

MACMHB  
*Customer Service  
Work Group*

**Strategic  
Plan  
2010**

*Created December 2009*



**Customer Service**



B. Bring data to the June, 2010 quarterly meeting to determine a baseline for data.	All Customer Service Workgroup members	<ul style="list-style-type: none"> <li>Quarterly workgroup meetings</li> </ul>
C. Bring information related to system or other changes your CMHSP has made due to reviewing your Grievance data	All Customer Service Workgroup members	<ul style="list-style-type: none"> <li>Quarterly workgroup meetings</li> </ul>

Consideration will be given to gathering baseline data for Inquiries for the 2011 Strategic Plan

**Goal # 3: Develop a standardized training for BBA and MDCH Standards to be used for all CMHSPs across the state to ensure all Customer Service staff are receiving the same information upon entry to the CMHSP Customer Service Unit.**

Objective	Responsible persons	Supporting programs
A. Develop a matrix using existent training already being used by some CMHSPs to determine issues consistently included in current training modules	Sally Amos O'Neal	<ul style="list-style-type: none"> <li>Training already in existence and being used by some CMHSPs</li> </ul>
B. Develop a matrix to determine the required training requirements	Sally Amos O'Neal	<ul style="list-style-type: none"> <li>BBA and MDCH Standards</li> </ul>
C. Compare the two matrix to develop the standardized training for Customer Service staff	All Customer Service Workgroup members	<ul style="list-style-type: none"> <li>MACMHB web site</li> </ul>

A 2011 goal will be put in place to move Customer Service training out to CMHSP staff once the standardized training for Customer Service staff has been developed

**Goal # 4: Continue the use of an abbreviated version of the current Mystery Shopping program to ensure customers and other community members receive the best Customer Service possible across the state.**

Objective	Responsible persons	Supporting programs
A. Review the existing Mystery Shopping program and determine if changes are needed for participating CMHSPs	Participating Customer Service Workgroup members	<ul style="list-style-type: none"> <li>Existing Mystery Shopping program</li> </ul>
B. Bring a proposed abbreviated version of the existing Mystery Shopping program to the workgroup	Teresa Lewis (sub-committee members include Julie Barron & Sarah Ameter)	<ul style="list-style-type: none"> <li>Existing Mystery Shopping program</li> </ul>

C. Develop a standard policy and procedure to list specific standards, but allow for individualized changes to meet the needs of the CMHSP implementing the program	Participating Customer Service Workgroup members	<ul style="list-style-type: none"><li>Existing policy and procedures from individual CMHSPs currently using a Mystery Shopping program</li></ul>