

Meeting Date: August 9, 2024

RCAC/MSHN Attendees:

17 members, K. Hart (MSHN), E. Godfrey (MSHN), 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 June 14, 2024 meeting snapshot <ul style="list-style-type: none"> ○ Follow-up agenda items • Approval of current agenda • MSHN HCBS update • MSHN Informational Items: • Quality Improvement Quarterly Updates • Updated MSHN Website Review | <ul style="list-style-type: none"> • Updates <ul style="list-style-type: none"> ○ MSHN Board Newsletter ○ Conflict-Free Access and Planning • Member Suggested Topics <ul style="list-style-type: none"> ○ None • CMHSP Local Updates • Other Business • Adjourn |
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✓ **KEY DECISIONS**

- ✓ Welcome & Introductions
- ✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for June 14, 2024 was approved.
 - Follow-up agenda items: None
- ✓ The current agenda was reviewed and approved.
- ✓ Kara Hart & Evan Godfrey [MSHN] reviewed updates for Home and Community Based Services (HCBS). Ms. Hart began by providing a summary of what HCBS involves. A significant part of MSHN's oversight is ensuring that providers follow the HCBS rules; MSHN staff do site visits and meet with individuals receiving HCBS services to ensure services are well provided. Mr. Godfrey spoke about his work in developing a survey tool for those receiving HCBS services throughout the MSHN region. The survey tool intends to assess the individual's satisfaction with services and their service provider. The survey will be given within 90 days of completing the individual's person-centered planning process. Members provided feedback on the draft survey tool and expressed their support for surveying individuals to receive feedback on their satisfaction with HCBS services and their service provider.
- ✓ MSHN Informational Items:
 - Sandy Gettel [MSHN] reviewed the Quality Improvement Quarterly Updates. She presented the most recent Michigan Mission Based Performance Indicators (MMBPIS) from FY24 Q2 and updates on the Performance Improvement Projects. She noted that Indicators 2 b/e and Indicator 3 were not met. Efforts have been made to improve access to services, and the hope is that these efforts will bring the indicators to the required standard. She spoke about the results of the most recent Performance Improvement Projects and how the percentages have decreased from the 2021 baseline year. Feedback from individuals served, focus groups, and community groups has been used to develop interventions to improve the Performance Improvement Projects. Ms. Gettel spoke about the appointment reminder intervention, and members shared their experiences regarding what has helped them keep appointments.
- ✓ Dan Dedloff [MSHN] reviewed the updated MSHN website. Members liked how bright and clean the website looked, that the three areas to select on the homepage were simple and clear, and it seemed less complicated. Their feedback was to make sure CMH website links are easy to find, that the provider directory search fields along the right side of the page should be moved to the left, to clarify what help 988 offers, and to consider adding the Michigan Peer Warmline.
- ✓ Updates
 - The MSHN Board Newsletter was provided to members for updates on regional initiatives.
 - There have been no significant developments regarding Conflict Free Access and Planning. It is believed that the implementation deadline will change from the current start date of October 1, 2024, to a later date.
 - The RCAC schedule for FY25 was shared, and the upcoming meeting dates can be found on the right side of the agenda.
- ✓ Member Suggested Topics – None
- ✓ CMHSP Local Updates
 - Bay-Arenac Behavioral Health

	<ul style="list-style-type: none"> ▪ The staff liaison shared that during their most recent CAC meeting, they discussed voting and where to find information about what will be on the ballot. They also reviewed the annual Customer Service Appeals and Grievance report and reviewed policies for feedback. ○ CMH for Central MI <ul style="list-style-type: none"> ▪ Member reported 18 clubhouse members recently attended the clubhouse conference. A harm reduction summit was recently held in Big Rapids, and it was a positive experience. ○ CMHA of C-E-I <ul style="list-style-type: none"> ▪ Member shared that a voting event was scheduled for September. ○ Gratiot Integrated Health Network <ul style="list-style-type: none"> ▪ None ○ Huron Behavioral Health <ul style="list-style-type: none"> ▪ Member reported an upcoming beach outing for their drop-in center members. ○ The Right Door <ul style="list-style-type: none"> ▪ Member reported their continued free lunch on the first Friday of the month is going well, a back-to-school event with giveaways is coming up, and a health and wellness fair is scheduled for August 19th. ○ LifeWays <ul style="list-style-type: none"> ▪ None ○ Montcalm Care Network (MCN) <ul style="list-style-type: none"> ▪ Member reported that their annual carnival was today. ○ Newaygo County Mental Health <ul style="list-style-type: none"> ▪ Members discussed their recent CAC meeting and the upcoming Walk a Mile. ○ Saginaw County CMHA <ul style="list-style-type: none"> ▪ None ○ Shiawassee Health and Wellness (SHW) <ul style="list-style-type: none"> ▪ None ○ Tuscola Behavioral Health Systems <ul style="list-style-type: none"> ▪ Member reported their summer picnic is scheduled for next Friday. ✓ Other Business: The Right Door member reported that the CMHA-CEI drop-in center will provide lunch before the Walk a Mile event. ✓ Adjourned
<ul style="list-style-type: none"> ✓ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> • None
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> • The next meeting is scheduled for October 11, 2024, from 12:30-3:00 pm.