

**Consumer Advisory Committee
Minutes November 2, 2010
10:00 AM-Noon, CMH**

Members Present: T. Ackley, Clites, Janego, Lucas, McKenzie, Miley, Miller, Ostrander, Reed, White, R. Wilson

Absent: none

Staff/Board present: Grossman, Smith, Hall

Welcome and introductions: Were made. Leslie Hall (Livingston County) facilitated the meeting today.

Purpose and Outcome

- € Examine role of CAC
- € Idea Sharing
- € PI Plan and links to CAC
- € Continue to move forward momentum.
- € Help educate others about economic realities.
- € Visioning

Ground Rules:

- € Respect for others
- € Enthusiasm
- € Friendly
- € Assume positive intent

Outcomes:

- € Better understanding/knowledge about CAC.
- € Clear direction/ focus for CAC
- € Feeling like we are heading in a direction to accomplish a lot.
- € Performance Improvement Plan/CAC
- € Ensure we emphasize anti-stigma work
- € Determine meeting frequency

How CAC is most effective: (Members were divided into 3 groups to create these lists.)

- € Make an effort
- € Bringing the Board and consumers together at the same level.
- € All positive exposure to the community from CMH and consumers.
- € Involving all the community not singling anyone out.
- € Good attendance
- € Consumers are listened to
- € Fairly good staff involvement
- € Good Board members
- € Family friends
- € Desire to make a difference.

How CAC is least effective:

- € Try to include others not always effective
- € CAC does not always represent all populations. (The focus seems mainly on mentally ill adults but CMH serves people of all ages from childhood to adulthood, the mentally ill and those with developmentally disabilities.)
- € Seems more staff driven. Once staff says something then the committee member may not want to speak again. (Staff does not necessarily want the responsibilities, but takes over if things are not getting accomplished. Staff will try to answer factual questions. A list of specific task for posting at home would be helpful. This is the format used for the MHAC minutes.)
- € Conversations are confusing at times especially with the use of acronyms. Members want to feel able to provide input. (Some members are unable to follow the conversations or topics. They feel lost and overwhelmed. This is a common problem for individuals in any group meeting, not just CAC. No one should feel alone they should ask for clarification or help from someone else. Input on every subject by everyone is never expected.)
- € At times there is group animosity
- € Why are we here?
- € Work on real issues that are most important. Stick to it, stay on course. (Too much "food" discussion.)
- € Try to make the public understand stigma. Stigma will always be there. Something we will always have to work on. (Stigma is negative attitudes about anything, for example mental illness, any disabilities, or illness.)
- € Lack of direction
- € Every meeting seems to be the same. The agenda does not vary.
- € Not enough information
- € The need more consumer involvement in actual activities.
- € Negative comments or comments that don't revolve around the situation.

Current services

- € Anyone may come to CMH for an assessment of the services they may need.
- € People of all ages are served; children to adults. Mentally ill and those with developmental disabilities.
- € Because of budget restraints, CMH currently serves mostly individuals with Medicaid coverage. Those that are not Medicaid covered are referred to providers that may be able to help. Some individuals are put on a “waitlist”.
- € The Mental Health Code defines who CMH “must serve”.
- € Considering the budget and Mental Health Code, the services provided continually change and is very confusing even to staff.

Who are our customers?

- € Consumers
- € The Community
- € Law enforcement
- € Providers
- € Legislators

Affiliation and Lenawee Performance Improvement/ Consumer representation

Lenawee is part of a four county Affiliation. (Livingston, Monroe, Lenawee and Washtenaw) Hall represents Livingston on the Performance Improvement team and Szewczuk represents Lenawee County. Each county has their own PI Plan. As part of our “accreditation” we are audited on a regular basis and a well defined PI Plan is needed to meet requirements.

One page of the plan was provided which lists and describes CMH “Committees” which continue for a long time. Also listed are “workgroups” that may operate only for a short time on a specific topic or task. Each CMH staff member will participate on at least one of the groups.

Hall described the Behavior Treatment Review Committee and the Sentinel Events Committee. Some of the workgroups include “Creating a Welcoming Environment”, “Gentle Teaching”, and “Incorporating Consumer Voice”. Consumer participation would be needed with these groups.

Participating with other groups is not new; consumers are welcomed and included on various community committees and workgroups. For example, consumers participate on the Suicide Prevention Workgroup.

The Mental Health Awareness Committee met just prior to this meeting today. Technically, MHAC is a subcommittee of CAC, with the specific task of promoting anti-stigma. MHAC is working on activities for Mental Health Awareness Month (May). The focus of MHA Month will be a Suitcase Exhibit at the Historical Museum. See the website www.suitcaseexhibit.org (this is a correction to the website quoted in the meeting.) MHAC will be working on various activities both as a group, and broken down into smaller workgroups to research or plan specific task for the events.

This PI Plan is just a “draft” at this time. Some of the groups are already meeting but not all of them have been created.

Visions/Conclusion/Next steps

Szewczuk could be asked about addressing our “least effective” list through the PI plan groups.

CAC members today agreed to pause having regular CAC meetings so that members may participate on the suggested PI Committees or Workgroups such as “Incorporating Consumer Voice”. As well, the MHAC will be meeting twice each month for the next several months as they prepare for the Suitcase Exhibit. Most CAC members currently are active on this Committee.

Smith will keep the members informed by email (or mail) about upcoming Committee or Workgroup meetings and any other items of interest.

A stipend is a payment for such things as meeting attendance, when you are not being paid by other means for the time. The number of meetings each member attends should not necessarily increase. There is an understanding especially with current economic conditions that many activities/meetings might be considered a part of “giving back” and could be “voluntary without payment”. Initially, when first volunteering to serve on this Committee several members did not realize there was an option to receive payment.

NEXT MEETING: TO BE ANNOUNCED