

Constituents' Voice Meeting

Meeting Date : 4/16/2021 Meeting Location: Microsoft Teams

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, Blake Perry, Clarence Ruff, Margaret Keyes-Howard, Linda Burton, David Williams, Carol Knight, Robert Spruce, Michele Vasconcellos, Alicia Oliver, Jaren Roberts, Eric Doeh, Chad Witcher, David Williams, Joanna Lofton, Paul Johnson III, Steve Kuhlman, Vanessa Bradford, Carmen Smith, 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 March 19, 2021 CV meeting** – Notes of the March 19, 2021 CV meeting were approved without changes.

Decisions Made		
Action Items	Assigned To	Deadline

2. Announcements

Nicole Gowan read the announcements. She went over the April “What’s Coming Up” Calendar, spoke about EVOLVE, SOULS Chat, Persons Points of View Newsletter, and the Ambassador Handbook.

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

**Administrative Update-Interim President and CEO DWIHN Eric Doeh (20 Minutes)**

Mr. Doeh stated that “Great things are happening at DWIHN.” He congratulated Dr. Coulter on her work. He indicated that meeting attendees can contact him directly if they want.

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Send out meeting materials	Michael Shaw	After Every meeting

### 3. DWIHN Staff Updates:

Michele Vasconcellos-Customer Service stated that DWIHN preliminary score on the NCQA exam was 89.6 percent. She stated that DWIHN qualified and will receive another 3 year accreditation.

Jaren Roberts-Communications stated that the excerpt "Ask the Doctor" for April 2021 was recently published. She said that anyone who has questions that they would like our current medical director to answer in the "Ask the Doctor" excerpts could send an email to [askthedoc@dwihn.org](mailto:askthedoc@dwihn.org). Ms. Roberts invited meeting attendees to go to the DWIHN "Spotlight Section" that can be found on the home page of the DWIHN website [www.dwihn.org](http://www.dwihn.org). She also mentioned that May is "Mental Health Awareness Month."

Member Engagement- Dr. Donna Coulter stated that in May 2020, the CV asked DWIHN to require that I.T. (internet service) be available in all residential settings where our members reside. Currently I.T. is available in about 50% of those residential settings. She stated that DWIHN has recently received a grant to put I.T. in about 70 additional homes. Dr. Coulter talked about the work of the Ambassadors. She mentioned "Flourish" a new database collection system at the clubhouses. She stated that DWIHN has established a partnership with the Detroit "Office of Disability Affairs." The contact person at the "Office of Disability Affairs" is Jaime Junior.

Decisions Made		
Action Items	Assigned To	Deadline

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Send out meeting materials	Michael Shaw	After Every meeting

#### 4. Pros and Cons of Taking a COVID-19 Vaccine-Alicia Oliver, DWIHN Integrated Health

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

Ms. Oliver began by explaining what immunity is. She spoke about the recent news concerning the Johnson and Johnson vaccine. vaccinated against COVID-19, they still need to wear a mask, wash their hands, and follow other safety precautions because the pe to someone else. She answered questions from meeting attendees.

<b>Decisions Made</b>		
<b>Action Items</b>	<b>Assigned To</b>	

#### 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 she was not in a secure venue so she would not give an ECHO report today.		
<b>Decisions Made</b>		
<b>Action Items</b>	<b>Assigned To</b>	<b>Deadline</b>

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

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

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

Ms. Keyes-Howard was not at a secure venue today, so she did not give a Fundraiser report.		
<b>Decisions Made</b>		
<b>Action Items</b>	<b>Assigned To</b>	<b>Deadline</b>

**7. Action Group Updates**

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

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

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**Engage-Joanna Lofton:** Ms. Lofton 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. Ms. Gowan is particularly interested in attracting young people, with the hope that they will stay with the CV for many years. She has visited high schools in Detroit, Wayne, Livonia, Westland, Dearborn, and Garden City thus far. Ms. Lofton gave her an introductory recruitment packet to take to the schools. Ms. Burton is currently talking to and trying to arrange for Debra Monroe from the American Human Right Council to come to speak at a future CV meeting (probably in May 2021) about human trafficking. Ms. Lofton is seeking feedback from organizations where she gave the previously packaged toiletry items to., i.e. the V.A., etc. to discover how they were received by recipients (whether they liked the items given to them).

**Advise-Ray Schuholz:** Mr. Kuhlman indicated that the next Advise Action Group meeting is today (April 16, 2021) from 2:00 pm to 3:00 pm via Microsoft Teams. He asked that anyone who wants to attend to send him a request via email.

**Empower-Michael Squirewell:** Mr. Squirewell indicated that the Empower Action Group will try to coordinate activities concerning the mini-grant by May 1, 2021. He stated that Shelley Nelson, Linda Burton and he have been investigating possible site for the 2021 "Reaching for the Stars" banquet. He said that the banquet may have to be held virtually due to the current situation Michigan is facing with COVID-19.

**Advocacy-Jaime Junior and Blake Perry:** Ms. Keyes-Howard reminded everyone that the next Advocacy Action Group meeting is Tuesday, April 20, 2021 from 1:00 pm to 3:00 pm. The topic will be COVID-19 vaccinations.

<b>Decisions Made</b>		
<b>Action Items</b>	<b>Assigned To</b>	<b>Deadline</b>
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**8. Good and Welfare**

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

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

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Mr. Ruff thanked meeting attendees for listening to his disclosures earlier in the meeting. Ms. Junior asked meeting attendees to engage with the Disability Task Force. They will have a meeting on April 28, 2021. Ms. Lofton asked meeting attendees to educate themselves with respect to the MI-ABLE accounts and how they can serve people with disabilities.

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Decisions Made		
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**NEXT MEETING:** May 21, 2021

DWIHN

TBD