

Council, Committee or Workgroup Meeting Snapshot

Meeting: Regional Consumer Advisory Council

Meeting Date: October 11, 2024

RCAC/MSHN Attendees:

17 members, R. Bektas (MSHN), and D. Dedloff (MSHN)

KEY DISCUSSION TOPICS

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| <ul style="list-style-type: none"> • Welcome & Introductions • Review and approve August 9, 2024 meeting snapshot <ul style="list-style-type: none"> ○ Follow-up agenda items • Approval of current agenda • MSHN SUD Access update • RCAC Orientation Review • MSHN Informational Items: • Quality Improvement Quarterly Updates • MSHN 2024 Impact Report • Annual RCAC Charter Review • RCAC FY24 QAPIP Annual Effectiveness Report Review | <ul style="list-style-type: none"> • 2024 Walk a Mile Impressions • 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 August 9, 2024 was approved.
 - Follow-up agenda items: None
- ✓ The current agenda was reviewed and approved.
- ✓ Rasmira Bektas [MSHN] provided an update on the changes within Mid-State Health Network (MSHN) regarding Substance Use Disorder (SUD) Access. She spoke about how the changes will help to eliminate duplicate screenings for individuals seeking services, ensure individuals are referred to the most appropriate level of care for their needs, support member choice of providers, improve the tracking of service utilization and Block Grant, and ensure better care coordination between providers. MSHN Access will manage referrals for withdrawal management, residential SUD treatment, and recovery housing. The MSHN Access team will begin managing referrals on October 1, 2024.
- ✓ Dan Dedloff [MSHN] showed the RCAC Orientation training for member review and feedback. Members reported that the training gives a good overview of MSHN, the RCAC, and the role of a member. A member reported a preference for a handout, and one will be provided along with the narrated training to assist staff liaisons during new RCAC member orientation.
- ✓ MSHN Informational Items:
 - None
- ✓ Dan Dedloff [MSHN] reviewed the MSHN 2024 Impact Report. The report highlights the partnership with 12 local Community Mental Health Service Programs (CMHSP) and over 100 SUD treatment agencies, who oversaw services provided to over 48,600 CMHSP beneficiaries and over 11,409 beneficiaries of SUD treatment in fiscal year 2023. MSHN will continue efforts to improve the health of the beneficiaries across our region, guided by strategic priorities and committed to better integrating physical and behavioral health services, improving care coordination, and addressing social determinants of health to improve overall community well-being.
- ✓ The annual review of the RCAC Charter was completed. Members discussed the minor updates and approved the charter for submission.
- ✓ The FY2024 RCAC Quality Assessment and Performance Improvement Plan (QAPIP) report was reviewed. The RCAC accomplishments from FY2024 were reviewed, discussed, and included. Goals for FY2025 were discussed and included. RCAC members approved the report information for inclusion in the FY2024 QAPIP report.
- ✓ Members reported having a positive experience during this year's Community Mental Health Association of Michigan's Walk-a-Mile event in Lansing.

	<ul style="list-style-type: none"> ✓ Updates <ul style="list-style-type: none"> ○ The MSHN Board Newsletter was provided to members for updates on regional initiatives. ○ There have been no developments regarding Conflict Free Access and Planning. MDHHS plans to schedule a meeting at the beginning of November regarding Conflict Free Access and Planning with the PHIPs. ✓ Member Suggested Topics – None ✓ CMHSP Local Updates <ul style="list-style-type: none"> ○ Bay-Arenac Behavioral Health <ul style="list-style-type: none"> ▪ The staff liaison shared that their clubhouse recently held an open house, and their consumer counsel is advocating regarding their general fund deficit. ○ CMH for Central MI <ul style="list-style-type: none"> ▪ Member reported a deficit is expected during the upcoming fiscal year for CMHCM. The New Journey Clubhouse is planning a harvest party with a costume contest and a flu and COVID vaccine clinic. ○ CMHA of C-E-I <ul style="list-style-type: none"> ▪ Member reported on local efforts to provide voter information and assist with voter registration. ○ Gratiot Integrated Health Network <ul style="list-style-type: none"> ▪ None ○ Huron Behavioral Health <ul style="list-style-type: none"> ▪ Member reported an upcoming Halloween costume party and a Thanksgiving meal planned for November. ○ The Right Door <ul style="list-style-type: none"> ▪ Member reported positive experiences during walk-a-mile and the recent art gallery show. ○ LifeWays <ul style="list-style-type: none"> ▪ None ○ Montcalm Care Network (MCN) <ul style="list-style-type: none"> ▪ None ○ Newaygo County Mental Health <ul style="list-style-type: none"> ▪ Members reporting an upcoming Halloween party. ○ 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 a positive experience with their new clubhouse director. ✓ Other Business: the chair spoke about how she has noticed members reporting negative interactions with staff over the past few meetings. Members discussed that some staff can be dismissive during interactions. The professionalism training the MSHN Customer Service Committee is exploring was mentioned, and members expressed an interest in collaborating on the training. ✓ 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 December 13, 2024, from 12:30-3:00 pm.