



Serving Crawford, Grand Traverse, Leelanau, Missaukee, Roscommon and Wexford Counties

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Crisis Intervention
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CONSUMER ADVOCACY COUNCIL

Club Cadillac
2105 6th Avenue
Cadillac, Michigan

AGENDA

May 12, 2011

- 1:30 p.m. Welcome and Introductions
- 1:35 p.m. Public Comment/Advocacy Stories
- 1:40 p.m. Accept Meeting Minutes of April 13, 2011
- 1:45 p.m. Club Cadillac Presentation
- 2:15 p.m. CAC Assessment
- 2:30 p.m. Old Business
 - Update on Budget
 - Freedom to Work Amendment
 - RCF Meeting
- 2:50 p.m. Current Literature, Articles and Movies
- 2:55 p.m. New Business
- 3:00 p.m. Agenda Planning
 - NLCMH Strategic Plan
 - Network Provider
- 3:05 p.m. Public Comment
- 3:10 p.m. Meeting Evaluation/Adjourn

Enclosures: Consumer Advocacy Council Minutes 04/13/2011
CAC Assessment

Please call Greg Paffhouse (231-876-3200 or 231-935-3083) if you need transportation assistance; and contact Deb Lavender (231-935-3677) if you are unable to attend the meeting.

NLCMH Consumer Advocacy Council Annual Self-Assessment

Date Completed: 1-13-2010, 2-10-2010, 3-10-2010, 5-12-2011	Excellent	Satisfactory	Fair	Poor	Comments
Vision and Mission					
1. We have been successful in assisting NLCMH move toward its Vision – “Communities of informed caring people living and working together.”	X				Done an excellent job and brought in excellent speakers that have benefited everyone. The change that has happened and the things that have been done are outstanding. There was agreement that we constantly are looking at vision and mission for the CAC. Have interacted with people out in the community listening to what consumers want and ideas. Need everyone to get people to attend meetings or a specific presentation. Identified that there are other things occurring on the same date as meetings. Prioritize social issue marketing. Hold meetings in other locations.
2. We have been successful in helping NLCMH create a consumer-driven system of care, providing consumers informed choices and decision-making roles.	X	X			We are constantly bringing guests in to speak to answer questions that consumers want to know. People do not know about CAC and need to get our name out there to help empower the consumer. CAC members need to use the words “Consumer Advocacy Council”. Trying to find lots of opportunities for consumers to get involved and if there is an interest to get involved there is a number of things they can participate. As a future topic we may want to go over the different for which a consumer can become part of the process. Post a sign or brochure saying we need volunteers in specific areas (not done well or often enough). People need to be committed and identify interest.

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				Expect attendance at meetings. Look at engaging people more. Description or example of groups that are available. Help people feel valued or have a sense of belonging.
3. We have been successful in addressing our Vision – “We strive to build a community where the behavioral health needs of all persons are addressed with dignity and respect and that persons with behavioral health care needs and persons with developmental disabilities, work and learn with all members of a community without fear of discrimination, abuse or stigma.	X	X		That is the Consumer Advocacy Council vision. Read vision and mission at most meetings and is making people aware of our responsibilities. Need to have some sense of identity (stationary). Important to strive to have some sense of consumer identity. Must be an ongoing process or that we continually do. Need to have constant education of non-consumers (community or family members). In our educational efforts we need to look at how to help consumers address family stigma issues (materials or resources we can provide).
4. We have been successful in addressing our Mission – “Our mission is to promote advocacy of the development, implementation and review of the accessibility to the highest quality of public behavioral health care programs and services which promotes recovery, resilience and hope to be delivered to any person who needs such services.”	X	X		Higher quality of public behavioral health care programs. Done a good job with what we have and can always get better. Also will be effected by the budget. Groups will become more important. Better results with groups. Have also heard the other way around. Strengths and weaknesses of both methodologies and people must have choices. How do we help people know more about the services that are provided. Support groups and treatment groups, etc.
Meetings and Decision Making				
5. CAC has met on a formal, on going basis according to its schedule.	X			Done really well with attendance, much improved and still striving towards better attendance.
6. The CAC has used the consensus model of decision-making processing as the basis for actions, recommendations and reports generated by the CAC.	X			Everyone feels they can contribute and be a part of the process.
7. The CAC shall be responsible for the planning, implementation and	X	X		Open Forums – stakeholders comes out of the

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review of quarterly Open Stakeholder meetings hosted in various cities and towns of the service region of NLCMH.					by-laws which is broader than consumers such as family members or community. Did not do regular forums but did do the candidate forums which was open to the community. Also did the BATA presentation. Be innovative to engage people. May want to add to a future agenda for future growth. Possibly bring individuals in to talk again about housing, employment, etc. Might be of interest to discuss feedback given from the blueprint meetings.
Purpose					
8. The purpose of the CAC is to help create a consumer-driven system of care which gives consumers informed choices and decision-making roles.	X				CAC has tried to help people advocate for themselves and have identified situations or issues. Need to do continually.
9. Advise and assist, in a meaningful and valued role, NLCMH and its network providers in designing, implementing and reviewing mental health, behavioral health, developmental disabilities and substance abuse treatment policies, procedures, practices and programs for consumers that are consistent with the mission and core values of NLCMH and its network providers		X			Given information. Identify Network Providers and provide information. Identify what more we want to do. Need to find out who the providers are and what they are doing (in all of our catchment area). Incorporate into agenda.
10. Support and monitor implementation of person-centered planning, self-determination, promotion of recovery and family-centered services to ensure consumers are being empowered to guide their own services and support tools	X				CAC has done a good job but need to do better and continue to grow.
Roles – The CAC may:					
11. Receive, review and make recommendations regarding the aggregated consumer satisfaction survey results.	-	-			Surveys could be built into the schedule. Awareness that one is being completed and willingness to review and see the results.
12. Receive, review and make recommendations regarding outcome evaluation measures and results.					Surveys could be built into the schedule. Awareness that one is being completed and willingness to review and see the results.
13. Receive, review and make recommendations regarding the aggregated grievance and appeal(s) results.					Possible agenda topics and could be shared. Find ways to add to the agenda.
14. Receive, review and make recommendations regarding the status of recipient rights protection					Potential agenda topics and could be shared. Find ways to add to the agenda.
15. Receive, review and make recommendations regarding persons requesting services who have been referred to another provider.					Potential agenda topics and could be shared. Find ways to add to the agenda.

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16. Receive, review and make recommendations on information provided by consumers serving in Customer Services positions within NLCMH.			X		Potential agenda topics and could be shared. Find ways to add to the agenda.
17. Receive, review and make recommendations regarding the information received from contract providers of NLCMH.			X		Potential agenda topics and could be shared. Find ways to add to the agenda.
18. Design, implement and review quarterly Open Stakeholder Meetings hosted in the various cities and towns of the service region.			X		
19. Receive, review and make recommendations regarding the development of NLCMH's strategic/long-term plan		X			
20. Communicate on a semi-annual basis with the Quality Assurance and Performance Improvement Committee to facilitate communication between the two groups.					Will need discussion later
21. Communicate once a year with the Board of Directors of NLCMH in order to present an Annual Report, summarizing their activity and recommendations.	X				Need to do again
22. Represent NLCMH on Northwest Michigan CMH Affiliation committee(s).		X			
23. Serve as an Appeals Committee, if so designated.					Will need discussion later
24. Serve as a voice of consumer advocacy to other local, regional, state and national groups, bodies and legislatures.		X			

Recommendations for CAC Improvement:
