

Council, Committee or Workgroup Meeting Snapshot
Meeting: Regional Consumer Advisory Council

<p>Meeting Date: April 11, 2025</p> <p>RCAC/MSHN Attendees: 17 members, R. Bektas (MSHN), A. Dillon (MSHN), B. Perkins (MSHN), and D. Dedloff (MSHN)</p>	<table> <tr> <th colspan="2">KEY DISCUSSION TOPICS</th></tr> <tr> <td> <ul style="list-style-type: none"> Welcome & Introductions Review and approve February 14, 2025 meeting snapshot <ul style="list-style-type: none"> Follow-up agenda items Approval of current agenda MSHN Access Update FY24 Monitoring Activities MSHN Councils and Committees Satisfaction Surveys Results FY24 RCAC Board Report </td><td> <ul style="list-style-type: none"> Updates <ul style="list-style-type: none"> MSHN Board Newsletter Conflict-Free Access and Planning update Staff professionalism training update PIHP Competitive Procurement Update Member Suggested Topics <ul style="list-style-type: none"> None Open Discussion CMHSP Local Updates Adjourn </td></tr> </table>	KEY DISCUSSION TOPICS		<ul style="list-style-type: none"> Welcome & Introductions Review and approve February 14, 2025 meeting snapshot <ul style="list-style-type: none"> Follow-up agenda items Approval of current agenda MSHN Access Update FY24 Monitoring Activities MSHN Councils and Committees Satisfaction Surveys Results FY24 RCAC Board Report 	<ul style="list-style-type: none"> Updates <ul style="list-style-type: none"> MSHN Board Newsletter Conflict-Free Access and Planning update Staff professionalism training update PIHP Competitive Procurement Update Member Suggested Topics <ul style="list-style-type: none"> None Open Discussion CMHSP Local Updates Adjourn
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<p>✓ KEY DECISIONS</p>	<ul style="list-style-type: none"> ✓ Welcome & Introductions ✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for February 14, 2025 was approved. <ul style="list-style-type: none"> Follow-up agenda items: None ✓ The current agenda was reviewed and approved. ✓ Rasmira Bektas [MSHN] provided an update on the MSHN Access implementation. She reported that the implementation was going well. MSHN is continuing to improve the Access process by working to identify a phone company that meets MSHN's desire for adequate call volume data, streamlining the process and communication for recovery housing referrals, and onboarding the Protocall company as an after-hours service to allow access for individuals seeking services. ✓ Amy Dillon & Bria Perkins [MSHN] provided an overview of MSHN's FY24 Monitoring Activities. They reported that their team reviews Community Mental Health and Substance Use Disorder providers. They review various required items, including staff qualifications, verification that the services billed were provided correctly, that programs meet Medicaid requirements, and that providers have the necessary standards written in their policies and procedures. The team issues a final report to each reviewed provider highlighting strengths, areas for improvement, and required corrective actions. The reviews help to ensure providers use Medicaid funding properly. ✓ Dan Dedloff [MSHN] reviewed the results of the MSHN Councils and Committees Satisfaction Surveys for the RCAC. The results indicated that those who responded agreed that the RCAC fulfilled its intended purpose. Members reported that the RCAC helps them learn more about the discussed topics. Feedback was given that RCAC should provide more opportunities for advocacy work. Overall, the results and feedback were positive. ✓ Dan Dedloff [MSHN] shared a draft summary of RCAC activities being prepared for the MSHN Board. The summary included an overview of the RCAC's role and the tasks and accomplishments since the beginning of FY24. Members discussed the draft summary and agreed that it captured their work as primary and secondary consumers, providing feedback to help the MSHN board and staff with strategic planning, advocacy, and service implementation for the MSHN region. ✓ Updates <ul style="list-style-type: none"> The MSHN Board Newsletter was provided to members for updates on regional initiatives. An update on Conflict-Free Access and Planning occurred, and it was reported that little has occurred since the last meeting. PIHPs continue to wait for MDHHS to provide guidance. MSHN has worked on possible plans for when MDHHS provides guidance. It was reported that MDHHS has proposed a PIHP Competitive Procurement process. It is unknown what the process will look like, but updates will be provided as more information becomes available on the procurement process. 				

	<ul style="list-style-type: none"> ○ The MSHN Customer Service Committee (CSC) has formed a workgroup to develop the staff professionalism training. The training will be reviewed during the RCAC so that members can provide feedback. ✓ Member Suggested Topics – None ✓ CMHSP Local Updates <ul style="list-style-type: none"> ○ Bay-Arenac Behavioral Health <ul style="list-style-type: none"> ▪ The member shared that at their last CAC meeting, their group discussed Self-Determination, plans for Walk-a-Mile, and the 211 Tax Assistance Program. ○ CMH for Central MI <ul style="list-style-type: none"> ▪ Member spoke of CMHCM holding a Walk and Roll event on May 10th, planning is underway for Walk-a-Mile, and a health fair is scheduled at Osceola CMH on May 12th. ○ CMHA of C-E-I <ul style="list-style-type: none"> ▪ Member reported that during their last CAC meeting, members discussed their new logo design, QSCSR training, and reactions to the CEI Annual Breakfast held on April 2nd. ○ Gratiot Integrated Health Network <ul style="list-style-type: none"> ▪ Member reported their local Walk-a-Mile was scheduled on May 15th. ○ Huron Behavioral Health <ul style="list-style-type: none"> ▪ Member reported that their last CAC meeting was canceled. Member being elected to the local Mental Health Board. ○ The Right Door <ul style="list-style-type: none"> ▪ Member reported another successful monthly lunch last Friday, peers took a group to visit the Fredrick Meijer gardens, and a clothing giveaway is scheduled in May. ○ LifeWays <ul style="list-style-type: none"> ▪ None ○ Montcalm Care Network (MCN) <ul style="list-style-type: none"> ▪ None ○ Newaygo County Mental Health <ul style="list-style-type: none"> ▪ Member reported a Music in the Park event, their clubhouse has had to cut back on food giveaways, and their CAC discussed Mindfulness at the most recent meeting. Peer Liaison reported that a group on Seeking Safety will start in May. ○ Saginaw County CMHA <ul style="list-style-type: none"> ▪ Member reported that a Consumer Leadership group was starting soon, and their group is holding a fundraiser for the local soup kitchen. ○ Shiawassee Health and Wellness (SHW) <ul style="list-style-type: none"> ▪ Member reported their group plans to hold a fundraiser. ○ Tuscola Behavioral Health Systems <ul style="list-style-type: none"> ▪ None ✓ Other Business: None ✓ Adjourned
✓ ACTION/INPUT REQUIRED	<ul style="list-style-type: none"> • None
✓ KEY DATA POINTS/DATES	<ul style="list-style-type: none"> • The next meeting is scheduled for June 13, 2025, from 12:30-3:00 pm.