

Council, Committee or Workgroup Meeting Snapshot

Meeting: Regional Consumer Advisory Council

Meeting Date: October 10, 2025

RCAC/MSHN Attendees:

18 members, K. Laferty (MSHN), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

- Welcome & Introductions
- Review and approve the August 8, 2025 meeting snapshot
 - Follow-up agenda items
- Approval of current agenda
- 2025 Satisfaction Survey Report
- Annual RCAC Charter Review
- RCAC FY25 QAPIP Annual Effectiveness Report Review
- 2025 Walk a Mile Impressions
- Updates
 - Conflict-Free Access and Planning update
 - PIHP Procurement Update
- Member Suggested Topics - None
- Open Discussion
- CMHSP Local Updates
- Adjourn

KEY DECISIONS

- ✓ Welcome & Introductions
- ✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for August 8, 2025 was approved.
 - Follow-up agenda items: None
- ✓ The current agenda was reviewed and approved.
- ✓ Kara Laferty [MSHN] reported on the 2025 Satisfaction Survey Report for member feedback. She spoke about the results from the Mental Health Statistics Improvement Program (MHSIP) survey tool for adults experiencing a mental illness and/or intellectual and developmental disability or substance use disorder, along with the Youth Satisfaction Survey (YSS) tool for children/families. In FY2025, CMHSP participants collected 2,650 MHSIP surveys and 1,018 YSS survey results; Substance Use Disorder (SUD) providers collected 1,996 SUD survey results from members engaged in SUD treatment. The response rates were 23% for the MHSIP, 28% for the YSS, and 54% for the SUD survey. Each survey saw a higher response rate than FY24. Ms. Laferty spoke about the survey results, highlighting areas for improvement and growth. The survey results will be reviewed by the MSHN Quality Improvement Council (QIC), and quality improvement goals will be developed based on them.
- ✓ RCAC members completed the annual review of the MSHN RCAC charter. Minor grammar and punctuation changes were noted, but no additional changes were required.
- ✓ The FY2025 RCAC Quality Assessment and Performance Improvement Plan (QAPIP) report was reviewed. The RCAC accomplishments from FY2025 were reviewed, discussed, and included. FY2026 goals were discussed and included. RCAC members approved the report information for inclusion in the FY2025 QAPIP report.
- ✓ Members shared their positive impressions of the 2025 Walk a Mile event. It was a beautiful day with strong advocacy for the CMH and PHIP system of care. Debbie Stabenow spoke on her advocacy efforts for the CMH and PHIP system. Members were a little disappointed that none of their elected officials attended the event.
- ✓ Updates
 - An update on Conflict-Free Access and Planning was provided, and it was reported that no developments have happened since the last meeting. PHIPs continue to wait for MDHHS to provide guidance.
 - An update on the PIHP procurement process was provided. Members shared details they learned about through the Community Mental Health Association of Michigan. Some members watched the recent court proceeding. The members reported that the judge commented that the RFP process was likely legal but should not alter or override the CMH's statutory duties under the Michigan Mental Health Code. The ruling is expected on Tuesday, October 14th, and there is hope it will be favorable to the PHIPs' position.
- ✓ Member Suggested Topics
 - None

	<ul style="list-style-type: none"> ✓ Open Discussion <ul style="list-style-type: none"> ○ Members were informed that the RCAC chairperson notified MSHN that she would no longer be able to participate in the MSHN RCAC. The current vice-chairperson will become the chairperson, and a new vice-chair will be elected during the December RCAC meeting. Members were asked to consider taking on the role of being the next RCAC vice-chair. ✓ CMHSP Local Updates <ul style="list-style-type: none"> ○ Bay-Arenac Behavioral Health <ul style="list-style-type: none"> ▪ Staff liaison reported at their last CAC meeting that the group received training on HIPAA, fraud, and abuse. Discussed "on-hold" music for their new phone system, and discussed the PIHP procurement process. ○ CMH for Central MI <ul style="list-style-type: none"> ▪ A member shared that a group went to Boulder Ridge to recognize their contribution to their clubhouse. An opioid settlement committee has been formed in Isabella County to manage how the resources should be spent. ○ CMHA of C-E-I <ul style="list-style-type: none"> ▪ Staff liaison reported that during their last CAC meeting, members received "CPR" training that included Question, Persuade, and Refer to help prevent suicide and discussed what was appropriate for the community boards within CMH buildings. ○ Gratiot Integrated Health Network <ul style="list-style-type: none"> ▪ None ○ Huron Behavioral Health <ul style="list-style-type: none"> ▪ Member reported at their last CAC meeting that the group reviewed satisfaction surveys, new members joined their CAC, and their Recipient Rights Officer will be retiring soon, but a new staff member has been hired. ○ The Right Door <ul style="list-style-type: none"> ▪ Member reported a good experience at Walk-a-Mile, a good turnout for a health fair, and two new recovery coaches were recently hired. ○ LifeWays <ul style="list-style-type: none"> ▪ The staff liaison reported a positive turnout to Walk-a-Mile, and a booth was set up at the Hillsdale Fair. ○ Montcalm Care Network (MCN) <ul style="list-style-type: none"> ▪ None ○ Newaygo County Mental Health <ul style="list-style-type: none"> ▪ Member reported their CAC had a potluck with a good turnout that included a speaker on Seasonal Affective Disorder. ○ Saginaw County CMHA <ul style="list-style-type: none"> ▪ None ○ Shiawassee Health and Wellness (SHW) <ul style="list-style-type: none"> ▪ Member reported their drop-in center is now open on Fridays. ○ Tuscola Behavioral Health Systems <ul style="list-style-type: none"> ▪ None ✓ Other Business: None ✓ Adjourned
✓ 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 December 12, 2025, from 12:30-3:00 pm.