Meeting: Regional Consumer Advisory Council

Meeting Date: December 12, 2025	KEY DISCUSSION TOPICS	

RCAC/MSHN Attendees:
18 members, K. Laferty (MSHN), and D. Dedloff (MSHN)
	• Welcome & Introductions
	• Review and approve the October 10, 2025 meeting snapshot
	  o Follow-up agenda items
	• Approval of current agenda
	• 2025 QAPIP Report
	• PIHP Procurement Update
	• Vice-Chairperson Election
		• Updates
		  o Conflict-Free Access and Planning update
		• Member Suggested Topics - None
		• Open Discussion
		• CMHSP Local Updates
		• Adjourn

✓ **KEY DECISIONS**	✓ Welcome & Introductions
	
	✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for October 10, 2025 was approved.
	  o Follow-up agenda items: None
	
	✓ The current agenda was reviewed and approved.
	
	✓ Kara Laferty [MSHN] presented the FY25 Quality Assessment and Performance Improvement Program (QAPIP) Report for member feedback. She discussed the executive summary based on the full FY25 QAPIP report. She reported that the Michigan Mission-Based Performance Indicator System (MMBPIS) exceeded the state average on 9 of 18 indicators, with barriers identified as ongoing workforce shortages, high consumer no-show rates, and inconsistent data interpretation across PHIPs. Priority Populations of pregnant individuals improved. The Performance-Based Incentive Program (PBIP) was partially met with MSHN continuing to perform well. Improvements were seen within the Performance Improvement Projects (PIP), which continued with two long-term PIPs focused on reducing racial and ethnic disparities in access and penetration rates for behavioral health services. Stakeholder Experience and Satisfaction showed MSHN achieved high satisfaction rates across all surveyed populations. Adverse Events and Behavior Treatment found that MSHN performance met or partially met most objectives. Clinical Practice, Behavioral Treatment, and Long-Term Supports and Services showed ongoing improvement in oversight of vulnerable individuals. Utilization Management (UM) maintained performance exceeding 90% compliance with service authorization and adverse benefit determination timeliness standards. Integrated Care and Health Homes maintained active participation in initiatives. Provider Monitoring and Oversight noted that MSHN participated in six external reviews and achieved strong ratings. Council and Committee Effectiveness saw all MSHN Councils and Committees demonstrate continued engagement and measurable progress in FY25. She reviewed the 2025 Workplan section of the QAPIP and highlighted tasks for member feedback. The QAPIP Report will be reviewed and approved by the MSHN Board before being available on the MSHN website. Members asked questions, noted the report's visual appeal, and provided feedback throughout Ms. Laferty's review of the QAPIP materials.
	
	✓ An update on the PIHP procurement process was provided. Members discussed the recent court proceeding and the addition of the case involving the CMHSP system. A general overview was provided for members who did not watch the court proceeding. The judge shared that he will work swiftly to provide his court decision. The judge noted that the decision will not close the case but will keep it open under his jurisdiction to allow for ongoing court oversight. In the end, there is hope that the decision will be favorable to the CMHSP and PHIP system.
	
	✓ Members completed the election of a vice-chair. After several individuals were discussed, a Newaygo County Mental Health member was elected vice-chair.
	
	✓ Updates
	  o An update on Conflict-Free Access and Planning was provided, and it was reported that no developments have happened since the last meeting. The Conflict-Free Access and Planning initiatives will most likely be implemented alongside the restructured PIHP system.	

	✓ Member Suggested Topics
	    ○ None
	✓ Open Discussion
	    ○ None
	✓ CMHSP Local Updates
	    ○ Bay-Arenac Behavioral Health
	        ▪ None
	    ○ CMH for Central MI
	        ▪ A member shared that their clubhouse was renovated to allow more space for members. The Behavior Plans process was reviewed during the November CAC meeting, along with the CMHCM QAPIP.
	    ○ CMHA of C-E-I
	        ▪ Member reported on an upcoming elected officials lunch scheduled in January and members discussed interior design planning for their crisis stabilization unit. The CEI annual breakfast is scheduled for March.
	    ○ Gratiot Integrated Health Network
	        ▪ Their drop-in center has seen 39 new individuals engage with the program.
	    ○ Huron Behavioral Health
	        ▪ Member reported that during their last CAC meeting, they discussed the PIHP procurement process, and HBH has a new Recipient Rights Officer.
	    ○ The Right Door
	        ▪ Member reported a clothing giveaway was held in November with over 200 individuals attending the event, a Thanksgiving meal was provided, their Peers had a retreat to plan upcoming events, a Secret Santa was held to provide Christmas gifts for seniors in need, and a Christmas Party is scheduled for next week.
	    ○ LifeWays
	        ▪ None
	    ○ Montcalm Care Network (MCN)
	        ▪ None
	    ○ Newaygo County Mental Health
	        ▪ Member reported the Empowerment Center held a Christmas party last week, and a speaker is scheduled for their next CAC to discuss diet and health.
	    ○ Saginaw County CMHA
	        ▪ Member reported that over 300 individuals received $50 gift cards, their Consumer Leadership Christmas party will be held next week, and all of the SCCMHA children's services are located at the Bay Road building after building renovations were recently finished.
	    ○ Shiawassee Health and Wellness (SHW)
	        ▪ Member reported a police liaison attended their last CAC meeting and led a good conversation.
	    ○ Tuscola Behavioral Health Systems
	        ▪ None
	✓ Other Business: None
	✓ Adjourned

✓ **ACTION/INPUT REQUIRED**	• None
✓ **KEY DATA POINTS/DATES**	• The next meeting is scheduled for February 13, 2026, from 12:30-3:00 pm.