

**Meeting Date: September 14, 2020**

**MSHN/CMHSP Representatives:**

**In Person:** Online Only

**By Phone:** Kim Cereske (BABH/ HBH/ TBHS), Julie Rookard (CMHCM), Stefanie Zin (CEI), Rachelle Page-Lewis (GIHN), Jennie Morgan (The Right Door), Carly Coxon (LifeWays), Cece McIntyre (MCN), Andrea Fletcher (Newaygo), Tim Ninemire (SCCMHA), Melynda Schaefer (SCCMHA), Andrea Andrykovich (SHW), and Dan Dedloff (MSHN)

**KEY DISCUSSION TOPICS**

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| <ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Review and approve July 20, 2020 meeting snapshot               <ul style="list-style-type: none"> <li>○ Review follow-up action items</li> </ul> </li> <li>• Review and approve current agenda</li> <li>• FY20 Q2 Denial, Grievance, Appeals, and Second Opinion Report Review</li> <li>• FY20 Guide to Services Handbook Spanish Language Version(s)</li> <li>• FY21 Guide to Services Handbook Planning               <ul style="list-style-type: none"> <li>○ Approve Handbook timeline and tasks</li> <li>○ Review and approve FY21 Handbook Vender Bid proposal</li> <li>○ FY21 Handbook quantity request</li> <li>○ CMHSP Handbook liaisons identified and provided</li> <li>○ CMHSP FY21 Handbook “local pages” review initiated</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Member Suggested Topics:               <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> <li>• Standardization of Educational Material/ Brochures/ Forms Across the Region               <ul style="list-style-type: none"> <li>○ None</li> </ul> </li> <li>• Open Discussion</li> <li>• Updates</li> <li>• Next Meeting</li> </ul> |
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**KEY DECISIONS**

- Welcome and Introductions
- The Customer Service Committee (CSC) members approved the July 20, 2020 meeting snapshot.
  - Review follow-up action items – None
- The current agenda was reviewed and approved as written.
- The FY20 Q2 Denial, Grievance, Appeals, and Second Opinion Report was reviewed and approved.
- The bids received for the FY20 Guide to Services Handbook Spanish Language translation project were reviewed and discussed. Members selected Trusted Translations due to their customer service and quality product. It was noted that a request to consider local vendors would be a desired step in the bid request process for future translation projects.
- The FY21 Guide to Services Handbook process was begun.
  - The proposed FY21 Handbook timeline and tasks were reviewed, discussed, and approved. A special meeting will be scheduled for October 19<sup>th</sup> for Handbook liaisons to review the progress of the approved Handbook tasks.
  - The draft FY21 Handbook Vender Bid Request was reviewed and approved for use.
  - FY21 Handbook quantities and liaisons will be requested and submitted through email.
  - Members were asked to begin reviewing their Handbook “local pages” for FY21 changes.
- Member Suggested Topics:
  - None
- Standardization of Educational Material/ Brochures/ Forms Across the Region
  - None
- Open Discussion:
  - Members reported that MDHHS issued a memo on September 2<sup>nd</sup> where a revised projection to have a mediation vendor in place by March 1, 2021 for the Mediation Law in the Mental Health Code was communicated.

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|                                | <ul style="list-style-type: none"><li>• Future Agenda Items:<ul style="list-style-type: none"><li>○ FY21 Handbook finalization</li></ul></li></ul> |
| ▪ <b>ACTION/INPUT REQUIRED</b> | ▪ FY21 Handbook quantities and liaisons will be requested and submitted through email.   |
| ✓ <b>KEY DATA POINTS/DATES</b> | ✓ Next CSC meeting: Monday, November 16, 2020 via Zoom from 9:30am to 11:30am.   |