

**Meeting Date:** December 13, 2024

**RCAC/MSHN Attendees:**

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

**KEY DISCUSSION TOPICS**

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| <ul style="list-style-type: none"> <li>• Welcome &amp; Introductions</li> <li>• Review and approve October 11, 2024 meeting snapshot               <ul style="list-style-type: none"> <li>○ Follow-up agenda items</li> </ul> </li> <li>• Approval of current agenda</li> <li>• FY2026 – FY2027 MSHN Strategic Plan Discussion</li> <li>• MSHN Informational Items:               <ul style="list-style-type: none"> <li>○ Customer Service Quarterly Updates</li> </ul> </li> <li>• FY25 Handbook Review</li> <li>• Professionalism Training Collaboration Discussion</li> </ul> | <ul style="list-style-type: none"> <li>• Updates               <ul style="list-style-type: none"> <li>○ MSHN Board Newsletter</li> <li>○ Conflict-Free Access and Planning</li> </ul> </li> <li>• Member Suggested Topics               <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> <li>• Open Discussion</li> <li>• CMHSP Local Updates</li> <li>• Adjourn</li> </ul> |
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✓ **KEY DECISIONS**

- ✓ Welcome & Introductions
- ✓ The Regional Consumer Advisory Council (RCAC) meeting snapshot for October 11, 2024 was approved.
  - Follow-up agenda items: None
- ✓ The current agenda was reviewed and approved.
- ✓ Kim Zimmerman [MSHN] led a review of the FY2026 – FY2027 MSHN Strategic Plan. She highlighted items relevant to RCAC members in the areas of key assumptions, strengths, weaknesses, opportunities, and threats. Members asked questions and provided feedback. As the FY2026 – FY2027 MSHN Strategic Planning process moves forward, members will have more opportunities to provide feedback.
- ✓ MSHN Informational Items:
  - Dan Dedloff [MSHN] reviewed the FY24 MDHHS Appeal and Grievance reporting. For FY24 Q4, 98.65% of Appeals and 100% of Grievances met the required timeframe. Members had no questions or concerns during the Appeal and Grievance review discussion.
- ✓ Dan Dedloff [MSHN] reviewed the 2025 Guide to Services Handbook changes for member feedback. Some of the noted changes were staff updates within the Behavioral Health Provider Directory, the Accessing Substance Use Services page was updated to reflect MSHN Access changes, the addition of a 1915(i) State Plan - Home and Community-Based Services description, Behavioral Health and Substance Use Disorder Glossary updates, and grammar/punctuation updates. Members had no questions or concerns regarding the Handbook updates.
- ✓ Members continued to discuss collaborating with the MSHN Customer Service Committee to develop a staff professionalism training. Members of the CSC agreed that feedback and collaboration from the RCAC would be valuable. It was discussed that the training would emphasize staff professionalism and not include negative examples or bad experiences. Members provided possible topics and content for the training.
- ✓ Updates
  - The MSHN Board Newsletter was provided to members for updates on regional initiatives.
  - There have been no developments regarding Conflict Free Access and Planning. The MDHHS meeting scheduled at the beginning of November regarding Conflict Free Access and Planning with the PHIPs was canceled.
- ✓ Member Suggested Topics – None
- ✓ CMHSP Local Updates
  - Bay-Arenac Behavioral Health
    - The staff liaison shared that during their November CAC meeting, members discussed election results, received feedback on the best way for the BABH caller ID to show, discussed staff professionalism, and discussed the news story that the federal government is looking into whether Michigan CMHs were providing sufficient community services to reduce psychiatric hospitalizations.

	<ul style="list-style-type: none"> <li>○ CMH for Central MI <ul style="list-style-type: none"> <li>▪ Member reported that CMHCM is increasing virtual services, and during their recent CAC meeting, members discussed the meaning of “delayed” for Adverse Benefit Determinations.</li> </ul> </li> <li>○ CMHA of C-E-I <ul style="list-style-type: none"> <li>▪ Member reported that a CAC member has been appointed to the CMHA of CEI Board of Directors.</li> </ul> </li> <li>○ Gratiot Integrated Health Network <ul style="list-style-type: none"> <li>▪ None</li> </ul> </li> <li>○ Huron Behavioral Health <ul style="list-style-type: none"> <li>▪ Member reported that HBH is working within a budget deficit.</li> </ul> </li> <li>○ The Right Door <ul style="list-style-type: none"> <li>▪ Member reported The Right Door hosted a Thanksgiving meal, peers are leading several groups, a clothing giveaway occurred in November, and 40 individuals participated in a Thanksgiving meal at their drop-in center.</li> </ul> </li> <li>○ LifeWays <ul style="list-style-type: none"> <li>▪ Their CAC has not been meeting. The member reported that she did a walkthrough of the LifeWays facility and highlighted the crisis bed area that individuals could utilize instead of seeking psychiatric hospitalization.</li> </ul> </li> <li>○ Montcalm Care Network (MCN) <ul style="list-style-type: none"> <li>▪ None</li> </ul> </li> <li>○ Newaygo County Mental Health <ul style="list-style-type: none"> <li>▪ Members reporting their next CAC meeting is January 23<sup>rd</sup>. NCMH had its annual auction and raised \$3,600 to donate to a local charity.</li> </ul> </li> <li>○ Saginaw County CMHA <ul style="list-style-type: none"> <li>▪ Staff liaison reported their CAC had a Christmas party, and members volunteered at their local soup kitchen.</li> </ul> </li> <li>○ Shiawassee Health and Wellness (SHW) <ul style="list-style-type: none"> <li>▪ Member reported a CAC was appointed to the SHW Board of Directors, their drop-in center provided Thanksgiving meals, and a new CEO and CFO were appointed at SHW.</li> </ul> </li> <li>○ Tuscola Behavioral Health Systems <ul style="list-style-type: none"> <li>▪ Member reported their drop-in center has a new director, and the Christmas party through the drop-in center was good.</li> </ul> </li> </ul> <p>✓ Other Business: None</p> <p>✓ Adjourned</p>
<p>✓ ACTION/INPUT REQUIRED</p>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p>✓ KEY DATA POINTS/DATES</p>	<ul style="list-style-type: none"> <li>• The next meeting is scheduled for February 14, 2025, from 12:30-3:00 pm.</li> </ul>