

Meeting Date: June 14, 2024

RCAC/MSHN Attendees:
20 members, and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome & Introductions • Review and approve April 12, 2024 meeting snapshot <ul style="list-style-type: none"> ○ Follow-up agenda items • Approval of current agenda • MSHN RCAC New Member Orientation • MSHN Informational Items: <ul style="list-style-type: none"> ○ Customer Service Quarterly Updates • RCAC Meeting Topic Discussion | <ul style="list-style-type: none"> • Updates <ul style="list-style-type: none"> ○ Regional ○ Public Behavioral Health System Redesign • Member Suggested Topics <ul style="list-style-type: none"> ○ Conflict Free Access and Planning Update • CMHSP Local Updates • Other Business • Adjourn |
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✓ **KEY DECISIONS**

- ✓ Welcome & Introductions
- ✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for April 12, 2024 was approved.
 - Follow-up agenda items: Upon further review, MSHN determined that the partnership with Health Democracy and Healthy People for the We Will Vote 2024 initiative could not be finalized. MSHN staff expressed appreciation to the Health Democracy and Healthy People staff for their voter education information.
- ✓ The current agenda was reviewed and approved.
- ✓ Dan Dedloff [MSHN] reviewed the Regional Consumer Advisory Council Member Orientation for member feedback. The presentation was developed to introduce new members to the RCAC. The orientation provides an overview of Mid-State Health Network, what a PIHP is, the regional provider structure, the MSHN mission, vision, values, strategic plan, and the role of an RCAC member. Members stated the presentation contained helpful information and suggested reviewing the content to see where it could be more concise to aid in understanding.
- ✓ MSHN Informational Items:
 - Dan Dedloff [MSHN] reviewed the MSHN Customer Service Quarterly Updates. The FY24 Q2 MDHHS Appeal and Grievance data aggregation report was reviewed. For FY24 Q2, there were 31 grievances, and 100% met the resolution timeframe; there were 121 appeals, and 100% met the resolution timeframe. Members reviewed and provided feedback on FY24 Q2 MSHN Customer Service data.
- ✓ Members were asked to share RCAC meeting topics for the upcoming fiscal year. Members suggested MSHN SUD operations, fiscal intermediary services, Self Determination, and efforts to reduce inpatient hospitalization recidivism rates.
- ✓ Updates
 - The MSHN Board Newsletter was provided to members for updates on regional initiatives.
 - There were no updates regarding the redesign of the public behavioral health system.
- ✓ Member Suggested Topics –
 - The CMHA-CFAP Roadmap-Infographic about Conflict Free Access and Planning to assist members in their advocacy. MDHHS has not provided a finalized plan for Conflict Free Access and Planning.
- ✓ CMHSP Local Updates
 - Bay-Arenac Behavioral Health
 - The staff liaison shared that during their most recent CAC meeting, they discussed Conflict Free Access and Planning.
 - CMH for Central MI
 - Member reported a positive experience during the recent CMHA conference. Their New Journey Clubhouse had its annual Walk-a-Mile event, and 200+ members participated.
 - CMHA of C-E-I
 - None
 - Gratiot Integrated Health Network

	<ul style="list-style-type: none"> ▪ None ○ Huron Behavioral Health <ul style="list-style-type: none"> ▪ Member reported their CAC discussed Conflict Free Access and Planning and budget concerns. The member was glad to hear that no critical services would be impacted by the budget concerns. ○ The Right Door <ul style="list-style-type: none"> ▪ Member reported a positive conference at the Peer Conference, a youth Peer Specialist started June 1st; there were four events through the drop-in center, and the free events continued to be a positive experience. ○ LifeWays <ul style="list-style-type: none"> ▪ None ○ Montcalm Care Network (MCN) <ul style="list-style-type: none"> ▪ The staff liaison reported their drop-in center had a talent show and it was such a success that it will become an annual event. Their annual carnival is scheduled for August 9th, and the autism skills group for youth is going well. ○ Newaygo County Mental Health <ul style="list-style-type: none"> ▪ Member spoke about a recent presentation from Randy's House staff at their drop-in center, and their CAC discussed Conflict Free Access and Planning. ○ Saginaw County CMHA <ul style="list-style-type: none"> ▪ None ○ Shiawassee Health and Wellness (SHW) <ul style="list-style-type: none"> ▪ Member reported that their New Directions clubhouse would hold an ice cream social this month. ○ Tuscola Behavioral Health Systems <ul style="list-style-type: none"> ▪ None <p>✓ Other Business: None ✓ Adjourned</p>
✓ 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 August 9, 2024, from 12:30-3:00 pm.