

<p>Meeting Date: April 15, 2019</p> <p>MSHN/CMHSP Representatives: In Person: Julie Rookard (CMHCM), Lynn Charping (GIHN), Tim Ninemire (SCCMHA), Dirk Love (SHW), Cece McIntyre (MCN), and Dan Dedloff (MSHN) By Phone: Raquel Sparkman (CEI), Amy Kurtti (Newaygo) Carly Coxon (LifeWays), Brooke Maylee (SCCMHA), Cathy Jaskowski (HBH), Shannon Clevenger (LifeWays), and Susan Richards (The Right Door)</p>	KEY DISCUSSION TOPICS	
<ul style="list-style-type: none"> • KEY DECISIONS 	<ul style="list-style-type: none"> • Welcome and Introductions • Review and approve March 18, 2019 meeting minutes <ul style="list-style-type: none"> ○ Review follow-up action items • Review and approve current agenda • FY19 Amendment #2 Customer Service Changes • Tagline Lobby Poster Examples • Standardization of Educational Material/ Brochures/ Forms Across the Region <ul style="list-style-type: none"> ○ FY19 Handbook Insert ○ FY19 #2 Notice Templates 	<ul style="list-style-type: none"> • Open Discussion • Future Agenda Items • Updates • Next Meeting
<ul style="list-style-type: none"> ○ ACTION/INPUT REQUIRED 	<ul style="list-style-type: none"> ○ The Denial, Grievance, Appeals, and Second Opinion report CAP are due to MSHN May 3rd. 	
<ul style="list-style-type: none"> ✓ KEY DATA POINTS/DATES 	<ul style="list-style-type: none"> ✓ Next CSC meeting: Monday, May 20, 2019 at GIHN from 9:30am to 11:30am. Call-in capability provided. 	