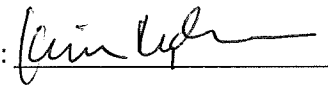


**SWMBH Operating Policy 6.6**

<b>Subject:</b> Customer Advisory Committee		<b>Accountability:</b> Customer Services	<b>Effective Date:</b> 1/1/2014	Pages: 3
<b>REQUIRED BY:</b> BBA Section _____ PIHP Contract Section _____ NCQA/URAC Standard _____ Other <u>AFP 2013</u>		Last Reviewed Date: 1/10/17	Past Reviewed Dates: 9/21/15 4/24/15 2/2/15	
<b>LINE OF BUSINESS:</b> <input checked="" type="checkbox"/> Specialty Waiver (B/C) <input checked="" type="checkbox"/> 1115 Waiver <input checked="" type="checkbox"/> Healthy Michigan <input checked="" type="checkbox"/> SUD Medicaid <input checked="" type="checkbox"/> SUD Block Grant <input checked="" type="checkbox"/> MI Health Link <input type="checkbox"/> Other: _____	<b>APPLICATION:</b> <input checked="" type="checkbox"/> SWMBH Staff and Ops <input type="checkbox"/> Participant CMHSPs <input type="checkbox"/> SUD Providers <input type="checkbox"/> MH / DD providers <input type="checkbox"/> Other: _____	Last Revised Date: 1/10/17	Past Revised Dates: 11/23/16 4/24/15 2/2/15 10/8/15	
Approved : <u></u> <u>Case</u>		Required Reviewer: Director of UM and ME		
Date: <u>1-24-17</u>				

**I. Purpose**

To ensure Southwest Michigan Behavioral Health customers have a way to provide feedback and input regarding decisions/services impacting them or the region.

**II. Policy**

Southwest Michigan Behavioral Health (SWMBH) to assure that customers have a means to provide input to SWMBH by advising on items which directly or indirectly affect the quality of the behavioral health services and supports provided within the SWMBH region of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren counties. This shall occur through the established Customer Advisory Committee. The Committee members will be responsible for, but not limited:

- A. Acting as an advocate voice for customers
- B. Providing feedback and input for local and regional challenges, documents, and provided service related decisions
- C. Reviewing and providing feedback on documents as prepared for distribution throughout the SWMBH Network such as the Customer Handbook, Newsletter, and other informational materials
- D. Providing feedback regarding best practices for SWMBH to follow when providing services to our customers
- E. Reviewing Customer Satisfaction Survey questions, as well as survey results and providing feedback on necessary system changes
- F. Reviewing results of the Performance Improvement Projects and regional plans for change
- G. Reviewing results of Michigan Department of Health and Human Services (MDHHS) and Health Services Advisory Group (HSAG) reviews and regional plans for change
- H. Reviewing of any other state or federal documents as requested by SWMBH for feedback

**III. Standards and Guidelines**

- A. Membership

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1. The Customer Advisory Committee will be composed of members, primary or secondary, with at least one representative coming from each of the counties represented by SWMBH's participant CMHSPs.
2. Best efforts will be made to appoint to the Committee a spectrum of individuals representative of the various populations served by SWMBH including geographic, ethnic, and cultural.
3. Members are expected to be active participants in their local community in order to be able to disseminate information in their community.
4. Meaningful participation in regional conferences, trainings, meetings, and the ability to report back to the Customer Advisory Committee regarding the content of the events attended is expected.
5. Eligibility to be on the Committee are those who receive CMH services, secondary customers and/or Medicaid Customers. Membership will be appointed by the SWBMMH Board of Directors and EO.
  - a. Potential Committee members may attend up to two (2) Committee meetings as a guest to determine if they are interested.
  - b. Potential Committee members who attend as a guest will be provided with a \$25 stipend and mileage reimbursement as applicable.

### B. Term Limits

1. Memberships are for two years, consecutively. At the end of the two year term, the member needs to reapply for appointment on the committee.

### C. Attendance Requirement

1. When at all possible, members are encouraged to attend in person.
2. If not able to attend the meeting at SWMBH, a Committee member can call in through a conference call. The call must be done in a secure location where privacy and confidentiality can be protected. This includes: member's CMH or in a private room where no one has access to the conversation or documentation discussed during the meeting.
  - a. Examples where the meetings should not be conducted include: restaurants, coffee shops, libraries, etc.
3. Members may be recommended for dismissal if they miss more than three consecutive meetings with no communication to a Committee member or SWMBH staff.
4. Members may be recommended for dismissal if they miss more than six meetings in a year with no communication to a Committee member or SWMBH staff.

### D. Meetings

1. A designated SWMBH staff member will be responsible for coordination and staffing of the Committee meetings. This individual will also assure that minutes are taken and sent to all Committee members for review one week before the next meeting and that the Committee's information and reporting needs are supported and facilitated by SWMBH staff.
2. The Committee will schedule to meet monthly but not less than ten (10) times per year, weather and scheduling permitting.
3. The Customer Advisory Committee will maintain interface with all appropriate SWMBH Committees for the purpose of facilitating customer input and advice into ongoing policy development. SWMBH Customer Services will be responsible for assisting the Committee with maintaining such communication.
4. Each Committee member will have meaningful participation and one equal vote.

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5. All recommendations will pass by simple majority of those present at the meeting, provided there is a quorum.
6. Committee members will receive a \$25 stipend for attending a meeting and mileage reimbursement as applicable.
7. If a member is unable to attend in person and calls in from a secure location, the \$25 stipend will be provided; however, mileage will not be provided. Communications will occur through electronic delivery. Members are expected to have working knowledge of electronic devices and a means to accept the delivery of materials.
  - a. SWMBH will provide an electronic device in the form of a tablet for Committee members to utilize during the duration of their appointment.
  - b. Members will be expected to acquire their own Wi-Fi connection to retrieve electronic documentation.

### E. Officers

1. Officers will be elected by the members to serve one term in the same position. Term length is up to twelve months.
2. Officers will include:
  - a. Chairperson
    - i. Responsible for conducting the meetings, as well as its other activities and for interfacing with the Customer Services Coordinator and others.
  - b. Vice Chairperson
    - i. Responsible for substituting for the Chairperson in his/her absence.
  - c. Secretary
    - i. Responsible for recording the meeting minutes and providing minutes to the SWMBH facilitator.
3. Elections for Officers will occur annually in January.
4. Elected positions will not serve past January 31<sup>st</sup> and may not serve more than one consecutive term in a designated position.
5. A SWMBH staff will serve as facilitator. This is a non-elected position. This facilitator is responsible for distributing and collecting agenda items and distributing relevant meeting documents.

### F. Committee/Customer Support

1. SWMBH will provide certain support to customers participating in SWMBH functions such as:
  - a. Communication
  - b. Transportation
  - c. Reimbursement
  - d. Mentoring and Coaching
2. All support shall be delivered in accordance with SWMBH policy.

## IV. Definitions

### A. Quorum

Half of the Customer Advisory Committee present at a meeting, plus one.

## V. References

None

## VI. Attachments

None

