

Minutes for MACMHB Customer Services meeting 9/21/09

Attendees: Bridgitte Gates, Sally Amos O'Neal, Kelly Sall, Janelle Steckley, Debra Brice, Sarah Ameter, Melissa Ludwig, Pat Friend, Stefanie Zin, Elizabeth Holcomb, Julie Barron, Catherine Yunker, Linda Bartaloni-Till, Rebekah Kleinedler, Cindy Ingersoll, Lynn Chirping, Heather Bell, Shannon Rybiski, Leslie Sladek, Rosemary Rokita, Sally Olson, Kathleen Givens, LaTonya Felder, Susan Kennedy, Teresa Smith, Teresa Lewis, Linda Schrepper, Margot Przybysz, Tim Smith, RoShon Jones, Sinitra McClore, Shante David, Cris Faraon, Sherry Hockstra, and Tim Ninemire

By Phone: Not applicable

- 1) **Welcome and Introductions:** Everyone introduced themselves at the meeting.
- 2) **Minutes from June 3, 2009 Meeting:** The minutes were sent out to the group by e-mail. There have been no changes received by Tim to this point.
- 3) **Contact Information:** Tim keeps an unofficial list, but everyone should make sure that Georjean Knapp at MACMHB has your information as she is the official keeper of the list. Georjean's e-mail address is gknapp@macmhb.org
- 4) **Strategic Plan – 2010:** Tim will try to put something in writing for the December meeting for the new plan. Ideas from the group for the next strategic plan are as follows:
 - a) Helping people with community resources
 - b) Sharing information
 - c) Mystery Shopping
 - d) Fine tune the definitions and tracking for Appeals & Grievance reporting
 - e) PPG & ARR results
 - f) Training BBA and MDCH requirements
- 5) **Mystery Shopping – Moving Forward:** There were issues related to the Mystery Shopping program, generally related to not being able to complete the calls. If people want to have their data included in the current project, they need to have their information to Sally Amos O'Neal by 9/30/09. Sally will bring the data to the December meeting. Below are a couple of items that may need to be addressed if we plan on continuing the process.
 - a) **Time for Calls:** Hardly anyone has enough time to make the calls and depending on what happens with GF, it may make it even more unlikely to complete because people may be dealing with complaints about services being discontinued.
 - b) **Scenarios:** Do we need to change the scenarios to address more Customer Service issues?
- 6) **Definitions for Grievances and Inquiries:** Tim brought two different lists, one for Grievances and one for Inquiries. Comments were made about the information in the lists and Tim will update and bring to the December meeting.
- 7) **Customer Service Training Progress:** 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.
- 8) **Other:** No discussion.
- 9) **Next Meeting Date:** Wednesday, December 2nd from 1:00 p.m. to 3:00 p.m. at the MACMHB Office in Lansing