

Minutes for MACMHB Customer Services meeting 6/3/09

Attendees: Julie Barron, Bridgett Gates, LaDon McNeil, Kelly Sall, Kim Cereske, Janelle Steckley, Jim Bloch, Joan Durling, Kay Ross, Sarah Ameter, Lori Valuet, Pat Friend, Liz Holcomb, and Tim Ninemire

By Phone: Shannon Rybiski, Steve Kuhlman, Heather Bell, and Kim McKenzie

- 1) **Welcome and Introductions:** Introductions were made from the people attending the meeting live and those that called in.
- 2) **Minutes from March, 2009 Meeting:** Minutes from the meeting were approved with the following corrections: Faith's last name (Cairgle) from Detroit/Wayne will be added and Tim Ninemire's name will be added to the list of attendees. Teresa Lewis' name will also be added to the Conference Committee list.
- 3) **Contact Information:** Contact information will be kept by Georjean Knapp of MACMHB. She will be checking the finalized Contact List from the March meeting and will keep the up to date list on the MACMHB web site. There was a question as to whether or not the group can have an e-mail discussion using the distribution list from Georjean. Tim followed up with Georjean after the meeting and found that there is no way to have an e-mail discussion with this distribution list. Therefore, when there is a need to have e-mail discussions Tim will send an e-mail to the group and will keep an up to date distribution list for this purpose. **From this point on, if there are changes to the Contact List, the changes will need to be sent to both Tim and Georjean.**
- 4) **Strategic Plan – 2009:** Bridgitte will ask Sally to send out the Strategic Plan to this group for review. Bridgitte stated Teresa and Sally were still working on deciding if they want to work on a Customer Service topic for a MACMHB conference.
- 5) **Mystery Shopping – Responses from CMHSPs and Moving Forward:** There is still some confusion over the process for the Mystery Shopping. Lory stated she didn't receive the scenarios for making the calls and Sarah said she never received any information for the process.
 - a) **Number of Calls:** Some of the agencies participating have not made the calls for the months they were supposed to make the calls in. The decision of the group is that there should be 3 sets of calls made by each participating agency, and each participating agency will call all of the other participating agencies.

- b) Participation:** Bridgitte is going to ask Sally to send out the information to all of the participating agencies again. If anyone participating has not received the information on the project within 1 week of today's meeting, they should contact Sally to ask for the information and make sure she has their information for participation.
- 6) **Definitions for Grievances and Inquiries:** Some of the members of this group already have software they are using to track Grievances and Inquiries. Unfortunately due to business issues, it is not possible to share the software with other agencies. However, it is possible to share the basic information about what is being tracked and the different categories within the software. Tim will prepare a document for the September Conference to show this information so that similar data can be compared.
- 7) **Customer Service Training Progress:** Tim thanked the members of the group that shared their training information. The information has been shared with the group so that we each can have a nice start to our own individual training. In the future it would be a good idea to have some of the same training standards, possibly a goal for the next Strategic Plan.
- 8) **2009 Customer Service Conference Scheduled for 9/21/09:** The group would like to have the conference last longer since a significant portion of the 1 day conference is focused on a meeting. Tim will ask Teresa Lewis if the FHO group would be willing to either start at Noon on Tuesday, 9/22/09 or start their conference on Monday and go through Tuesday, 9/23/09 at Noon. Tim is going to send an e-mail to the people that agreed to work on the Conference Committee to let them know what the group wants to focus on for the September Conference. Those people on the committee are LaDon McNeil, Sally Amos-O'Neal, Liz Holcomb, Julie Barron, Bridgitte Gates, and Teresa Lewis. The following items were discussed as possible sessions for the conference:
- a) Mystery Shopping
 - b) Update from Mark Kielhorn of MDCH
 - c) Gentle Teaching
 - d) Customer Service from a Consumer's Perspective
 - e) Cultural Competence – Gender issues (Jim suggested having an annual session on Cultural Competence every year and focus on a different specific portion of Cultural Competence)
 - f) Consumers as Staff

- g) Dealing with People Leaving Services Due to Funding Issues
 - h) Consumers Interacting with Legislators
- 9) **Waiting List and General Fund Reduction Discussion:**
Sarah gave an update on the TSG committee dealing with the Waiting List issue. She said they have discussed in great detail the Mental Health Code as it relates to who CMHs “shall” and “may” serve. She indicated there will be some changes to the code to make it more clear on what the requirements are. Some people are already only serving those they are required to serve while other CMHs have a broader array of services. The group discussed how the GF reductions have been affecting their agencies.
- 10) **Other:** Bridgitte asked about the requirements HSAG will be reviewing related to the Public Health Code. None of the members present had any issues with their HSAG reviews related to this topic but did share some information with Bridgitte about experiences with some of the other standards.
- 11) **Next Meeting Date:** Monday, September 21st; Tuesday, September 22nd; and/or Wednesday, September 23rd; 2009 from 1:00 p.m. to 3:00 p.m.

6/3/09 tn