

Constituents' Voice Meeting

Meeting Date : 5/21/2021 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, Ray Schuholz, Robert Spruce, Michele Vasconcellos, Chad Witcher, David Williams, Joanna Lofton, Polly McCalister, Dr. Shama Faheem, and Michael Shaw)

Ground Rules –Jaime Junior and Nicole Gowan 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 April 16, 2021 CV meeting – Notes of the April 16, 2021 CV meeting were approved without changes.

| Decisions Made | | |
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| Action Items | Assigned To | Deadline |
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2. Announcements

Nicole Gowan read the announcements. She mentioned the “Dreams Come True,” Fund, EVOLVE, SOULS Chat, Persons Points of View Newsletter, “Ask the Doc,” “Let’s Talk Mental Health (May 25, 2021, 6:30 pm to 7:30 pm DWIHN virtual event), MyStrength, Mental Health Awareness Month, (Who is your mental health hero?-Tiffany Devon), and the DWIHN website.

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| Send out meeting materials | Michael Shaw | After Every meeting |

Administrative Update-Director of Customer Service DWIHN-Michele Vasconcellos

Ms. Vasconcellos indicated that William T. Riley is the new DWIHN Board Chairperson. There is a new Board member, Jonathan C. Kinloch. The Board is still meeting virtually. Ms. Vasconcellos indicated that DWIHN passed and received its 3 year NCQA accreditation. She indicated that DWIHN is in the process of performing a nation-wide

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search for the next President and CEO. She mentioned the plan proposed by State Senator Shirkey to privatize mental health services in Michigan and DWIHN opposition efforts to the plan.

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3. DWIHN Staff Updates:

Dr. Coulter of DWIHN Member Engagement Department mentioned that DWIHN has received money to launch an Oral Health Pilot for Peers. A flyer has been created and sent out to promote the initiative. The goal is to have at least 28 peers trained.

Polly McCalister of DWIHN Recipient Rights Department mentioned the department has new clerical support staff and is looking to hire a new Recipient Rights Investigator. She said that if members we serve feel they are being pressured to obtain a COVID-19 vaccination, they can phone the Office of Recipient Rights and file a complaint. She indicated that the next ARAC meeting is July 12, 2021 at 1:00 pm.

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4. Update on latest CDC guidelines concerning COVID-19, DWIHN Medical Director Dr. Shama Faheem

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Dr. Faheem presented a PowerPoint presentation outlining COVID-19 rates of infection in the U.S. She stated that the COVID-19 vaccination rates have leveled off. She gave information about the COVID-19 vaccines and the latest CDC guidelines concerning masks.

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5. Walk A Mile In My Shoes-Margaret Keyes-Howard-DWIHN ME Dept.

Goal: _____

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

Ms. Keyes-Howard indicated that "Walk A Mile In My Shoes" will be virtual this year. It will take place on September 29, 2021. Information about the event will be circulated to the clubhouses. There will be an outdoor "Walk A Mile In My Shoes" event held solely for CV members on September 29, 2021 at DWIHN, 707 W Milwaukee, Detroit, MI. She indicated that the Advocacy Committee is taking the lead on planning the DWIHN "Walk A Mile In My Shoes" initiative. The committee is consulting with the CV to develop a theme and design for the 2021 "Walk A Mile In My Shoes" t-shirts. Mr. Perry suggested "My Voice, My Life, My Way" as a possible theme. Ms. Gowan suggested "United We Stand." Ms. Gowan also suggested blue for the t-shirt color. Ms. Junior suggested green with puzzle pieces. Marine blue and yellow was also suggested.

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6. Robert Spruce-Digital Inclusion Pilot-DWIHN ME Dept.

Goal: _____

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

Mr. Spruce outlined the initiative designed to go into AFC Homes and teach members we serve I.T. skills. Ms. Gowan, Mr. Perry and Mr. Spruce have volunteered to be instructors. Mr. Spruce is reaching out to the Ambassadors to help with the initiative. Some of the ***Positive Outcomes*** from the initiative: Members we serve can take care of their mental and physical health needs using technology-Joanna Lofton; It will help people grow, learn how to budget, and how to use technology-Blake Perry; People will be able to find websites such as the DHS website, learn how to make a file, obtain announcements, etc.- Nicole Gowan;

Mr. Spruce asked CV meeting attendees to email proposed name(s) for the Digital Inclusion Pilot Program to him or Dr. Coulter.

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| Members | | |
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7. Solicit Judges for Mini-Grant

Goal: _____

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Ms. Gowan asked CV members if they would like to volunteer to be judges for the "Dreams Come True" Mini-Grant. Joanna Lofton, Michael Squirewell, and Linda Burton volunteered.

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8. Solicit Judges to Interview New CV Applicants

Goal: _____

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| Ms. Gowan asked meeting attendees if they would like to be interviewers for the new CV applicants. Clarence Ruff indicated that he would like to be an interviewer. | | |
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9. Action Group Updates

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Engage-Joanna Lofton: Ms. Lofton indicated that she plans to send out the DWIHN toiletry flyer, soliciting toiletry items from local hotels. Dr. Coulter indicated that toiletry items collected can be dropped off by appointment at 707 W Milwaukee, Detroit, MI. Both Mr. Ruff and Ms. Gowan indicated that they will be dropping off items. Ms. Gowan is still going around to local schools, soliciting new members to join the CV and CV related groups. Mr. Ruff suggested that toiletry items might be passed out to the homeless in the future. Ms. Lofton indicated that the speaker, Deb Monroe, from the American Human Rights Coalition had to have emergency surgery and was not able to speak at the May 21, 2021 CV meeting. Ms. Monroe plans to speak at the June 18, 2021 CV meeting.

Advise-Ray Schuholz: Mr. Schuholz indicated that there are currently 12 DWIHN Ambassadors. DWIHN is in the process of soliciting people to be trained as new Ambassadors. He reported on the governor's current COVID-19 guidelines.

Empower-Michael Squirewell: Mr. Squirewell indicated the Empower Action Group is investigating venues for the 2021 "Reaching for the Stars" banquet. He indicated that if held outdoors, attendees are still expected to be formally dressed.

Advocacy-Jaime Junior and Blake Perry: Ms. Keyes-Howard indicated that the Advocacy Action Group will be hosting a "Voter's Suppression" seminar on June 21, 2021 from 1:00 p to 3:00 pm virtually. She also indicated that the Advocacy Action Group is considering hosting an Advocacy SOULS Chat virtually possibly on Saturdays.

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10. Good and Welfare

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Ms. Vasconcellos indicated that Margaret Keyes-Howard has reached a milestone of 31 years of employment with DWIHN, DWCCMHA, and DWMHA.

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NEXT MEETING: June 18, 2021

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