

Constituents' Voice Meeting

Meeting Date : 7/16/2021 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, Nicole Gowan, Patty Carlson, Dr. Donna Coulter, Clarence Ruff, Margaret Keyes-Howard, Ray Schuholz, Robert Spruce, Chad Witcher, Joanna Lofton, Jason Reaves, Mignon Strong, Eric Doeh, Linda Krupp, Tania Greason, April Siebert, Kelly Bonifas, and Michael Shaw)

Ground Rules –Michael Squirewell led the meeting. The announcements were displayed and read by Nicole Gowan.

Review & Approval of Notes of the June 18, 2021 CV meeting – Notes of the June 18, 2021 CV meeting were approved without changes.

| Decisions Made | | |
|----------------|-------------|----------|
| | | |
| | | |
| Action Items | Assigned To | Deadline |
| | | |

2. Announcements

Nicole Gowan read the announcements. She mentioned EVOLVE, the Persons Points of View Newsletter, Walk A Mile In My Shoes, the NAMI Walk, the DWIHN Board Meeting, Bridging the Gap: Shift Happens, and the 2021 “Reaching for the Stars” nominations and nomination forms.

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

Administrative Update-Interim President and CEO Eric Doeh

Mr. Doeh came to the meeting, but due to another commitment had to leave before he gave an update.

Constituents' Voice Meeting

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

3. DWIHN Staff Updates and DWIHN App:

| | | |
|---|--------------------|---------------------|
| <p>Dr. Coulter of DWIHN Member Engagement Department mentioned and asked for recommendations on how to implement a DWIHN mobile app. She said she will pass the suggestions made to Manny Singala in I.T. Some suggestions made: Joanna Lofton-create an app where a person can look up an appointment that they have with a provider or any other DWIHN related entity; Jason Reaves-emergency phone numbers should be listed on app for therapists and other persons; Michael Squirewell-list information about the CV and what it represents; Nicole Gowan-list information about all of the tabs on the DWIHN website and what they navigate to on the app; Nicole Gowan-Vignette about the DWIHN website on the app;</p> <p>Dr. Coulter gave information about the DWIHN "Walk A Mile In My Shoes" initiative and the NAMI Walk.</p> | | |
| | | |
| | | |
| | | |
| Decisions Made | | |
| | | |
| | | |
| Action Items | Assigned To | Deadline |
| Send out meeting materials | Michael Shaw | After Every meeting |
| | | |

4. Linda Krupp-Lakeshore Legal

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

Constituents' Voice Meeting

Ms. Krupp stated that Lakeshore Legal provides free legal services in Metro-Detroit. It has received a grant to provide special services. Lakeshore Legal provides legal services to low income persons and persons of any income if they are survivors of sex trafficking. Services include: 1) helping individuals who have purchased a car that is no longer usable exit their payment agreement (car note or lease), 2) helping persons negotiate a payment plan, 3) challenging information that is incorrect on a credit report and getting the information changed or removed, 4) Estate planning, 5) Conservatorships, 6) Housing, 7) Income taxes, 8) protection from abuse, 9) helping persons obtain public benefits (stamps), 10) helping persons obtain unemployment benefits, 11) Mortgage foreclosures, 12) tax disclosures, 13) domestic violence services to undocumented persons, but can refer them to places where they can receive services. All lakeshore services are free. Ms. Krupp provided addresses and phone number in her PowerPoint presentation. She mentioned the "La Vida" Partnership, which helps survivors of domestic violence in the Latino community. The website: michiganlegalaid.org is a place where persons who are seeking legal help can find information about a free resource. Persons on the website can do an intake for Lakeshore Legal. They can also alert visitors about benefits they may be eligible for. Lakeshore Legal phone number is (888) 783-8190.

| Decisions Made | | |
|----------------|-------------|--|
| | | |
| Action Items | Assigned To | |
| | | |
| | | |
| | | |
| | | |

5. QAPIP-Tania Greason and April Siebert, DWIHN Quality Improvement Dept.

Goal: _____

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

Ms. Greason and Ms. Siebert indicated that the QAPIP is available on the DWIHN website. QAPIP services should be "Compassionate," "Accessible," "Person-Centered," and "Recovery Oriented." DWIHN Board of Directors is responsible for the implementation and oversight of the plan. There are 6 pillars that serve as the foundation of the plan which are: 1) Customer, 2) Access, 3) Workforce, 4) Finance, 5) Quality, 6) Advocacy. QAPIP must meet Federal and State laws, contractual requirements, and regulatory standards. Some demographics: Fiscal year 2020, DWIHN served 70,030. 55.15% of those served were African American, 31.7% Caucasian, and 15% other ethnicities and races. Ms. Greason and Ms. Siebert reviewed parts of the ECHO survey taken over a recent 12 month period. Ms. Greason and Ms. Siebert mentioned Detroit Wayne Connect" (DWC), hosted by DWIHN. This is a website where persons (employees and others) can go to obtain and complete necessary trainings. Ms. Greason and Ms. Siebert also mentioned the Medicaid Claims Verification Review. 923 claims were reviewed last year. If a claim can't be verified, money given will be taken back.

