



MACMHB Customer Service Work Group
Minutes
Wednesday, December 2, 2009



Customer Service

Attendees: Bridgitte Gates, Sally Amos O'Neal, Kelly Sall, Janelle Steckley, Sarah Ameter, Julie Barron, Shannon Rybiski, Teresa Smith, Julie Rookard, Joan Durling, Wendy Fox, Kim Cereske, and Tim Ninemire

By Phone: Teresa Lewis, Sally Olson, Rosemary Rokita, Amy Taylor, Michele Condit, Georgia Brown, Michelle Vasconcellos, and Winnifred Williamson

- 1) **Welcome and Introductions:** Everyone introduced themselves at the meeting.
- 2) **Minutes from September 21, 2009 Meeting:** The minutes need to be updated to include the following information: There was a discussion about Customer Service training already in place by some CMHSPs. The CMHSPs who already have the training in place have sent information to Tim in the past.
Separate discussion took place on moving forward with the training project. Tim will forward the training information he has already received to Sally who will put together a matrix of the existing information. That will need to be compared to required training standards to come up with a final product. This item is in our 2010 Strategic Plan.
- 3) **2010 Strategic Plan:** The draft plan was reviewed. In summary, there will be 4 goals. Tim will make changes recommended by the work group and will send out for final approval. The goals are:
 - I) **Share information with all Customer Service Workgroup members**
 - II) **Fine tune the definitions for the Grievance process in order to gather baseline data from CMHSPs across the state**
 - III) **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**
Footnote: A 2011 goal will be put in place regarding moving Customer Service training out to CMHSP staff once the standardized training for Customer Service staff has been developed
 - IV) **Continue the use of an abbreviated Mystery Shopping process to ensure customers and other community members receive the best Customer Service possible across the state**
- 4) **Mystery Shopping Program:** The group decided that while the current program could be useful it was simply too much work for everyone to be able to complete at this time. Julie Barron, Sarah Ameter, and Teresa Lewis (chair) will form a

sub-committee to work on making an abbreviated version of the scenarios and call tracking sheets and will bring a proposal to the March, 2010 meeting. Sally will bring full unidentified data of the Mystery Shopping data to the March, 2010 meeting and will send out the individual data to those CMHSPs that had Mystery Shopping completed. We plan on implementing the revised Mystery Shopping program from July to September 2010.

- 5) **Customer Service Handbook Standards:** If you make significant changes to your handbook, you should make sure to send the handbook to Tom Renwick for MDCH approval, his e-mail is renwick@michigan.gov. Kim asked about two new terms: “Goods and Services” and “Youth Mentoring”. She stated this is in regard to the new application for the Michigan Managed Care Waiver that is in process. Tim will send an e-mail to Judy Webb to ask where the state of Michigan stands with their application for this waiver renewal and ask when these new terms will be finalized and he will send out the information to the group once he gets a response from Judy. There were two areas of the current definitions of service that have been noted, they are as follows:

- I) **From Teresa Lewis: Intermediate Care Facility for Persons with Mental Retardation (ICF/MR)** provide 24-hour intensive supervision, health and rehabilitative services and basic needs to persons with developmental disabilities. ~~The state of Michigan has one ICF/MR called the Mt. Pleasant Center.~~
- II) **From Rosemary Rokita: Behavior Management Treatment Review:** If a person’s illness or disability involves behaviors that they or others who work with them want to change, their individual plan of services may include a plan that talks about the behavior. This plan is often called a “behavior **management treatment** plan.” The behavior **management treatment** plan is developed during person-centered planning and then is approved and reviewed regularly by a team of specialists to make sure that it is effective and dignified, and continues to meet the person’s needs. Rosemary also stated she was cited for not having the CA’s TDD phone number in their handbook. She added a label about using 711 for the Relay Service in Michigan and HSAG was satisfied with that modification.

- 6) **Definitions for Grievances and Inquiries:** The updated lists for both Grievances and Inquiries was brought to the meeting.

- I) **Grievance Tracking:** Suggestions for updating the list were given and Tim will update and send out. It was agreed on by the group to include this in the Strategic Plan and to bring data to the June & December, 2010 meetings. The data we are asking CMHSPs to bring to those meetings are the number of Grievances, How they were received, Categories they fit into, and the Outcomes. This will be kept as a

standing agenda item in upcoming meetings to ensure everyone is on the same page for what is expected. One other item Bridgitte asked everyone to bring along with the data is how individual CMHSPs are using their Grievance data to make system or other changes.

- II) **Inquiry Tracking:** There was one change suggested for the list and Tim will update and send out to the group. Everyone is not tracking this information at this point and it was decided not to include this in the 2010 Strategic Plan and not to bring related data to the June and December, 2010 meetings. This may be discussed as a possible goal for the 2011 Strategic Plan.

- 7) **2010 Customer Service Conference:** Teresa Lewis reported the Fair Hearing Officer group is beefing up their regular quarterly meetings to get more out of those meetings. She indicated a willingness to have a joint day to have Judy Webb attend and give an MDCH update to both groups. If possible, we will attempt to have a meeting in Lansing in September on the same day and each group can have their own meetings and come together for the update from Judy Webb, if she is available.

- 8) **Access Standards:** Some CMHSPs are asking their Customer Service units to track things in the Access Standards like making sure a person's time on hold awaiting screening must not exceed 3 minutes... The group believed this is a specific Access Standard and is more appropriately tracked by the Access Unit. Those affected by this request of their CMHSP will ask for reconsideration on their request of their Customer Service unit. There was some discussion relating to the Customer Service Standards such as answering calls within 3 rings. Currently the only CMHSP that has the ability to track this information is WCHO. Sally indicated they use software called Symposium. This particular standard is something that may be considered to be included in the updated Mystery Shopping program.

- 9) **Next Meeting Date:** Wednesday, March 3, 2010 from 1:00 p.m. to 3:00 p.m. at the MACMHB Office in Lansing

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