.

Decisions Made		

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Action Items	Assigned To	

5. ECHO Survey-Margaret Keyes-Howard-DWIHN ME Dept.

Goal: _____

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

Ms. Keyes-Howard indicated that responses from children and families have been added to the ECHO survey. Ambassadors and delegates have collected data for the survey. She said that "Member Experience" is the sum total of every touch point that a member has with the services provided. She said a random formula was created by DWIHN I.T. Dept. and was used to pool 8000 people for the ECHO survey research. 752 persons responded to the recent ECHO survey inquiry. There were 72 questions on the recent ECHO survey. The questions looked at different options of interventions. The survey asked members if they felt that their health has improved over the past 12 months. Access, Quality of Care, Quality of Treatment Services, were among the items polled. Ms. Keyes-Howard indicated that the CV will be involved with the ECHO survey in the future and that statistics will be given.

Decisions Made		
Action Items	Assigned To	Deadline

6. Fundraising-Margaret Keyes-Howard-DWIHN ME Dept.

Goal: _____

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

Ms. Keyes-Howard indicated that the Doublegood.com popcorn event took place from Wednesday February 24, 2021 to Sunday February 28, 2021. The Doublegood.com event was held to solicit funds for the "Dreams Come True" Mini-Grants.

CV members went to the Doublegood.com website, setup a room on the site and solicited people they know to buy popcorn. The fundraiser generated a little over \$4000.00 and was a success. Popcorn was sold to people in 11 different states. CV members were polled as to the ease it was to set-up the store and access the online app. (Jaime Junior said it was easy to setup the store through her phone and it was a good experience. Nicole Gowan said setting up the store was very simple.

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Blake Perry said he had fun participating in the fundraiser.) Linda Burton raised the most money among the CV members. Ms. Keyes-Howard will give her 3 canisters of popcorn as a reward for her efforts.

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7. Action Group Updates

Goal: _____

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

Engage-Joanna Lofton: Ms. Lofton wasn't present at today's CV meeting. Mr. Shaw gave the report. Ms. Lofton stated that she gave the last 35 care packets that were packaged previously at Nicole Gowan's house to the American Human Rights Coalition. She indicated that she plans to ask organizations that received the packets (the American Human Rights Coalition, the V.A., the Night Angels, etc.) to write and give her feedback on how the packets were received by trafficked persons. She indicated that Nicole Gowan has offered her house as a venue in the future for subsequent packaging efforts. She also indicated that Nicole Gowan is currently going to high schools, and other organizations in Metro-Detroit in an effort to attract more members to the CV, CV action groups, and the Ambassadors.

Advise-Ray Schuhholz: Mr. Schuhholz indicated that his action group will not meet this month. They will meet in April 2021. Mr. Schuhholz gave the Governor's report and spoke about the Postal Pals initiative.

Empower-Michael Squirewell: Mr. Squirewell indicated that Dr. Coulter and he are investigating whether it will be feasible to have "Reaching for the Stars" this year. Clubhouses and drop-ins will be engaged to determine their level of enthusiasm concerning hosting and participating in the event

Advocacy-Jaime Junior and Blake Perry: Mr. Perry indicated that the next Advocacy Action Group meeting is scheduled to take place on April 10, 2021. Ms. Junior indicated that about 21 people came to the action group meeting last month and that it was a brainstorming session.

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8. Good and Welfare

Goal: _____

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

Mr. Squirewell spoke about the COVID-19 vaccine and its side effects. Jaime Junior mentioned her new position as Community Coordinator with the Office of Disability Affairs with the City of Detroit. She indicated that she and others have been working hard to get an office opened that deals with disability concerns within the city and that she is happily looking forward to working there.

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NEXT MEETING: April 16, 2021

DWIHN

TBD