

**Meeting Date: October 15, 2018**

**MSHN/CMHSP Representatives:**

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

**By Phone:** LBecki West (CEI), Stefanie Zin (CEI), Liz Thelen (The Right Door), Andrea Fletcher (Newaygo), Becky Dohring (SHW) and Brenda Lewis (LifeWays)

**KEY DISCUSSION TOPICS**

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| <ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Review and approve September 17, 2018 meeting minutes</li> <li>• Review follow-up action items</li> <li>• Review and approve current agenda</li> <li>• Customer Service Committee Charter</li> <li>• FY19 Guide to Services Handbook</li> <li>• FY18 SUD Satisfaction Survey Report</li> <li>• Denial, Grievance, Appeals, and Second Opinion Reporting Template</li> </ul> | <ul style="list-style-type: none"> <li>• Standardization of Educational Material/Brochures/Forms Across the Region               <ul style="list-style-type: none"> <li>○ CS Templates Spanish Language Translation Options Review</li> <li>○ Tagline Implementation</li> </ul> </li> <li>• CSC Meeting Change Discussion</li> <li>• Open Discussion</li> <li>• Future Agenda Items</li> <li>• Updates</li> <li>• Next Meeting</li> </ul> |
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**• KEY DECISIONS**

- Welcome and Introductions
- CSC members approved the September 17, 2018 meeting minutes
- Review follow-up action items – Grievance Process
  - The Grievance Process was discussed at the RCAC and other consumer committees where the consensus was to allow staff and consumer choice on if a complaint would be a grievance.
- CSC members approved the current agenda
- The Customer Service Committee Charter was reviewed and approved with some minor terminology revisions.
- The FY19 Guide to Services Handbook process has begun. There are only a limited number of necessary changes. There will be 12 distinct CMHSP versions produced and SUD providers will continue distribute their local CMHPS' handbook.
- The FY18 MSHN SUD Satisfaction Survey Report was reviewed. Overall satisfaction was slightly decreased from FY17, but the vast majority of consumers are satisfied with their SUD provider.
- There were no additional comments regarding the Denial, Grievance, Appeals, and Second Opinion Reporting template.
- Standardization of Educational Material/Brochures/Forms Across the Region
  - Members agreed to discontinue creating the Spanish language translation templates project due to the complexity of what would be required. Members will use their available document translation services, as needed.
  - Taglines will be incorporated into the FY19 Handbook and a poster will be developed.
- Members discussed the CSC meeting change survey and the consensus was that the current day and time works for the group to meet.
- Open Discussion: None
- Future Agenda items: Annual policy review

**○ ACTION/INPUT REQUIRED**

- FY19 “common” and “local” page handbook reviews are requested.

**✓ KEY DATA POINTS/DATES**

- ✓ Next CSC meeting: Monday, December 3, 2018 at GIHN from 9:30am to 12pm. Call-in capability provided.