

Meeting Date: October 13, 2023

RCAC/MSHN Attendees:

22 members attended, 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 August 11, 2023 meeting snapshot <ul style="list-style-type: none"> Follow-up agenda items Approval of current agenda 2023 Walk A Mile Experiences Annual RCAC Charter Review MSHN Website Redesign FY23 Consumer Advisory Council Annual QAPIP Report MSHN Informational Items: <ul style="list-style-type: none"> Quality Improvement Quarterly Updates | <ul style="list-style-type: none"> Conflict Free Access & Planning Update Member Suggested Topics <ul style="list-style-type: none"> Insurance transportation issues Update: Public Behavioral Health System Redesign CMHSP Local Updates Other Business Adjourn |
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✓ **KEY DECISIONS**

- ✓ Welcome & Introductions
- ✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for August 11, 2023 was approved.
 - Follow-up agenda items: None
- ✓ The current agenda was reviewed and approved.
- ✓ Members reported having a positive experience during this year's Community Mental Health Association of Michigan's Walk-a-Mile event in Lansing. Members reported fewer booths were set up, and parking was difficult, but the advocacy opportunity and testimonials of how the community mental health system has helped individuals were wonderful.
- ✓ Members completed the annual review of the RCAC Charter. Updates were reviewed and discussed. Members approved the charter for submission.
- ✓ Members completed the review of the fiscal year (FY) 2023 RCAC Quality Assessment and Performance Improvement Plan (QAPIP) report. RCAC accomplishments from FY2023 were reviewed, discussed, and included. Goals for FY2024 were discussed and included. RCAC members approved the reviewed information for inclusion in the FY2023 QAPIP report.
- ✓ MSHN Informational Items:
 - Sandy Gettel [MSHN] reviewed the Quality Improvement Quarterly Update. She led a discussion on member experiences through the consumer satisfaction survey process. She spoke about the low response rates from the most recent consumer satisfaction period, and members shared opinions on possible reasons why individuals may not have completed a survey. Members reported a preference away from receiving a mailed survey. In-person survey completion opportunities were mentioned as helpful. Ms. Gettel stated that a separate staff member should assist in completing the in-person survey process to remove any bias from the survey completion process. Incentives were mentioned as a motivator for completing the survey process. Another option for member feedback was to offer short-term focus groups on regional topics for individuals to provide feedback that would not be a long-term commitment.
 - Ms. Gettel shared survey results from the FY23 survey period.
 - For Adults with a mental illness and/or intellectual developmental disability, 2819 completed surveys were received with a survey response rate of 15%. MSHN's standard is for 80% to agree with the statements in the survey. For FY23, Access (88%), General Satisfaction (90%), Participation in Treatment Planning (85%), Quality and Appropriateness (89%) met the standard, and Outcomes of Services (71%), Social Connectedness (74%), and Social Functioning (71%) were below the standards but were improved from FY22.
 - For Youth with a serious emotional disturbance and/or an intellectual disability, 1041 completed surveys were received with a survey response rate of 15%. MSHN's standard is for 80% to agree with the statements in the survey. For FY23, Access (90%), Participation in Treatment (92%), Appropriateness (84%), Social Connectedness (87%), and Cultural Sensitivity (95%) met the standard, and Outcomes of Services (67%), and Social Functioning (62%) were below the standard.

- For Individuals with a Substance Use Disorder, 1866 completed surveys were received with a survey response rate of 48%. The overall survey results saw a slight decrease in scores from 4.62 in FY22 to 4.52 in FY23, but survey results greater than 3.50 indicate a positive response.

✓ Dan Dedloff [MSHN] provided an update on the plans for Conflict-Free Access and Planning (CFAP). MSHN staff recently participated in the state CFAP Workgroup, and the information shared from the meeting reported that feedback has been obtained from individuals served and their family members, a Provider survey is being developed, and all the feedback received throughout the feedback process is being organized for distribution. The top issues identified through the feedback were in the areas of Access (getting services and supports), Continuity (smooth connection between services and supports), Autonomy (individuals can make decisions on their planning services, and supports), Viability (the public can stay in business), and Stringency (the system complies with the Conflict Free rule). Numerous members shared their opinion that the perception that the system has a conflict does not seem accurate, and the measures that have been proposed go too far in providing a solution to a process that does not have any actual issues with conflict. The implementation timeline has been paused as the plans are reconsidered based on feedback.

✓ Member Suggested Topics

- The Tuscola staff liaison reported recent issues with Medicaid transportation for when individuals need transportation to a medical appointment. Public transportation has diminished recently, and transportation is an ongoing barrier for individuals. The liaison reported that the insurance company drivers are not showing up, or the company will only reimburse for mileage but not provide a transportation option. The liaison reported that the benefit is a requirement, but insurance companies are not fulfilling their obligation. Members did not know who could be contacted to address the issue, but the MSHN staff liaison agreed to look into the matter further.

✓ Dan Dedloff [MSHN] reported no updates for the proposed legislation for the Public Behavioral Health System Redesign.

✓ CMHSP Local Updates

- Bay-Arenac Behavioral Health
 - None
- CMH for Central MI
 - Member reported that their Clubhouse had a recognition dinner.
- CMHA of C-E-I
 - None
- Gratiot Integrated Health Network
 - Member reported that GIHN members participated in the Walk-a-Mile, which was a positive experience.
- Huron Behavioral Health
 - None
- The Right Door
 - Member reported that they had an art gallery showing, local members participated in Walk-a-Mile, and a luncheon was hosted where the speaker spoke about voting. Another clothing giveaway is scheduled for November 2nd.
- LifeWays Community Mental Health
 - None
- Montcalm Care Network (MCN)
 - Peer groups are being explored to improve connection and community through the CMH. Trainings have been held to provide Narcan training to the community.
- Newaygo County Mental Health
 - Member reported that a recent CAC meeting included training on First Aid. Their CAC participated in the community harvest festival and provided face painting to the community.
- Saginaw County CMHA
 - None
- Shiawassee Health and Wellness
 - Member reported upcoming community events of the Polar Express and a 5k Run/Walk in November.
- 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">• Next meeting scheduled for December 13, 2023, 12:30-3:00 pm.