

Council, Committee or Workgroup Meeting Snapshot
Meeting: Regional Consumer Advisory Council

Meeting Date: June 12, 2026

RCAC/MSHN Attendees:

16 members, T. Lewicki (MSHN), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

- Welcome & Introductions
- Review and approve the February 13, 2026 meeting snapshot
 - Follow-up agenda items
- Approval of the current agenda
- Mental Health Framework
- FY26 MSHN Quality and QAPIP Progress Update
- MSHN Service Animal Training Review
- FY25 CMHSP Client Satisfaction Report
- Updates
 - Conflict-Free Access and Planning update
 - PIHP Procurement Update
- Member Suggested Topics
 - Voting 101
 - Medicaid Rule Changes
- Open Discussion
- CMHSP Local Updates
- Adjourn

✓ **KEY DECISIONS**

- ✓ Welcome & Introductions
- ✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for February 13, 2026, was approved.
 - Follow-up agenda items: None
- ✓ The current agenda was reviewed and approved.
- ✓ Dr. Todd Lewicki (MSHN) presented information on the Mental Health Framework (MHF), an MDHHS strategy intended to improve access, coordination, and accountability for mental health care. MSHN noted concerns that the system may become harder for members to navigate, increase administrative and training burdens for staff, reduce contact with beneficiaries, create delays if providers require different screenings, and slow access to needed care. Some MHF activities have been delayed. MDHHS appears committed to the MHF and hopes it improves coordination, access, and service quality for Medicaid members. Members provided feedback and expressed concern about the MHF.
- ✓ Dan Dedloff (MSHN) reviewed the FY26 MSHN Quality and QAPIP Progress Update. MSHN is making progress on FY26 QAPIP improvement work to support better services for consumers across the region. MSHN Quality is monitoring several key areas and working on 64 improvement tasks within the FY26 QAPIP, with a focus on improving services, strengthening data accuracy, monitoring consumer safety, and supporting timely access to care.
- ✓ RCAC members reviewed a Service Animal Training developed by MSHN Customer Service. Members provided feedback and reported that the information was informative, helpful, and relevant.
- ✓ Members reviewed the 2025 Accurate Picture Initiative Statewide Satisfaction Survey Report, which summarized survey results from across the state. The project demonstrates that a standardized approach to behavioral health satisfaction surveys can provide valuable insights for statewide comparison and quality improvement.
- ✓ Updates
 - The group was informed that there have been no MDHHS updates regarding Conflict-Free Access and Planning.
 - The group was informed that there was no new information to report regarding the PIHP procurement process. The status of the FY27 PIHP contract remains unknown because MDHHS has not entered into contract negotiations, which typically begin in the spring. Outreach to MDHHS has gone unanswered, and PIHPs do not know what MDHHS plans to do.
- ✓ Member Suggested Topics
 - Members discussed voting, and a Voting 101 guide was provided. The Vote411.org website was reviewed and found to be a good, nonpartisan source of voting information.
 - Changes to Medicaid rules that will begin to go into effect for new enrollees on October 1, 2026, and for active enrollees on January 1, 2027, were reviewed with the group. The changes may affect the number of individuals enrolled in Medicaid and, as a result, the per capita finances of the PIHP/CMHSP system.

	✓ Open Discussion ○ None ✓ CMHSP Local Updates ○ Bay-Arenac Behavioral Health ▪ Members reported on topics discussed during their most recent CAC meeting, which included new inpatient beds, how children can be sent out of state for treatment, and the general fund management plan. ○ CMH for Central MI ▪ A member shared that their local Walk-a-Mile event will be held next week. ○ CMHA of C-E-I ▪ Member shared that during their last CAC, the group discussed the crisis care center that will be opening soon. The CEI CEO has announced her retirement, and a search committee has been formed to find a new CEO for the agency. ○ Gratiot Integrated Health Network ▪ None ○ Huron Behavioral Health ▪ Member reported that continued budget concerns at HBH, the annual satisfaction survey process is underway, COA accreditation was successful, and two new peer supports are working at the agency. The drop-in center will add a new half-court basketball court and a volleyball area. ○ The Right Door ▪ Member reported a good experience at a peer conference; a clothing giveaway was successful; a group attended a White Caps baseball game; new peer engagement groups have begun; a group is going fishing next week; and the Home-Based department is getting back-to-school backpacks prepared to give away to children. ○ LifeWays ▪ Staff liaison shared that on May 28th, LifeWays had their consumer celebration luncheon with over 400 attending, and the consumer satisfaction survey process is underway. ○ Montcalm Care Network (MCN) ▪ None ○ Newaygo County Mental Health ▪ Member reported a local business raised \$1200 for their local drop-in center to purchase a new computer. ○ Saginaw County CMHA ▪ Staff liaison reported that their upcoming walk-a-mile event, a learning link event, is coming up, which covers interesting topics for the community, and the Customer Service Department has restructured their area to assist with privacy for members. ○ Shiawassee Health and Wellness (SHW) ▪ Member reported a carwash is planned, and a fundraiser is scheduled to help feed the homeless in the area. ○ Tuscola Behavioral Health Systems ▪ None ✓ Other Business: None ✓ Adjourned
✓ ACTION/INPUT REQUIRED	• None
✓ KEY DATA POINTS/DATES	• The next meeting is scheduled for August 14, 2026, from 12:30-3:00 pm.