

Minutes for MACMHB Customer Services meeting 3/4/09

Attendees: Teresa Lewis, Stefanie Zin, Julie Barron, Sally Amos O'Neal, Bridgett Gates, LaDon McNeil, Bonnie Kaunisto, , Kelly Sall, Kim Cereske, Janelle Steckley, Jim Bloch, Joan Durling. Shannon Rybiski, Jeff Greshak, Kay Ross, Sarah Ameter, Lori Valuet, Mike Daley
By Phone: Faith ? (Detroit Wayne), Heather Bell, Sally Olsen, and Michelle Condit

Guests: Lisa Morse

- 1) **Welcome and Introductions:** Introductions were made from the people attending the meeting live and those that called in.
- 2) **Minutes from December, 2008 Meeting:** Minutes from the meeting were approved as written.
- 3) **Contact Information:** Contact information was passed around and corrections will be updated by Tim and the final list will be sent to Georjean Knapp of MACMHB and after this meeting, the official list of members will be kept at MACMHB.
- 4) **Strategic Plan – 2009:** The plan was reviewed again and there was discussion on whether or not we would like to ask MACMHB for a break out session at the May conference. Sally and Teresa will talk about doing a session related to the ARR or PSS in Customer Service at CMHs.
- 5) **Mystery Shopping – Responses from CMHSPs and Moving Forward:** The project was explained to the group. If people are interested in participating they should send an e-mail to customerservice@ewashtenaw.org by 3/16/09. Georjean will send out information related to this project to the group by e-mail.
 - a) **What is the methodology?:** Each person participating in the original pilot project called each participating agency 2 times. The project lasted for 2 months and the question as to whether or not the agency being called has a Customer Service Unit was a required scenario for each of the agencies being called.
 - b) **Who will be administering the mystery shopping?:** The participating agencies will be making calls and receiving calls.
 - c) **What steps are being taken for interrelator reliability?:** The questionnaire for the upcoming project will remain the same as the original pilot project. After this 5 month project is completed, the questionnaire will be reviewed for needed changes.

- d) **Who appears to be participating in the proposed shopping thus far?:** There are 10 CMHSPs signed up for the project at this time.
 - e) **How will the data be used?:** The data will be collected by Sally in Washtenaw, each participating agency should send their data to customerservice@ewashtenaw.org monthly and then Sally will prepare the data for distribution.
 - f) **How will the data be shown?:** The data will be sent out with all of the data included, but the CMHSPs will not be identified, the information will be shown with each agency shown like CMHSP A, CMHSP B, etc. Also, each CMHSP will receive their specific data identified, but the rest of the data will be de-identified?
 - g) **Will the information prepared by available for someone to FOIA?:** If MACMHB creates the reports, then it is not available for a FOIA request.
- 6) **Changes to Standard Customer Service Handbook**
Language: Darma indicated HSAG was very particular with what they were looking for in the Customer Service Handbook. HSAG was looking for information on how to obtain services outside of their network, required to have individual e-mail addresses, and it appeared they were looking for items that MDCH had already approved. There were a couple of items found from the standard language that needs to be changed from when this standard language was distributed, they are listed below:
- a) Change from "Behavior Management Review" to "Behavior Treatment Plan Review" (Rosemary Rokita)
 - b) Removal of Mt. Pleasant Center from the ICF/MR section if closure goes through as planned in October (Teresa Lewis)
- 7) **Communication with MDCH – Questions we would like to ask Officially:** The group feels that our current arrangement of how we communicate with MDCH is acceptable and don't feel the need to change the process to be more official.
- 8) **2009 Customer Service Conference Scheduled for 9/21/09:** The following people have agreed to work on a sub-committee for the upcoming conference: LaDon McNeil, Sally Amos-O'Neal, Liz Holcomb, Julie Barron, and Bridgitte Gates. Some ideas for the conference topics are Mystery Shopping, Working with Angry People, PSS Training and Interactions, Update from MDCH (Judy Webb or Mark Kielhorn), How to Deal with Consumers Working in Customer Service that are not PSS, Transgender Issues, Provider Retention Rates, Consumerism –

Involving Consumers into Committees (Darma Canter),
Integrating Consumers in Recovery.

9) **Other:** Grievance Tracking was discussed and there is a need to come up with more information related to how each CMHSP tracks their Grievances.

10) Next Meeting Date: Wednesday, June 3rd, 2009 from 1:00 p.m. to 3:00 p.m.

6/2/09 tn