

Meeting Date: December 8, 2023

RCAC/MSHN Attendees:

22 members attended and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome & Introductions • Review and approve October 13, 2023 meeting snapshot <ul style="list-style-type: none"> ○ Follow-up agenda items • Approval of current agenda • Health Democracy and Healthy People - We Will Vote 2024 • FY24 MSHN Guide to Services Review • MSHN Informational Items: <ul style="list-style-type: none"> ○ Customer Service Updates | <ul style="list-style-type: none"> • Updates <ul style="list-style-type: none"> ○ Regional ○ Public Behavioral Health System Redesign • Member Suggested Topics • CMHSP Local Updates • Other Business • Adjourn |
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✓ **KEY DECISIONS**

- ✓ Welcome & Introductions
- ✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for October 13, 2023 was approved.
 - Follow-up agenda items: None
- ✓ The current agenda was reviewed and approved.
- ✓ Gnora Mahs, partnership director for Healthy Democracy Healthy People (HDHP), presented on the HDHP *We Will Vote 2024* initiative. She spoke about the *We Will Vote 2024* initiative as a strategic call to action for health organizations and professionals to vote and promote voter participation in their communities. She noted that Health initiatives are always on the ballot and that individuals can make a voting plan for every election, invite others to make a voting plan, promote voter participation, engage others for every election, and encourage others to learn more about health initiatives on the ballot. The *We Will Vote 2024* initiative will launch in early 2024 and work to engage voters throughout 2024 before the November 2024 elections. Members discussed the opportunity to participate in the initiative and voted to collaborate with HDHP on their *We Will Vote 2024* initiative.
- ✓ Dan Dedloff [MSHN] reviewed the content of the fiscal year (FY) 2024 Guide to Services Handbook. The Handbook is updated yearly, and a unique version for each CMHSP and MSHN SUD Provider is printed so a physical copy can be offered to individuals served. It is required that providers offer a copy of the updated Handbook during an individual's initial and annual assessment appointment. Minimal changes occurred within the FY2024 Handbook. Mr. Dedloff provided an overview of the Handbook, noted the changes, and members provided feedback on the Handbook content.
- ✓ MSHN Informational Items:
 - Dan Dedloff [MSHN] reviewed Customer Service Quarterly Updates. He reviewed the results of grievances through the CMHSPs and MSHN SUD providers reported on the FY23 MDHHS Grievance Report. MSHN SUD Providers had the most grievances during FY23. The overall average days for grievance resolutions for FY23 was 86 days. 114 grievances were substantiated, and 47 were unsubstantiated. He noted that a grievance is substantiated when sufficient evidence supports the individual's expression of dissatisfaction within the grievance. He reviewed the appeals results through the CMHSPs and MSHN SUD providers reported on the FY23 MDHHS Appeals Report. 97.76% of appeals were resolved within the required 30-day appeal resolution timeframe. 357 appeals were received, 270 were resolved by being overturned, 11 were partially upheld/overturned, and 76 were upheld. BABH processed the most appeals during FY23 (272).
- ✓ Updates
 - Dan Dedloff [MSHN] provided an update on regional initiatives. He spoke on Psychiatric Residential Treatment Facility (PRTF) as a new initiative for Michigan. It is a residential treatment service for youth under the age of 21 years who are experiencing mental illness, substance abuse, or severe emotional disturbance. The PRTF is designed to provide short-term, intense, focused mental health treatment with an eventual successful return of the youth to the community. The length of stay for a youth could be up to 90 to 180 days, depending on their individualized plan of service (IPOS). Mid-State Health Network looks forward to working with its partner CMHSPs and MDHHS to make PRTFs a practical and positive inpatient treatment alternative. He also mentioned that the MDHHS-OIG has added requirements within the Fiscal Year 2024 MDHHS/PIHP Contract that the PIHP compliance program must adhere to.

There are a significant number of additional responsibilities within the new requirements designed to detect and prevent fraud, waste, and abuse.

- There were no updates regarding the proposed redesign of the public behavioral health system.
- ✓ Member Suggested Topics - None
- ✓ CMHSP Local Updates
 - Bay-Arenac Behavioral Health
 - The BABH staff liaison reported that at their most recent Consumer Advisory Council (CAC) meeting a speaker reviewed the most recent update to the MDHHS Release of Information form, a presentation on the BABH mobile response team, and reviewed the BABH Strategic Plan for CAC member feedback.
 - CMH for Central MI
 - Member reported that their Clubhouse has had an increase in membership. A vaccine clinic was recently held for individuals served by CMHCM and individuals within the community.
 - CMHA of C-E-I
 - None
 - Gratiot Integrated Health Network
 - None
 - Huron Behavioral Health
 - Member reported that their drop-in center is planning a Christmas celebration with a meal provided. Ashley Furniture is working with HBH to donate beds to individuals in need.
 - The Right Door
 - Member reported another successful clothing giveaway in November, a youth peer support has been hired, a new director was hired for their drop-in center, a dozen Thanksgiving baskets were provided, and a peer lunch was held December 1st with a presentation on coping through the holidays. A holiday party is planned at their drop-in center on December 22nd.
 - LifeWays
 - The LifeWays staff liaison reported that a new CAC liaison has been hired, and their most recent CAC meeting had a presentation on local community wellness programs.
 - Montcalm Care Network (MCN)
 - Member reported that she has recently been trained as an independent facilitator. Several new members have joined their CAC.
 - Newaygo County Mental Health
 - Member reported that their board meeting will include a white elephant gift exchange. Their drop-in center held a Christmas party on December 6th, where everyone received a Christmas gift.
 - Saginaw County CMHA
 - Staff liaison reported that a holiday celebration occurred on December 8th, and on December 18th. Learning Links will hold an event to make holiday cards.
 - Shiawassee Health and Wellness
 - None
 - Tuscola Behavioral Health Systems
 - Member reported their drop-in center is having a Christmas party on the 18th.
- ✓ Other Business: None
- ✓ Adjourned

✓ ACTION/INPUT REQUIRED

- None

✓ KEY DATA POINTS/DATES

- Next meeting scheduled for February 9, 2024, 12:30-3:00 pm.