

**Meeting Date: July 16, 2018**

**KEY DISCUSSION TOPICS**

**MSHN/CMHSP Representatives:**

**In Person:** Julie Rookard (CMHCM), Lynn Charping (GIHN), CeCe McIntyre (MCN), Liz Thelen (The Right Door), Kim Cereske (BABH), Kim Zimmerman (MSHN) and Dan Dedloff (MSHN)

**By Phone:** Becky Dohring (Shiawassee), Susan Richards (The Right Door), Stefanie Zin (CEI), Andrea Fletcher (Newaygo), and Shannan Clevenger (LifeWays)

- Welcome and Introductions
- Review and approve June 18, 2018 meeting minutes
- Review follow-up action items
- Review and approve current agenda
- Regional Language Service
- Grievance Process Discussion
- MSHN Provider Directory
- Standardization of Educational Material/Brochures/Forms Across the Region
  - CS Templates Spanish Language Version
- Open Discussion
- Future Agenda Items
- Updates
- Next Meeting

• **KEY DECISIONS**

- CSC members approved the June 18, 2018 meeting minutes
- Review follow-up action items – None
- CSC members approved the current agenda
- The topic of a Regional Language Service continued to be discussed. The members discussed which services to include and how the service would be provided. Reservations were discussed. The members stressed the importance of the provider being available when needed. Some members expressed a comfort in their current providers and requested the regional services be a secondary option.
- The current process regarding categorizing a Customer Service inquire as a Grievance was discussed. The option for consumers choosing to opt into or out of filing a grievance was discussed. Members agreed to discuss the topic with their local consumer groups.
- The new MSHN Provider Director was reviewed and feedback was received. Overall the members felt that the website was attractive and the directory would be useful. The functionality of the printed output of the Directory was stressed as important.
- Standardization of Educational Material/Brochures/Forms Across the Region
  - Clarification was provided regarding the request for local template language options to be email for translation inclusion.
- Open Discussion: None
- Future Agenda items: None

○ **ACTION/INPUT REQUIRED**

- Members were asked to discuss the grievance process with their local consumer group and provide feedback to the CSC.

✓ **KEY DATA POINTS/DATES**

- ✓ Next CSC meeting: **Monday August 20, 2018 at 9:30 to 11:30 am** at Gratiot Integrated Health Network. Call-in capability provided.