



**CONSUMER ACTION COMMITTEE
MINUTES
May 18, 2022
River Raisin Room
10:00am**

Present: T. Ackley; J. Dunn; J. Durell; S. Nowicki; S. Mineff; K. Rawlings; M. Roman; C. Snyder; K. Szewczuk; H. Terrill; J. Thompson

Absent: J. Ackley; C. Brugger; D. Montie Jr; D. Reed

Guests: A. Monahan; D. Bohn

1. Previous Minutes

MOTION BY M. ROMAN to approve previous minutes dated March 16, 2022. **SUPPORTED BY J. DURELL. MOTION CARRIED.**

2. Chair Person Report

- a. Department on Aging/Meals on Wheels. Holly and Karen will facilitate sending an email to Cari Rebottaro to ask how many meals on wheels are served, as well as recommended wording for the magnets.
- b. Fliers. Holly will contact the Boys & Girls Club regarding delivery of the fliers.
- c. Magnets & Fliers were distributed to members for further dissemination.

3. Work Plan Updates

- a. Radio ads are ongoing

4. Budget

- a. An updated budget was provided to the committee. Remaining balance is \$4,729. Speechcraft costs will be included next month.
- b. There was a question regarding mileage to meetings for committee members. Kathryn Szewczuk reported that mileage is paid for any meetings attended outside of Lenawee County.

5. RCAC Report

- a. Members were surveyed regarding their preference for trainings – whole day, or split between two half days? There was agreement that in-person meetings were best for whole day trainings, but zoom was preferable for two half days.
- b. Monroe is struggling to attract CAC members. Jen Durell has volunteered to meet prospective members in Monroe in June to help provide a different perspective and encourage participation.

6. New Business

- a. Clinical Performance Team Project. Amber Monahan and Dayne Bohn reported that they are working together on a regional CPT project to reduce barriers for consumers attending their first appointment. Dayne has been calling consumers who miss their first appointment to

determine barriers being faced. He has had many unanswered calls, but some responses include: lack of transportation; no access to a telephone; sickness; forgot etc. The CPT team would also like to gather more demographic information regarding those who do not show for their first appointment. Some information is able to be gathered at the first screening call or at intake, however this is not always very extensive. The goal is to implement interventions to help consumers in making their appointment.

- b. Behavioral Health Home. A draft flier was reviewed by the committee. Amber explained a Behavioral Health Home – which is a program focusing on improving consumers health conditions, it is another layer of treatment that CMH provides in an effort to cut down on ER utilization, inpatient stays and to help people with chronic health conditions. The goal is to launch this program on June 1st. We will be starting with a small amount of consumers as we learn and continue to grow over time. The team is looking for a name for the program, and would welcome any suggestions from Consumer Action Committee. Names already suggested include Care Connection; Health Care Plus; Way to Wellness; Advanced Healing. Committee members are encouraged to continue providing their suggestions to Stefanie as well as brochure edits. More names suggested: Be Well; Careforyou; Wellbody; Total Care; Health First; Health Hub; Healthy Folks; Wellness Solutions; Elite Wellness.

Suggestions from the committee include:

- Ask at screening if there could be any problems getting to their appointment
- Is there an alternative method of contact? i.e. another phone number, email etc.
- Are there natural supports available to help get to the appointment
- Help consumers be aware that Medicaid will pay for transportation – number to call is on the Medicaid card, or call DHSS (Nancy Bishop) directly.
- Provide a mailing address for us to send a letter asking, “is there is anything that would impact you getting to your appointment?” We could also collect demographic information at this time. Could include a QR code with the survey directing to our website or Facebook.

- c. Stefanie Mineff provided information regarding the new face lift in the CMH lobby. Canvas, paints and tiles will be distributed to consumers to add to the tree display. Members are encouraged to participate.

7. Old Business

- a. Walk A Mile – September 15th in Lansing. More discussion to come regarding transportation.
- b. The Greg Adams E-Race the Stigma 5K – October 1st. Members will be asked to volunteer and help with marketing.

8. Membership Updates

- a. Still need a child rep.
- b. RRAC committee is also still looking for a consumer rep.

- c. There was discussion regarding a member who has not been attending. Karen and/or Stefanie will reach out to him.
- 9. Things to keep on the agenda
 - a. Celebration of Success. There will be more discussion at next month's meeting. Suggestion to wait until September. Washtenaw holds theirs in October.
 - b. Additions to the agenda – to be added back on going forwards. If members have items to be added to the agenda before the next meeting, please let her know.

Meeting adjourned at 10:49am.

Next meeting:
June 15th, at 10am.