Constituents' Voice Meeting

| | | |
|-----------------------|--------------------|-----------------|
| | | |
| Decisions Made | | |
| | | |
| Action Items | Assigned To | Deadline |
| | | |
| | | |
| | | |
| | | |

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

Goal: _____

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

| | | |
|---|--------------------|-----------------|
| Mr. Spruce indicated that he will develop a jotform survey, send it out and use the results to ascertain what the majority of respondents want to call the "Digital Inclusion Pilot." | | |
| | | |
| Decisions Made | | |
| | | |
| Action Items | Assigned To | Deadline |
| Members | | |
| | | |
| | | |
| | | |

7. Promotional Bios and Photos of CV members-Donna Coulter

Goal: _____

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

| | | |
|--|--|--|
| Dr. Coulter spoke about the "Bios and Photos" that CV members have been asked to provide for display on the DWIHN website. Mr. Shaw will send a template for the bios out to CV members after the meeting. | | |
| | | |
| Decisions Made | | |
| | | |

Constituents' Voice Meeting

| Action Items | Assigned To | Deadline |
|--------------|-------------|----------|
| Members | | |
| | | |
| | | |
| | | |

8. Action Group Updates

Goal: _____

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

Engage-Joanna Lofton: Ms. Lofton indicated that heard back from the 3 organizations to which she gave toiletry items. The feedback received was all good. She said she is seeking other venues from which the Engage Action group can solicit toiletry items. She said she will also ask manufacturers like Walmart, Costco, etc. for toiletry items. She indicated that Deb Monroe from the American Human Rights Coalition is scheduled to give a presentation on Human Trafficking at the August 20, 2021 CV meeting. Ms. Lofton stated that she would like to expand CV and Engage Action group representation and is seeking new members from Hamtramck, Highland Park, other suburbs and communities such as the Arab community. She also proposed contacting block clubs and local police precincts to solicit new members. She proposed contacting providers Downriver and asking them to “spread the word” about the CV. With Engage Action group members input, a tentative date of Oct 2, 2021 was selected as the next date that the Engage Action group will meet at Nicole Gowan’s house for brunch and to package toiletry items. Ms. Lofton proposed writing an article about the toiletry initiative for the Persons Points of View Newsletter.

Advise-Ray Schuholz: The next Advise Action group meeting is July 23, 2021 from 2:00 pm to 3:00 pm via Microsoft Teams. 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 and the state vaccination lottery.

Empower-Michael Squirewell: Mr. Squirewell indicated that the 2021 “Reaching for the Stars” Gala will be held at Eastern Market Shed 5 on August 27, 2021. Mr. Squirewell indicated the Empower Action Group is seeking volunteers to decorate Shed 5.

Advocacy-Jaime Junior and Blake Perry: Neither Ms. Junior nor Mr. Perry were present, so their report was tabled.

Constituents' Voice Meeting

| Decisions Made | | |
|----------------|-------------|----------|
| | | |
| Action Items | Assigned To | Deadline |
| | | |
| | | e |
| | | |

9. Good and Welfare

Goal: _____

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

Mr. Schuhholz said everyone has to remember to be safe and check in with their loved ones. Mr. Squirewell indicated that he barbequed on the 4th of July with family. He said that "everybody needs everybody." Mr. Ruff said that we should motivate those who haven't gotten a COVID-19 vaccination to get one. Ms. Gowan stated that people should continue to use hand sanitizer and wear masks.

| | | |
|--|--|--|
| | | |
| | | |
| | | |
| | | |

| Decisions Made | | |
|----------------|-------------|----------|
| | | |
| | | |
| | | |
| Action Items | Assigned To | Deadline |
| | | |

Constituents' Voice Meeting

| | | |
|--|--|--|
| | | |
|--|--|--|

NEXT MEETING: August 20, 2021

DWIHN

TBD