



## Council, Committee or Workgroup Meeting Snapshot

### Meeting: Customer Service Committee

**Meeting Date:** June 18, 2018

#### KEY DISCUSSION TOPICS

**MSHN/CMHSP Representatives:**

**In Person:** Julie Rookard (CMHCM), Lynn Charping (GIHN), CeCe McIntyre (MCN), Liz Thelen (The Right Door), Kim Cereske (BABH), and Dan Dedloff (MSHN)

**By Phone:** Dirk Love (Shiawassee), Becki West (CEI), Stefanie Zin (CEI), Andrea Fletcher (Newaygo), and Teresa Smith (LifeWays)

- Welcome and Introductions
- Review and approve May 21, 2018 meeting minutes
- Review follow-up action items
- Review and approve current agenda with an addition
- HSAG Compliance Site Review Discussion
- MDHHS Consent 5.0
- Regional Language Service
- Standardization of Educational Material/Brochures/Forms Across the Region
  - Handbook Spanish Language Version bid review
  - CS Templates Spanish Language Version
  - CS Templates EMR integration check-in
- Open Discussion
- Future Agenda Items
- Updates
- Next Meeting

• **KEY DECISIONS**

- CSC members approved the May 21, 2018 meeting minutes
- Review follow-up action items – None
- CSC members approved the current agenda with an addition of the MDHHS Consent 5.0
- The recent HSAG Compliance Site Review was discussed. The review went well and HSAG highlighted positive aspects of our regional Appeals and Grievance efforts. The standardized CS resolution notices were revised based upon feedback received during the review.
- The MDHHS Consent 5.0 was discussed and it was noted that the template is now at an 8<sup>th</sup> grade reading level.
- The possibility of a Regional Language Service was discussed. A broad range of questions came up and additional information will be requested via email to explore the current regional use of LEP services.
- Standardization of Educational Material/Brochures/Forms Across the Region
  - The FY18 Handbook Spanish Language Version bids were reviewed and Trusted Translations was selected to complete the FY18 Spanish Language translation.
  - The need to translate the standardized CS templates into Spanish continued to be discussed. The MAHS Legal Reference document will be included for translation. Local template language options will also be requested via email for translation inclusion.
  - It was reported that a few CMHSPs have integrated the CS standardized template language into their EMRs, a few are finalizing their documents, and some are nowhere near going live with the FY18 template language.
- Open Discussion: None
- Future Agenda items: Grievance Process Discussion

○ **ACTION/INPUT REQUIRED**

- CS Template Spanish Language local template options will be requested via email
- The current regional use of LEP services utilization per CMHSP will be requested via email

✓ **KEY DATA POINTS/DATES**

✓ Next CSC meeting: **Monday July 16, 2018 at 9:30 to 11:30 am** at Gratiot Integrated Health Network. Call-in capability provided.