

Meeting Date: December 3, 2018

MSHN/CMHSP Representatives:

In Person: Kim Cereske (BABH), Julie Rookard (CMHCM), Lynn Charping (GIHN), Rachelle Page (GIHN), CeCe McIntyre (MCN), Tim Ninemire (SCCMHA), Dirk Love (SHW) and Dan Dedloff (MSHN)

By Phone: Becki West (CEI), Stefanie Zin (CEI), Raquel Sparkman (CEI), Liz Thelen (The Right Door), Andrea Fletcher (Newaygo), Becky Dohring (SHW) and Teresa Lewis (LifeWays)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome and Introductions • Review and approve October 15, 2018 meeting minutes • Review follow-up action items • Review and approve current agenda • FY18 Customer Service Committee Annual Evaluation • MSHN Customer Service Polices and Procedure Review • FY19 Guide to Services Handbook Review • Standardization of Educational Material/Brochures/Forms Across the Region | <ul style="list-style-type: none"> • Open Discussion • Future Agenda Items • Updates • Next Meeting |
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• KEY DECISIONS

- Welcome and Introductions
- The CSC members approved the October 15, 2018 meeting minutes
- Review follow-up action items – None.
- The CSC members approved the current agenda
- The FY18 Customer Service Committee Annual Evaluation was reviewed and approved with minor revisions.
- The CSC members reviewed and approved the seven MSHN Customer Service polices and one procedure for FY19
- The FY19 Guide to Services Handbook Review
 - The Handbook “local pages” will be reviewed and approved by the individual CMHSPs via email.
 - The changes within the Handbook “common pages” were reviewed and approved by the committee members.
 - The received Handbook Vender bids were reviewed and discussed. Ray Printing was selected to produce the FY19 Handbook.
- Standardization of Educational Material/Brochures/Forms Across the Region - None
- Open Discussion: None
- Future Agenda items
 - Standardized grievance submission form

○ ACTION/INPUT REQUIRED

- Handbook “local pages” will be reviewed and approved by the individual CMHSPs via email.

✓ KEY DATA POINTS/DATES

- ✓ Next CSC meeting: Monday, January 14, 2018 at GIHN St. Louis from 9:30am to 11:30am. Call-in capability provided.