

Advisory Council Meeting Minutes

Wednesday, August 19th, 2020

PRESENT: Advisory Committee Members: Barbara Belkiewicz, Lisa Clark, Cheryl LaFrance, Nancy Levitt, Richard Parker, Martha Partipilo, Mark Paulus, Cyndy Raymo, Antoinette (Tosia) Tucker, and Nancy Thomson (Chairperson)

CMH Staff: Kathleen Gallagher (Program Director) and Kaeley Hux (CMH Recording Secretary)

ABSENT: Advisory Committee Members: Larry Doherty, Liz Martinez, Edward Rieves, and Amy Sanderson.

CMH Staff: Debra Johnson (Executive Director) and Karen Zultak (Program Supervisor)

GUESTS: CMH Staff: Denise Choiniere (QIDM)

I. CALL TO ORDER/AGENDA CHANGES – N. Thomson

Nancy called the meeting to order at 12:05 P.M. The agenda changes were as follows:

- Item VII to be renamed item III.
- Kathleen Gallagher to substitute for Karen Zultak on items IV and VII.
- Addition of item VI. C.

II. REVIEW/ACCEPT MINUTES – Group

The Advisory Council members accepted the previous month's minutes with no changes noted.

III. QIDM UPDATE – D. Choiniere

A. Customer Satisfaction Survey Results

Denise informed the council of the Customer Satisfaction Survey Results for FY20. She asked the council to note that due to COVID-19, this year's survey was conducted via US Mail. Out of 1779 surveys that were mailed, 403 were received after completion at a 23% response rate—which is a dramatic decrease from 2019's 44% response rate. Denise provided the council with a handout that compared this year's data to fiscal years 2019, 2018 and 2017. Denise highlighted that the overall satisfaction at 95% has went down from the previous 3 year's data by 2%. She stated that it is not an issue that would propose to be worrisome, as the national crisis has contributed to the shift in numbers. However, according to the FY 2020 Child Customer Satisfaction Survey question 5: "My family got the help needed for my child." experienced an 8% satisfaction decrease at 86% notably. Denise brought to attention the open ended questions 10: "Do you have any comments, questions or concerns?" and 11: "What would services make better for you or the community as a whole?" Responses were as follows:

"More clinicians that understand and give options, not opinions."

"Longer sessions. I feel like between paperwork and updating our file there isn't enough time to just talk."

"More caregivers to accommodate schedules and providing groups and more services for those with autism and Asperger's."

"More teen and transition activities and services."

"Changed my life dramatically for the better."

"More clarity and treatment options, nobody seems to be able to answer any questions."

*"Staff is welcoming, services have been very helpful."
"Thank you to the entire staff for saving my life."*

Denise then compiled notable comments received, those are as follows:

*"Limited services due to COVID-19 and concerns regarding COVID-19 in general."
"Staffing is awesome, nice, caring, courteous, helpful, and respectful."
"Lack of phone calls and return phone calls." (COVID-19 specific)*

IV. COMMUNITY ANNOUNCEMENTS – K. Gallagher

A. Empty Bowls Fundraiser for Mid City Nutrition

Empty Bowls handout was provided to the council. Kathleen announced that this year's fundraiser would be COVID-19 appropriate and would be transitioned into a drive up event at 3111 Electric Avenue. Entrance is at Electric Avenue and the exit is at Cleveland Avenue. Tickets from the previously scheduled event will be honored as well. If you have lost your ticket, you can contact Mid City Nutrition as they have kept a record on file of who has purchased said tickets. Online ticket sales are encouraged. See flier for more details. Kathleen asked the council to be mindful that Mid City Nutrition provides food for many individuals we serve and it is a great collaborative effort.

V. NEW APPLICANT TO THE ADVISORY COUNCIL – N. Thomson

Motion for acceptance granted. Letter of invitation to September's meeting will be sent.

VI. CMH UPDATES – K. Gallagher

A. CMH Survey

There is concern regarding the name "St. Clair County Community Mental Health", as it is presented, it does not encompass the integrated healthcare services CMH offers. A survey will be provided to the community to acquire feedback on the perception of CMH, any opinion of name change, and relevant inquiries. A draft survey will be provided for the council for review.

B. COVID CISM Debriefings

The CISM team goes into the community to offer assistance during county emergencies. The purpose of these debriefings are to provide resources and offer a place to dismantle feelings that may have built up since the event took place. Those we offer this service to include but are not limited to police departments, schools and first responders. However due to COVID-19, the curriculum has been reconfigured.

C. Restructuring

Amid the current pandemic, some areas of service have increased while others have decreased. Due to this, there are certain job tasks that are not able to be completed. Staff in areas that are under capacity will route themselves to the areas that are over capacity and offer their assistance. This will be an ongoing process.

VII. CCBHC UPDATE – K. Gallagher

As per the CCBHC grant, an on-site phlebotomist has been hired to help with the completion of labs ordered by our prescribers. They are on-site Monday-Friday from 8:00 AM – 3:00 PM.

VIII. POLICY REVIEW – Group

A. 05-001-0025 Enrollee Information Rights

No changes noted, motion of acceptance granted.

B. 01-001-0035 Inclusion of Persons Served

No changes noted, motion of acceptance granted.

IX. COUNCIL ROUNDTABLE – Group

Barbara Belkiewicz asked for more information in regard to trauma experienced by the parent while supporting their child through their own traumatic experience within the admissions policy. Kathleen Gallagher has asked Heidi Fogarty and Rob Perrin to attend the next meeting to discuss this matter.

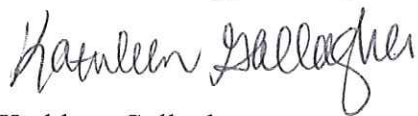
Cyndy Raymo seconds the above statement.

X. ADJOURNMENT – N. Thomson

Chairperson Nancy Thomson motioned to adjourn the meeting at 12:40 PM.

XI. NEXT MEETING: Wednesday September 16th, 2020 from 12:00 PM – 1:00 PM in Blue 110.

Reviewed and Approved By:



Kathleen Gallagher
Program Director

Respectfully Submitted,



Kaeley Hux
Recording Secretary

cc: Debra B. Johnson, Executive Director
Kathleen Gallagher, Program Director
Tracy Goyette, Executive Secretary
Advisory Committee Members
Marcy Cameron
Electronic Record