

Meeting Date: June 9, 2023

RCAC/MSHN Attendees:

22 members attended online, K. Zimmerman (MSHN), T. Lewicki (MSHN), S. Gettel (MSHN) and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome & Introductions • Review and approve April 14, 2023 meeting snapshot <ul style="list-style-type: none"> ○ Follow-up agenda items • Approval of current agenda • Healthy Democracy Healthy People • Presentation - Conflict Free Access and Planning • MSHN Informational Items: <ul style="list-style-type: none"> ○ Quality Improvement Quarterly Updates | <ul style="list-style-type: none"> • Member Suggested Topics • Update: Public Behavioral Health System Redesign • CMHSP Local Updates • Other Business • Adjourn |
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✓ **KEY DECISIONS**

- ✓ Welcome & Introductions
 - The ongoing reminder regarding meeting participation etiquette was provided to assist members in having a smooth and courteous meeting.
- ✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for April 14, 2023 was approved.
 - Follow-up agenda items: None
- ✓ The current agenda was reviewed and approved.
- ✓ Kim Zimmerman [MSHN] spoke about the *Healthy Democracy Healthy People* (HDHP) nonpartisan initiative aimed at strengthening health and racial equity by ensuring voter access to the ballot for all eligible voters. She stated that the group's key priorities for 2023 are to build capacity and support public health professionals, establish a voter participation system of measurement, expand public understanding through research on the relationship between voting and health and racial equity, engage national, state, and local partners, and to strengthen alliances with civic and issue oriented campaigns and organizations. The group is interested in working collaboratively with our regional partners. Ms. Zimmerman asked if the MSHN RCAC would like to collaborate with the group, and members approved moving forward with scheduling the HDHP to present during the next RCAC meeting.
- ✓ Dr. Todd Lewicki [MSHN] presented on Conflict Free Access and Planning. Dr. Lewicki spoke about Conflict Free Access and Planning as an initiative being explored in response to conflict-free regulations established by the Centers for Medicare & Medicaid Services in 2023. The goal is to develop strategies to reduce the risk of conflicting service arrangements. Proposed strategies are either designed to be a firewall or a safeguard. The belief is that conflict could be present due to the potential to gain financially when all processes (access and eligibility, plan development, plan monitoring, and direct service delivery) are internal to an organization. The statewide Conflict Free Access and Planning workgroup has explored different models and is receiving feedback on four proposed plans. The draft plans divide the responsibilities into four configurations which propose a new organization, direct service providers could have a different role, the PIHP could take on different responsibilities, and MDHHS could have more direct involvement. The advantages and disadvantages of the four plans were discussed. Members provided their reactions and feedback regarding the proposed plans. Dr. Lewicki reported that he will share the feedback provided by members to the statewide Conflict Free Access and Planning workgroup.
- ✓ MSHN Informational Items:
 - Sandy Gettel [MSHN] reviewed the Quality Improvement Quarterly Update. Her update focused on proposed language changes to the annual Adult and Youth Satisfaction Survey tools. Ms. Gettel reviewed the proposed changes and asked for feedback. Members shared feedback and suggested alternate ways to word the survey questions. Ms. Gettel stated that the changes are being developed for the FY24 Survey process, and she will review the survey tools again before they are finalized for use.
- ✓ Member Suggested Topics
 - Cathy K. asked, what to do if you disagree with your caseworker? Her local CAC discussed the topic, and she was interested in discussing the topic with RCAC members. Dan Dedloff [MSHN] shared options. He spoke about formal and informal ways to address an issue. He noted the Customer Service Grievance process and Mediation as options to address the disagreement. He noted that addressing the issue directly with the caseworker is the ideal first step. The caseworker's supervisor can be invited into the

discussion to help address the issue. Working to address the issue and resolve the conflict can be a positive process in building a good working relationship with the caseworker. Members also shared strategies based on their experiences.

- ✓ Dan Dedloff [MSHN] reported on a recent system redesign development. He stated that Rep. Curt VanderWall (R-Ludington) recently reintroduced versions of former Sen. Shirkey's legislation (SB 597 & 598) bills. It is not believed that the items will move forward in the current legislative environment, but it is important to be aware of them. The CMH Association is conversing with key House members regarding the proposed bills. Additional developments will be discussed during future RCAC meetings.
- ✓ CMHSP Local Updates
 - Bay-Arenac Behavioral Health
 - None
 - CMH for Central MI
 - Member reported that the New Journey Clubhouse has a local Walk-a-Mile scheduled for June 14th.
 - CMHA of C-E-I
 - None
 - Gratiot Integrated Health Network
 - Member reported that the Concert in the Park on June 5th went well.
 - Huron Behavioral Health
 - Member reported that HBH has a Celebrate Success event on June 22nd.
 - The Right Door
 - Member reported that the Drab to Fab event went great, and the recent Peer Conference was a good experience.
 - LifeWays Community Mental Health
 - On May 11th, LifeWays had a terrific in-person annual meeting.
 - Montcalm Care Network (MCN)
 - Staff liaison reported that MCN has a pancake breakfast planned for Friday, August 11th. A back-to-school carnival is also being held on Friday, August 11th.
 - Newaygo County Mental Health
 - Member reported that their local Commission on Aging has started to provide transportation to NCMH members to attend appointments.
 - Saginaw County CMHA
 - Member reported that SCCMHA Crisis Services has advertisements for their crisis services on public busing. The SCCMHA staff liaison reported that staff changes have occurred, and a new staff liaison will be a part of the MSHN RCAC.
 - Shiawassee Health and Wellness
 - Member reported several staff changes have occurred, and administrative changes are being implemented.
 - Tuscola Behavioral Health Systems
 - Member reported that a new director has been appointed for their Peer Center.
- ✓ Other Business: None
- ✓ Adjourned

✓ ACTION/INPUT REQUIRED

- None

✓ KEY DATA POINTS/DATES

- Next meeting scheduled for August 11, 2023, 12:30-3:00 pm.