



Lenawee Community Mental Health Authority

To promote positive outcomes by creating a path to resilience; recovery; wellness and self-determination

CONSUMER ACTION COMMITTEE

MINUTES

October 19, 2022

CMH Board Room

10:00am

Present: J. Ackley; T. Ackley; C. Brugger; J. Dunn; J. Durell; S. Mineff; S. Nowicki; B. Briggs; C. Snyder; E. Starlin; K. Szewczuk; J. Thompson

Absent: D. Montie Jr; M. Roman; H. Terrill

1. Previous Minutes

MOTION BY C. BRUGGER to approve previous minutes dated September 21, 2022.
SUPPORTED BY J. DURELL. MOTION CARRIED.

2. Chair Person Report. Nothing to report/Absent

3. Work Plan Updates

- a. Radio ads are ongoing. The ads feature individuals talking about CMH and their experiences. Stefanie is looking for more people to record ads. Christy and Cara are interested in recording ads.

4. Bylaws

- a. Proposing updating term limits a members currently need to have one year of non-service after two terms. Lack of interest from new members is a concern. Discussed creating advertisement for committee.
- b. Proposed change:
 - Delete "After a minimum of one year of nonservice on the CAC, a person may reapply to serve another term"
 - New wording: "After serving one term, committee members are eligible for additional 3-year term(s), if there are no new persons applying."
- c. Changes to stipend sections will be discussed at the next meeting.

5. Budget

- a. Current balance is \$3,536.47, but pending numbers for recent purchases.
- b. Kathryn will verify budget information with Taylor since the new fiscal year started October 1st.

6. RCAC Report

- a. In Person All RCAC Training – November 9th from 10am – 3pm at LLRC, 4135 Washtenaw Avenue, Ann Arbor. Doors open for refreshments at 9:30am. Committee members please let Jen Durell know if you can attend by Friday, October 21st. Also let her know the order for Panera – vegetable, beef, turkey, salad, or ham.

7. Customer Service Satisfaction Survey Results
 - a. Established I/DD, MI, and children consumers and guardians were surveyed. Top concern is consumers not knowing how to file a complaint. Discussed creating a poster with illustrations for group homes and buildings, and how to bring topics to appropriate department.
8. Membership Updates
 - a. Still need a child rep, and a letter of intent is required.
9. Next meeting – November 16th at 10am.

Meeting adjourned at 11:00am.