

Council, Committee or Workgroup Meeting Snapshot

Meeting: Customer Service Committee

Meeting Date: August 21, 2017

KEY DISCUSSION TOPICS

MSHN/CMHSP Representatives:

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

- Welcome and Introductions
- Review and Approve July 17, 2017 Minutes
- Review follow-up action items – None
- Review and Approve Current Agenda
- RAS Summary Report
- RSA Summary Report
- Denial, Grievance, Appeal, and Second Opinion Recipient Rights Report
- Member Handbook Spanish Translation
- Standardization of Educational Material/Brochures/Forms Across the Region: Action Notices
- Future Agenda items
- Updates
- Next Meeting

• **KEY DECISIONS**

- CSC members approved the July 17, 2017 minutes as written.
- CSC members approved the agenda as written.
- RAS Summary Report was reviewed without any significant comments.
- RSA Summary Report was reviewed without any significant comments.
- Denial, Grievance, Appeal, and Second Opinion Recipient Rights Report was reviewed and approved without any significant comments.
- Member Handbook: Spanish Language vender will be Trusted Translations and the project will take 8 days once finalized. The final version will be provided to the CMHSPs when the project is completed.
- Standardization of Educational Material/Brochures/Forms Across the Region: continue to provide resources.
 - CMHSP Action Notices within the Region were reviewed and compared. Discussion occurred concerning required elements and standard elements. The group agreed to form a workgroup to craft a suggested standardized Action Notice which would include expected updates from the FY18 contract requirements. The workgroup will occur after the next CSC.
- Open Discussion:
 - None
- Future Agenda items:
 - None

○ **ACTION/INPUT REQUIRED**

- Those who are able are asked to participate in the Action Notice Workgroup. Suggestions for Notice element inclusion are welcomed if unable to participate in the workgroup.

✓ **KEY DATA POINTS/DATES**

- ✓ Next CSC meeting: **Monday September 25, 2017 @ 9am to 10:30am.** Action Notice Workgroup from 10:30am to 12p. Meeting will be at Gratiot Integrated Health Network. Call-in capability provided.