

Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: July 17, 2017

MSHN/CMHSP Representatives:

- **In Person:** Kim Cereske (BABH, TBHS), Julie Rookard (CMHCM), Lynn Charping (Gratiot), Tim Ninemire (Saginaw), Becky Dohring (Shiawassee), Angie Loiselle (Montcalm), and Dan Dedloff (MSHN).
- **By Phone:** Elizabeth Knoblauch (LifeWays), Elizabeth Thelen (The Right Door), Becki West (CEI), Stefanie Zin (CEI), Andrea Fletcher (Newaygo), and Richard Coelho (CEI)

KEY DISCUSSION TOPICS

- Welcome and Introductions
- Review and Approve June 19, 2017 Minutes
- Review follow-up action items – None
- Review and Approve Today's Agenda
- MHSIP & YSS Summary Reports
- FY2017 Member Handbook-Spanish Language Version
- Balanced Scorecard
- Customer Services Committee Team Charter
- Standardization of Educational Material/Brochures/Forms Across the Region
- Open Discussion
- Future Agenda items
- Updates
- Next Meeting

• **KEY DECISIONS**

- CSC members approved the June 17, 2017 minutes as written.
- CSC members approved the agenda as written.
- MSHIP & YSS report corrections were reviewed.
- Member Handbook: Spanish Language Bids were reviewed. Scope of project reduced to "Common Pages" only. "Common pages" will be sent to seek rebids from current project vendors.
- Balanced Scorecard was reviewed.
- Customer Services Committee Team Charter: Reviewed; no revisions were recommended
- Standardization of Educational Material/Brochures/Forms Across the Region: Scope of review will be reduced to cover one standard form per CSC meeting. "Notices" will be reviewed during the next CSC meeting.
- Open Discussion:
 - CSC meeting will be recorded to aid MSHN in completing Meeting Minutes
 - CSC meetings will continue to utilize Gratiot Integrated Health Network for the meeting location
 - Fair Hearing form distribution process was discussed
- Future Agenda items:
 - RAS/RSA Report review
 - 2nd Quarter Performance Indicator Report review

○ **ACTION/INPUT REQUIRED**

- Send dan.dedloff@midstatehealthnetwork.org "Action" Notices or upload the document to provided Box link.

✓ **KEY DATA POINTS/DATES**

- ✓ Next CSC meeting: **Monday, August 21, 2017**; 9:30 a.m. to 11:30 a.m. – Gratiot CMH. Call-in capability provided.